Double Points or double Status Credits campaign

How do I register for this offer?

1. Download the Qantas App. If you already have it, you'll need the latest version (version 4.5.0) to see the offer.
2. Open the Qantas App, log in using your Qantas Frequent Flyer details, and click through from the promotional banner on the home screen. This will show underneath your flight details if you're travelling within the next 72 hours.
3. Follow the prompts to register for your choice of reward by 11:59pm (AEDT) Tuesday 27 February 2024.
4. If you don't have a smartphone or can't see the offer in your Qantas App, you can register on the campaign page.
5. Within 15 minutes of registering, an email confirming your registration will be sent to the email address registered with us. If you change your reward by 27 February 2024, we will ensure the final reward chosen will be awarded on all eligible flights booked within the offer period.

How can I download or update the Qantas App?

Find out more about downloading or updating the Qantas App here. The app is available to download on your iPhone, tablet or Android.

Where can I register if I can't see the offer in my Qantas App or don't want to use the Qantas App?

You can register on the campaign page. If you need more help, please contact the Qantas Frequent Flyer Service Centre between 7am and 7pm (AET) Monday to Saturday to speak with one of our agents.

- Australia 13 11 31 (long distance call charges may apply)
- New Zealand 0800 101 500
- United Kingdom 0845 7 747 100 (call cost up to 7 pence a minute including VAT for 084 numbers)
- USA and Canada 1800 227 4220 (customers in the USA who are deaf or who have a hearing or speech impairment can call via the National Relay Service by dialing 711, 24 hours a day, seven days a week - the Communication Assistants at the National Relay Service will assist customers by contacting Qantas)
- Europe and Ireland +44 20 8600 4333
- Other countries and territories +61 2 9433 2329

What flights are eligible for this offer?

Australian Domestic and International Qantas marketed and operated flights booked between Wednesday 21 February 2024 and Tuesday 27 February 2024, for travel between Wednesday 28 February 2024 and Friday 14 February 2025. QF flights operated by Finnair for Qantas (QF291, QF292, QF295 and QF296) will be eligible for this offer. Any other flight with a QF flight number on the ticket which is not operated by Qantas including Jetstar, Jetstar Asia, Jetstar Japan, and other partner airlines will not be eligible for this offer. Double Qantas Points or double Status Credits will not be earned on some fare types and booking classes. See Airline Earning Table for details.

What is a Qantas marketed and operated flight?

Qantas marketed and operated means your ticket has a Qantas code (QF), and you are flying on a Qantas aircraft. QF flights operated by Finnair for Qantas (QF291, QF292, QF295 and QF296) will be eligible for this offer.

Can I switch my reward within the offer period?

Yes. Once you've registered for a reward, you can change your mind by re-completing the prompts in either the Qantas App or on the campaign page. We will ensure the final reward chosen will be awarded on all eligible flights booked within the offer period. From 28 February 2024, you'll be unable to switch.

How can I confirm that I've successfully registered?

Once you have registered, you will see a confirmation screen. Within 15 minutes of registering, an email confirming your registration will be sent to the email address registered with us.

What happens if I book for multiple passengers?

All passengers in each flight booking must be a Qantas Frequent Flyer member (or join free) and have their Qantas Frequent Flyer number included in the booking to be eligible. Each passenger will need to register separately to be eligible for double Qantas Points or double Status Credits. For example, if you were to book an eligible flight for yourself and a family member, both yourself and the family member must be a Qantas Frequent Flyer member, and each much register for the reward separately. Passengers within one booking can choose different rewards.

What will happen if I book multiple flights? Can I choose a different reward for each eligible flight?

No. For all eligible flights booked in the offer period, a Qantas Frequent Flyer member will earn the last reward chosen before the campaign end date. For example, if you were to book an eligible flight and register for double Qantas Points, and then later book another eligible flight, you will earn the reward in which you registered, for both bookings. If you were to later change your reward to double Status Credits within the campaign period, you will earn double Status Credits on both bookings, if eligible.

How many bookings can I make?

There is no limit to the number of eligible bookings that you can book during the promotional period.

How do I book?

Flights can be booked via the Qantas website, the Qantas App, a travel agent or Qantas Contact Centres. Fees and charges may apply.

When will I receive my double Qantas Points or double Status Credits?

Within eight (8) weeks after travel. Bonus Status Credits earned from this offer do not count towards Loyalty Bonus, Platinum Bonus Reward, Platinum One Bonus Reward and Status Accelerator/Challenge earn requirements. Status Credits are not transferable and will be governed by the Qantas Frequent Flyer terms and conditions.

Will I earn double Qantas Points or double Status Credits if I register and then book a holiday package at Qantas Holidays or a tour package at Qantas Tours?

Yes, you will earn your chosen reward on the flight component of the Qantas Holiday package or Qantas Tour package booked within the offer period. The flight component will need to be an eligible Qantas marketed and operated flight where Status Credits and Qantas Points are normally earned.

Will I earn double Qantas Points or double Status Credits if I use 'Book Now, Pay Later' to make my flight booking?

If you book your eligible flight during the promotion period, you will earn the bonus reward regardless of payment date. You will not earn double Qantas Points or double Status Credits if you do not complete your payment on the advised payment due date. If you book your eligible flight outside the promotion period and pay for your booking within the promotion period, your booking will not be eligible.

If I use a Qantas Gift voucher, will I be eligible for this offer?

If you use a Gift Voucher for an eligible flight booking made during the promotion period, you will be eligible for the bonus reward. Gift Vouchers purchased but not redeemed for an eligible flight booking (for flights that are not booked or travelled within the booking or travel period dates), won't be eligible.

Can I register for the Twice as Rewarding offer and for the Qantas Business Rewards double Qantas Points offer?

Yes. If you register successfully for both offers and include your Qantas Frequent Flyer number and your business's ABN in eligible bookings, you'll earn either double Qantas Points or double Status Credits for yourself, as well as double Qantas Points for your business.

Qantas Business Rewards members need to activate the additional double Qantas Points for business offer here.

How do I get assistance with logging in to my Qantas Frequent Flyer account?

In the log in form, once you enter your last name, Frequent Flyer number, PIN and select 'Log in', a pop-up will appear to advise you that an SMS with a verification code has been sent to the mobile phone number you've registered with us. View more information about two-factor authentication process.

If you can't remember your membership number or PIN, view:

- Forgotten Frequent Flyer membership number
- Forgotten Frequent Flyer PIN

If you're still unable to complete the login process, contact the Frequent Flyer Service Centre using one of the following options:

- complete our online contact form, selecting 'Login' from the nature of enquiry options - be sure to include your Frequent Flyer number in the form if you know it

- [call the Frequent Flyer Service Centre](#) between the hours of 7am and 7pm (AET) Monday to Saturday to speak to one of our consultants
- send an email to frequent_flyer@qantas.com.au