

# Everyday Plus Account Qantas Rewards Program

Terms and Conditions

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Effective November 2023





## 1. Important

- 1.1 Please read these Terms and Conditions carefully. They set out the circumstances in which your Qantas Points will accrue, be credited to your Qantas Frequent Flyer Membership Account or be cancelled.
- 1.2 The BOQ Specialist Everyday Plus Account Qantas Rewards Program that is described in these Terms and Conditions applies only to account holders that hold a BOQ Specialist Everyday Plus Account.
- 1.3 To earn Qantas Points in the BOQ Specialist Everyday Plus Account Qantas Rewards Program, you must be a member of the Qantas Frequent Flyer Program and have supplied to BOQ Specialist your valid Qantas Frequent Flyer Membership Number. See section 5 for more information. You cannot supply a Qantas Frequent Flyer Program membership number of any other third party. You will only be credited with Qantas Points you have earned after you have advised us of your Qantas Frequent Flyer Membership Number. Qantas Points cannot be credited to your Qantas Frequent Flyer Membership Account unless you provide us with your Qantas Frequent Flyer Membership Number.

## 2. General

- 2.1 These Terms and Conditions govern your participation in the BOQ Specialist Everyday Plus Account Qantas Rewards Program.

- 2.2 The depositing of funds into your Everyday Plus Account will be taken to signify your understanding and acceptance of these Terms and Conditions.

- 2.3 Words that are capitalised in these Terms and Conditions are defined in section 3 of this Terms and Conditions document.

## 3. Definitions

- BOQ Specialist means BOQ Specialist - a division of Bank of Queensland Limited ABN 32 009 656 740 AFSL and Australian credit licence No. 244616.
- BOQ Specialist Everyday Plus Account Qantas Rewards Program means the rewards program that is administered by BOQ Specialist in partnership with Qantas and is described in these Terms and Conditions.
- Calendar Month means each month or part thereof where you accrue Qantas Points in accordance with these Terms and Conditions.
- Everyday Plus Account means the points earning transactional deposit account held with BOQ Specialist.
- Monthly Rewards Balance means the total number of Qantas Points that you have earned during a Calendar Month.
- Qantas means Qantas Airways Limited ABN 16 009 661 901 (or such other company that operates the Qantas Frequent Flyer Program from time to time).
- Qantas Conditions of Carriage means the terms called Qantas Conditions of Carriage as amended from time to time.
- Qantas Frequent Flyer Membership Account means the Qantas Frequent Flyer Membership Account of the account holder.

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- Qantas Frequent Flyer Membership Number means the Qantas Frequent Flyer Program Membership Number assigned by Qantas to the account holder.
  - Qantas Frequent Flyer Program means the loyalty frequent flyer program of that name that is operated by Qantas.
  - Qantas Frequent Flyer Terms and Conditions means the terms and conditions entered into between Qantas and a member that wishes to participate in the Qantas Frequent Flyer Program (as amended or substituted from time to time by Qantas). For details visit [www.qantas.com/au/en/frequent-flyer/discover-and-join/terms-and-conditions.html](http://www.qantas.com/au/en/frequent-flyer/discover-and-join/terms-and-conditions.html).
  - Qantas Points means reward points in the Qantas Frequent Flyer Program.
  - Terms and Conditions means this document and includes any other version of this document that replaces an earlier version.

#### 4. Qantas Frequent Flyer Program

- 4.1 To be credited with Qantas Points earned through the BOQ Specialist Everyday Plus Account Qantas Rewards Program, you (as the account holder) must be a member of the Qantas Frequent Flyer Program and have supplied to BOQ Specialist your valid Qantas Frequent Flyer Membership Number. The name on your Qantas Frequent Flyer Membership Account and your Everyday Plus Account must be identical for us to credit Qantas Points earned to your Qantas Frequent Flyer Membership Account. The Qantas Frequent Flyer Program is available only to individuals. Membership of the Qantas Frequent Flyer Program and Qantas Points are subject to the Terms and Conditions of the

Qantas Frequent Flyer Program. For your complimentary membership, please visit [www.qantas.com/au/en/frequent-flyer/discover-and-join/join-now.html/code/boqspecialist](http://www.qantas.com/au/en/frequent-flyer/discover-and-join/join-now.html/code/boqspecialist).

- 4.2 Qantas Points earned through the BOQ Specialist Everyday Plus Account Qantas Rewards Program are offered in accordance with these Terms and Conditions and do not constitute your property. Qantas Points you accrue have no cash or monetary value. You cannot transfer your Qantas Points to any other person or entity.
- 4.3 Any air travel undertaken as a result of participation in the Qantas Frequent Flyer Program is subject to the Terms and Conditions of the Qantas Frequent Flyer Program and the Qantas Conditions of Carriage as amended from time to time. For details visit [www.qantas.com/au/en/frequent-flyer.html](http://www.qantas.com/au/en/frequent-flyer.html).
- 4.4 You acknowledge and authorise BOQ Specialist and Qantas to exchange your personal information (including your name, address, email address, date of birth and Qantas Frequent Flyer Program membership details). You acknowledge that the exchange of this information is necessary and will be limited to the extent required to ensure that you can earn Qantas Points under and subject to these Terms and Conditions and the Qantas Frequent Flyer Program Terms and Conditions (available at [www.qantas.com/au/en/frequent-flyer.html](http://www.qantas.com/au/en/frequent-flyer.html)) and that you can be provided with the benefits of the Qantas Frequent Flyer Program including information on it and available rewards.

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## 5. How Qantas Points are transferred to your Qantas Frequent Flyer Membership Account

- 5.1 If the account holder/s supplies to BOQ Specialist their Qantas Frequent Flyer Membership Number, at the end of each Calendar Month, BOQ Specialist will calculate your Monthly Rewards Balance. BOQ Specialist will then arrange for your Monthly Rewards Balance to be sent to Qantas and the Qantas Points earned will be credited to your Qantas Frequent Flyer Membership Account. This may take up to approximately 21 days.
- 5.2 Qantas Points that you have accrued during a Calendar Month will be automatically transferred to your Qantas Frequent Flyer Membership Account in accordance with these Terms and Conditions.
- 5.3 Subject to section 5.1, once your Qantas Points are successfully transferred to your Qantas Frequent Flyer Membership Account, the Qantas Points are governed by the Qantas Frequent Flyer Terms and Conditions.
- 5.4 If you have a query in relation to Qantas Points (earned through the BOQ Specialist Everyday Plus Account Qantas Rewards Program) either not showing up on your Monthly Rewards Balance or not being credited to your Qantas Frequent Flyer Membership Account, please contact us on 1300 160 160.
- 5.5 Any questions or queries in relation to the Qantas Frequent Flyer Program generally, must be referred to Qantas.

## 6. Tracking your Qantas Points

You will be able to track the number of Qantas Points you earn by referring to your Everyday Plus Account statement or by logging on to [qantas.com](http://qantas.com) and following the instructions for Qantas Frequent Flyer Membership member log in.

## 7. Liability

BOQ Specialist does not warrant the performance by Qantas of the Qantas Frequent Flyer Program Terms and Conditions or the provision of any benefits which may be available under that program. All travel undertaken by you as a member of the Qantas Frequent Flyer Program will be at your own risk. Qantas Frequent Flyer Program members are liable for any taxation implications relating to their participation in the Qantas Frequent Flyer Program.

It is recommended that you consult a taxation adviser in relation to any taxation implications related to membership of the Qantas Frequent Flyer Program.

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