

Qantas American Express  
Ultimate Card

Qantas Club Lounge Invitation  
and Qantas Travel Credit  
Conditions

**Effective from 25 January 2021**



# **Qantas American Express Ultimate Card Qantas Club Lounge Invitation Conditions**

## **Qantas American Express Ultimate Card Qantas Club Lounge Invitation Terms and Conditions**

1. Provided you are a Qantas Frequent Flyer and have registered your Qantas Frequent Flyer number with your Qantas American Express Ultimate Card, you are eligible to receive two Qantas Club Lounge Invitations each anniversary year of your card membership, after your first spend on selected Qantas products and services using your Qantas American Express Ultimate Card during that year.
2. Selected products and services are as follows:
  - (i) Qantas passenger flights with a QF number, purchased directly from [qantas.com.au](http://qantas.com.au) using your Qantas American Express Ultimate Card;
  - (ii) Qantas Frequent Flyer and Qantas Club membership joining and annual fees.

Excludes Jetstar, Qantas Holidays, Qantas Freight, Qantas Cruises, Qantas Box Office, Qantas Wine, Qantas Insurance, Qantas Shopping, Qantas Merchandise Store or any other Qantas branded goods and services other than those items outlined in (i) and (ii) above.
3. Within 2 weeks of processing your first spend on selected Qantas products and services each anniversary year on your Card, you will receive an email from Qantas confirming the Qantas Club Lounge Invitations are available for use. Login to the Complimentary Invitations Portal using your Frequent Flyer details to access your invitation, link it with an eligible Qantas flight booking with a QF or JQ flight number, or find out more information at [qantas.com/freeloungeinvite](http://qantas.com/freeloungeinvite).
4. Qantas Club Lounge Invitations are valid for a single visit by one guest to a Qantas Club lounge and must be used prior to their expiry. Invitations are subject to the Qantas Club terms and conditions (available at [qantas.com/freeloungeinvite](http://qantas.com/freeloungeinvite)) and must not be sold, they may only be transferred as allowed by Qantas. Invitations are not valid for access to Qantas International First Class Lounges, the Qantas Chairman's Lounge, Qantas Domestic Business or oneworld® alliance airline partner or associated lounges.
5. Qantas Club Lounge Invitations benefit cannot be carried forward to any subsequent year. Invitations may be revoked or withheld if your Qantas American Express Ultimate Card account is not in good standing, if the spend on selected Qantas products and services is refunded in full or if you have not complied with these Qantas Club Invitation Conditions, the Credit Card Conditions or the Qantas Club Lounge Access terms and conditions.

# **Qantas American Express Ultimate Card Qantas Travel Credit Terms and Conditions**

## **The Qantas American Express Ultimate Card Qantas Travel Credit Terms and Conditions**

1. As a Qantas American Express Ultimate Card Member, you are eligible for one \$450 Qantas Travel Credit each anniversary year. Additional Card Members do not receive a Qantas Travel Credit.
2. You may only use the \$450 Qantas Travel Credit for one travel booking for eligible Qantas flight(s) each anniversary year online at [americanexpress.com.au/travel](http://americanexpress.com.au/travel). Eligible Qantas Flights are flights with a QF flight number.
3. The Qantas Travel Credit will expire if you do not use it during the relevant anniversary year and any unused portion of the Qantas Travel Credit is non-redeemable and non-refundable.
4. You may only use one Qantas Travel Credit per booking, even if you hold multiple American Express® Cards with a travel credit benefit.
5. If your account is enrolled in the Care program, please call Priority Service on 1800 059 388 for any queries about the Qantas Travel Credit.
6. You may not use your Qantas Travel Credit if your account is overdue or if you have not paid your annual fee (or the minimum payment due after your annual fee was charged).
7. Any flight(s) booked using the Qantas Travel Credit are subject to the Qantas Conditions of Carriage which can be found at [qantas.com/travel/airlines/conditions-carriage/global/en](http://qantas.com/travel/airlines/conditions-carriage/global/en). Qantas Travel Credit bookings are also subject to the airline terms and conditions, and may incur change or cancellation fees from the airline and American Express.
8. If you cancel your booking, the Qantas Travel Credit portion is not refundable and will be forfeited in the relevant anniversary year.
9. Except for the \$450 Qantas Travel Credit portion of your booking, any other amount charged to your Card as part of your booking will accrue Qantas Points in the usual way, as outlined in the Qantas American Express Cards Points Terms and Conditions at [americanexpress.com.au/ultimatepoints](http://americanexpress.com.au/ultimatepoints).
10. The Qantas Travel Credit must be used in good faith and cannot be sold or otherwise transferred for value. The Qantas Travel Credit may be forfeited if we reasonably determine that you are seeking payment, compensation or other value for your Qantas Travel Credit.
11. If you're eligible to receive the complimentary Qantas Club lounge pass benefit, redeeming your Qantas Travel Credit through [americanexpress.com.au/travel](http://americanexpress.com.au/travel) will not count towards your spend on selected Qantas products and services. You will need to make the eligible Qantas spend directly from [qantas.com.au](http://qantas.com.au). Selected products and services are as follows: (i) Qantas passenger flights with a QF number, purchased directly from [qantas.com.au](http://qantas.com.au) using your Qantas American Express Ultimate Card; (ii) Qantas Frequent Flyer and Qantas Club membership joining and annual fees.



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