

QANTAS REFUND?

In June 2020 the Australian Competition and Consumer Commission reprimanded Qantas after "hundreds of complaints from passengers whose flights were suspended or cancelled due to travel restrictions, but who were given credits by Qantas instead of the refunds they were entitled to." (media release 124/20)

Qantas has billions of dollars worth of tickets on its books and Rex estimates that passengers legally entitled to a refund may be owed over a billion dollars.

Frustrated Qantas passengers are speaking out. Share with us your experience on our website or social media.

Still waiting for a refund after 8 weeks. After having my flight to nz being cancelled in june. Waited on the phone for over 15hrs. Wasnt able to change my flight through the website even though on the website stated I would be able too. Had to rebook at my own expense. Are you making money off interest by holding my money for this long?

M.W Facebook 25-Aug-2021

Still waiting for my refund cheque for over a year now @qantas . Theft is a crime

K Instagram 19-Aug-2021

extremely disappointed with Qantas today we had no problems receiving a refund from our Virgin flights but Qantas refused to a refund us and will only give back Qantas credits which attract extra fees to use and we are unlikely to be able to travel within the credit expiry date.

K.W Facebook 18-Aug-2021

I received an email from Qantas 6 august 2021 advising my refund for tickets to Melbourne had been processed. I checked my records - I had previously been told I was due \$956.18 credit.

I was refunded \$15.

H.B Facebook 13-Aug-2021

I booked a Qantas flight through MyTrip to go from Sydney to Broome. They sent me an email that the flight had been cancelled and I could get a refund. I have been trying for a month now to get my refund and they have not been forthcoming..

L.N Facebook 13-Aug-2021

Maybe if you actually replied to my email I might be able to process my refund of points to do this!? Have waited almost two weeks for a response only to have someone tell me that I hadn't provided info required?! Can someone

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please get back to me!?

F Instagram 6-Aug-2021

Where is my \$1300 flight refund from June @qantas it has been 6.5 weeks!!!

C Instagram 5-Aug-2021

Let's try again. Hey Qantas, how about issuing a refund for the flights you cancelled on us? And before you ask me to message you with details, go and have a look - it's all there.

R.S Facebook 2-Aug-2021

Why does it take 8 weeks to get money refunded

J.C Facebook 1-Aug-2021

Qantas hey I couldn't make my flight due to Covid I contacted you Monday to postpone travel you told me to contact the agent I contacted them eDreams they said my booking was cancelled not deferred and I won't get a refund I can't get through to anyone...

D.D Facebook 30-July-2021

I have been trying to contact you for credit refund

What can I do to reach you?

M.H Facebook 30-July-2021

8 weeks for a ticket refund Qantas? Lift your game!

M Instagram 27-July-2021

I have been trying to get a refund for flight that you cancelled for the last 7 weeks with no luck. The only option on your website is manage booking which won't let me access my booking??

P.D Facebook 26-July-2021

Refund my money. It was a cancellation in June, due to the covid, and I'm out of pocket. It's not a financial difficulty, it's the principal of the thing. I'm not your banker.

R.C Facebook 25-July-2021

Are you joking Qantas, I have just tried to refund my business class tickets to NZ and if I don't choose to take your credit you are penalizing me \$200 each way a total of \$400 for requesting my money back when this is OUT OF MY CONTROL...Explain yourself...

M.W Facebook 24-July-2021

Good luck doing Anything on the Manage Booking or phone. Still waiting for refund or even acknowledgement from Qantas after they cancelled my NZ flight in June. Had to rebook completely new tickets through Flight Centre for accountability

M.M Facebook 23-July-2021

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Was on hold with Qantas for THREE hours to process a refund for a cancelled flight, listening to their repetitive messages while on hold, they didn't even provide music. Then when I finally got through after 3 hours and requested a refund for the cancelled flight they hung up on me!!! Pathetic customer service, and no option for online customer service. 100 PERCENT CRAP!!!

S Instagram 17-July-2021

I'll tell you what I'm missing... my \$1200 flight refund that Qantas said they would give back to me but have now apparently "lost" the money and won't give back to me

B.C Instagram 15-July-2021

I will seek immediate legal action against your company if I don't hear back within 24 hrs. I cancelled my flight nearly 20 weeks ago and never received my flight credit nor a refund. It is impossible to get in touch with Qantas. I have emailed your customer care email repeatedly but I am apparently talking to a brick wall! I have also waited on the line and paid international calls fees for hours on end waiting to get through to any human beings. There is no reaching Qantas. You are literally scammers. I have no way of retrieving my booking, I have no way of reaching you, and I have no way of getting my money back. If this is not fraud, I don't know what is.

S.H Facebook 5-July-21

BEYOND A JOKE! My MIL has been on hold to Qantas on 2 separate occasions without speaking to a single person. Over 5.5 HOURS on one call and over 2 HOURS on another call. Whilst I understand the current global events happening, that is a joke!! Qantas has had a time change on the flights booked for a party of 4 and while we have looked at the alternative travel arrangements, non-suit the travelling parties effected so we would like to request a monetary refund so we can book different flights that are suitable for elderly passengers. You cannot get a monetary booking via the online booking service, only a flight credit which is not suffice in this situation. I have worked in the travel industry previously for 3 years and this is a joke. There is no email address online, readily available, at least that I could find, so we can arrange a refund and being on hold for a total of over 7.5 hours is a joke! Can someone please message back with how we can arrange a monetary refund as we read it can take up to 8 weeks to process, that isn't going to take being on hold for half a day!

C.E.D Facebook 4-July-21

I was actually travelling 2 weeks ago and sent messages, emails and called your call centre - with zero response and twice we have had to wait over 2 hours. Today jacked again because no credit or my frequent flyer points coming back to my account to book another trip and on the wait for 4 and a half hours. Absolute farcical - you should have a system that automatically creates a credit back into peoples account instead of pretending to!!

D.L Facebook 4-July-21

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I have tried calling twice regarding getting a refund for my cancelled flight to Brisbane. I was on hold for over 6 hours, only for it to finally ring once and refn be cut off. This is the worst customer service...

M.D Facebook 4-July-21

I have tried contacting Qantas... This has been going on for a month and I've heard nothing back from Qantas. Hope to hear something back soon.

A.R Facebook 3-July-21

Still waiting for my refund from 3 months ago.

M.T.S.T Facebook 3-July-21

6 HOURS on hold to Qantas for a guy in the call centre to actually speak over me when I asked for a refund due to the ridiculous wait times and inability to rebook as promised on their manage bookings... Then try to charge me 100 dollars per person and THEN put me back on hold. It's almost midnight.

K.M Facebook 2-July-21

Qantas customer service is the most unreliable pathetic organisation I have ever dealt with they lie pass the blame on others please get rid of them and replace them with people who can manage a large organisation like qantas

J.F Facebook 2-July-21

OMG I have been trying to get through ALL week to change a booking that I CANT do online. Waited for 3.5 hrs on phone tonight when it said that it was a 30min to 1hr waiting time. This is a rot Qantas! You are making the most of this recent lock down to swindle people! Shame on you!

V.F Facebook 2-July-21

Over 8 weeks since my refund was processed. No refund and very limited communication from Qantas, despite my direct messaging. I don't understand how/why they are getting away with such terrible customer service! QANTAS - please just refund as you promised!!

G.M Facebook 30-June-21

Why are you changing flights when they cannot be used anyway as borders are closed? You are doing the wrong thing by your customers and we will not forget. We need a full refund, not a voucher to rebook by March 2022? Why are we being treated like this qantas?...

C.L Facebook 30-June-21

Qantas to be honest that post is BS, I've been trying to get hold of you for months. Long before the latest outbreak. Last messenger reply took over 27 days and no outbreaks at that time. Your customer service just s**** that is the reality.

G.L Facebook 27-June-21

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...they're putting all their complaints in one place and choosing which one gets dealt with. They will take your money straight away though

D.B Facebook 27-June-21

I had to cancel tickets to Darwin. I live in a LGA Red Zone so couldn't leave Sydney then NT shut their borders. I wanted a refund but got hit with a \$99 cancellation fee. I also had upgraded with points so I only got half my points back. If had agreed to a credit I would have got everything back !!!! Even though this was something that was totally out of my control. I registered a complaint but have heard nothing. Qantas I thought you were better than that!!!!!!

H.B Facebook 27-June-21

I have spent more than a total of 24hrs on hold over 4 calls even before the latest outbreak. With one person lying to me saying my issue was sorted, putting me on hold, only for me to find out he had done nothing at all, it was clearly to get me off the call!!

This is disgraceful customer service. There are some issues that can't be resolved online. Qantas needs to put more staff on.

J.C Facebook 27-June-21

yeh I have a credit I can't use without calling the call centre! It was an operational cancellation from Qantas that caused the issue - not mine and still I am impacted. How about - Qantas make all the credits usable through the website and lower your call volumes!

Stop holding our money to ransom and increase customer satisfaction??

R.P Facebook 27-June-21

The term and conditions for the so called "flight credits" are despicable. And you don't find out what they are until you have already done it. Qantas are taking full advantage of customers stuck in this hopeless situation. I will never fly Qantas again.

D.W Facebook 27-June-21

I have been trying to reach your call centre for 4 weeks to book flights and can't - so agree with others. Perhaps a class action to get refunds on the millions of \$\$ we've allowed you to keep that we now can't spend.

D.W Facebook 27-June-21

Thanks for hanging up on us after being on hold for 6 (!!!!) hours. Your customer service is beyond acceptable and this is the last time that I have booked a flight with you. There is absolutely no excuse for a) not having a better online system that is clear and actually let's you do things and b) for not being prepared for a high volume of calls 16 months into a pandemic

L.S Facebook 27-June-21

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Still waiting for my 'scheduled' call back - only been 3 hours past the time so far! Looks like Qantas want us to take credits not refunds!!

M.P Facebook 27-June-21

...The help lines says 1-2 hr wait. I was on hold for 3.5 hours on Thursday night because I wanted to change the dates due to the SA boarder... Soon after I hang up I received notice that my flight has been cancelled but nothing about a credit or refund. I have been on hold for almost 4 hours now waiting to speak to Qantas, ALL I WANTED TO DO IS MOVE MY FLIGHTS TO THE NEXT SCHOOL HOLIDAYS WHY CAN'T I DO THAT ONLINE? Why have I now spent over 7 hours on hold waiting to speak to someone at Qantas?????!!!!

C.I Facebook 27-June-21

I was actually travelling 2 weeks ago and sent messages, emails and called your call centre - with zero response and twice we have had to wait over 2 hours. Today jacked again because no credit or my frequent flyer points coming back to my account to book another trip and on the wait for 4 and a half hours. Absolute farcical - you should have a system that automatically creates a credit back into peoples account instead of pretending to!!

D.L Facebook 27-June-21

You should allow refunds so that people can do this themselves. I've been on hold trying to cancel for over 3 hours, given I am required by the state to cancel.

S.N Facebook 25-June-2021

Amazing! This is why I'll fly Rex! Qantas were terrible last year when we needed to cancel our flights to Japan

J.E Instagram 2-June-21

Qantas has no way of being able to communicate by email what a b***** absolute joke. Cancelled a flight today and their website said there was an option to obtain a credit but there was no option for a credit and flight was cancelled. No return email just a screen message to say it was cancelled. Nothing about my frequent flying points or when I will be communicated with. You need to get off.. and look at how your company communicated with its customers. It's not b***** good enough and ringing in only says you could wait on the phone for 24 hours. Can someone at qantas respond or are you going to keep your heads in the sand. Pissed off.

G.P Facebook 2-June-21

Qantas has abandoned the Darling Downs, they said flights between Toowoomba(Wellcamp airport) & Sydney would restart in early April, we are now in June. I have many friends still waiting on emails, call backs and Credits from Qantas with absolutely no response or closer to getting a refund. I know

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people that are owed over \$2,000.00 in airfares. Qantas top brass are treating the Australian people like dogs. Qantas is bankrupt & will not come clean about it.

T.C Facebook 2-June-21

Hi Rex, not only did Qantas not refund people who had purchased tickets from them as per your assertion in your recent newspaper advertising. They also cancelled my frequent flyer points and probably others too, because we didn't fly with them over the Covid lockdown. It appears they used the lockdown to reduce their requirement to honour frequent flyer points and therefore reduce their financial liability.

B.C Facebook 2-June-21

Qantas will and have cancelled flights due to COVID. Then you will wait 12 weeks for a refund. So difficult if like us we required the refund to book a charter flight. There was no customer service to assist and messages ignored. Hours waiting on the phone also. Frustrating and financially devastating for families and individuals. Qantas denied taking my money even when I provided a screen shot of my bank statement they said Expedia took my payment which was false.

W.E Facebook 2-June-21

BecarefullwithQantaspeople, Qantasaren'ttobetrusted, we're still owed a refund for a USA to NZ flight they cancelled last April and we had to buy a flight to get home

D.S Facebook 9-May-21

I am trying to get a refund for my repatriation flight from you but nobody is answering my emails or messages. I need my money back ASAP

W Instagram 5-May-2021

..I've been on hold for 5.5hrs and am still waiting for a call back after leaving my number with you 23hrs ago!..You are not letting me use the flight credits onlineandareforcingmetocallyou, butthenyoudon'tanswerthephone..

D.S Facebook 3-May-21

Topped up my Qantas points to make a booking only to have my flight cancelledandthenbetoldIshouldn'thave toppedupmypointsandIcan't get a refund, Qantas are a joke

B.B Facebook 3-May-21

Be careful with Qantas people , we're still waiting for a refund from April last year when Qantas cancelled our return flight. Cost a lot to get another flight sorted and a year later still no refund from Qantas. Guess what we will never use them again

D.S Facebook 26-Apr-21

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How do I get someone to pick up the 131313 line so I can redeem a flight credit. Couldn't redeem online and was referred to 131313. Have been left on hold 1.5hrs already tonite. Very frustrating.

M.C Facebook 26-Apr-21

I've been waiting 7 months for a refund. When I trolled this page on Friday, you very publicly said you'd DM'd me. I gave you all my details and now it has been 2+days and nothing back from you - not even an acknowledgement of my details!!!!. I'm now waiting on the phone for the 5th time, and the wait time is more than 2 hours.

V.N Facebook 26-Apr-21

I've been waiting 7 months for the refund on the flights they cancelled last October.

J.M Facebook 21-Apr-21

2 1/2 hours on hold to the call centre this morning and already 1 1/2 hours tonight. Appalling service. Why force us through the call centre to use our flight credits when it's impossible to get through??. Even using Facebook messenger hasn't achieved any help or response. No call back option offered either. It is hard to believe a major Australian company can treat customers to such appalling service. With other airlines we can use flight credits... (Qantas THIS IS ABSOLUTELY OUTRAGEOUS!!!!!! I'm going to miss my flight home now ANSWER THE PHONE or FIX YOUR WEBSITE SO I CAN REDEEM MY FLIGHT CREDIT!!!!!!!!!!!!!! I'm WASTING MY WHOLE DAY ON HOLD!??????)

FF number is:*****

J.P Facebook 21-Apr-21

Qantas receive an email which states that my flights has been changed and advice me to call for refund or credit. The number provided in the email didn't work. Try to call customer support, wasted more than 3 hours and still no luck, disgusting service :)

S.K Facebook 21-Apr-21

(Qantas THIS IS ABSOLUTELY OUTRAGEOUS!!!!!! I'm going to miss my flight home now ANSWER THE PHONE or FIX YOUR WEBSITE SO I CAN REDEEM MY FLIGHT CREDIT!!!!!!!!!!!!!! I'm WASTING MY WHOLE DAY ON HOLD!??????)

FF number is: *****

M.W Facebook 21-Apr-21

Agree! I'm waiting for a response on how to get a refund on a credit.

H.T Facebook 21-Apr-21

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This service is appalling, I have been on hold for three hours trying to get a voucher I was given for a cancellation on a Covid flight updated.

Don't get emails back and no other option for a callback, how can such a big company have such poor service?

J.C Facebook 21-Apr-21

Qantas, you still owe me a refund for a 2020 flight. Your website says it's taking up to 8 weeks for refunds and I've been waiting 16! No contact email to write to and 1 phone number with horrendous wait times. That's no customer service

J.P Facebook 19-Apr-21

Qantas I've been hung up on 3 times now because apparently it's too difficult for your staff to work out how to let me access my \$2000 worth of flight credits please can someone contact me urgently

S.J Facebook 19-Apr-21

Hi there! I had to cancel flights in March of 2020 and was told I would be issued a flight credit for this. I've never received any documentation for this and as such there is no flight credit number to enter when making flights.

Can you please assist?

S.B Facebook 19-Apr-21

Why is it if you try to redeem your money in credit the cost of the flight is a lot more expensive than if you booked normally? Both Red E deals, same flight??

R.S Facebook 19-Apr-21

Would be nice to see family if you'd stop mucking around with my flight credits! Waiting 3-5 hours for 2 days straight now just to talk to someone

P.T Facebook 19-Apr-21

Be very careful people, we're still waiting for a fare refund from an American return flight in April last year that Qantas cancelled and left us stranded. Cost a lot to buy another fare. We'll never use them again, not nice

D.S Facebook 19-Apr-21

This is ridiculous. My flight was cancelled last April due to COVID to palm cove. I have a credit voucher on my account to claim, which I can't. I have called them, they put me on wait for 2 hours and then disconnected the call. they are few of my friends in same position.

are they national carrier or thieves!!!!

M.S Facebook 19-Apr-2

Qantas - I have flight credit that I want to use to purchase flights from Auckland back to Melbourne. How can I go about do this, without waiting over 2hrs on your 1800 number

J.W Facebook 19-Apr-21

QANTAS REFUND?

Been trying to rebook a flight using a credit from a flight cancelled last year, can only do it by phone according to the website. Who has 2 HOURS to sit and wait for a consultant to talk to for a simple booking

C.B Facebook 19-Apr-21

I would love to fly to New Zealand but I have now spent over 6 hours waiting for someone to pick up the phone and help me use my flight credit to book our flights... worst customer experience ever! Why can't we use our voucher / flight credit online like all other civilised airlines

C.G Facebook 19-Apr-21

Hello QANTAS, I am still waiting for my refund, would love to be able to support local business and buy caneles but I don't have any money ! been 8 months now and I think it is time you returned my money. #qantasworstairline #qantaswheresmymoney

D.M Facebook 15-Apr-21

Qantas, why are you ignoring your customers and making them so frustrated? You are happy to take customer's money immediately when flights are booked, however when flights are cancelled you decide to either to hold our money for months before refunding it or only offer a credit. For your customers who didn't receive a much delayed refund and only received a credit, they now cannot redeem these online and need to phone and wait for hours to speak to someone and hope that they are not hung up on in the process, like I was. We are all busy and don't have the time for this. Qantas, you need to fix your website asap so your customers can promptly redeem their credit online and employ more staff to handle your calls to reduce the wait time for your customers. You should have been better prepared to handle this rush of bookings. My family and I flew yesterday with Qantas and we had a great experience. It's disappointing to see that you are letting your customers and brand down and don't seem to be listening to us. We expect to be treated better from Australia's leading airline

R.M Facebook 13-Apr-21

Maybe people will book flights with you if they knew that the credits they had from cancelled flights(which we know isn't your fault, but it's wasn't ours either) was going to be value for value.I had \$1500 (well assumed that was how much it was, for two return tickets, as I never actually had an email confirming this) in credit trust me I ended up with \$200 as I couldn't use the bloody online system where it was cheaper!!!! What the hell. No I couldn't because I had to call them!!!!!!!!!!!!!!!!!!!! So they just made \$1300 of my

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money. I'd understand if some was taken out for fees but \$1300 is ridiculous. Because I never had any record other than my cancelled flight booking number I just had to go with what they told me. Most companies would have a detailed invoice of services used and refunds. To the people on the end of long waits I am sorry that Qantas has put you in that position. Who can we complain too. No one. It's wrong

C.T Facebook 13-Apr-21

Maybe if u actually answered your phones in your call centre we could book using our credits. Been trying for 7 days with no response, probably 30 hrs waiting. Won't ever be using Qantas again after this mess is cleared up. The hundreds of angry comments on your fb page from frustrated passengers shows you are losing customers permanently. Simply make it that we can book online to use credit vouchers, problem solved...

S.C Facebook 13-Apr-21

Hey don't feel bad People, we've been waiting for over a year now for a refund on a flight from the USA that Qantas cancelled. Great customer service eh, you have to pay for flights on the spot but they can cancel them and pay you "" ONEDAY ???"" if you're real lucky

D.S Facebook 13-Apr-21

Think of the interest they are collecting by with-holding everyone's refunds!! the longer the better for them, eh

H.H Facebook 13-Apr-21

Finally got through at 2hrs 43mins. They'll refund charges, but "refunds are taking 8 weeks to process". So 10 weeks from purchasing the fare (for a flight Qantas cancelled), to getting my money back

R.N Facebook 13-Apr-21

Came on here to comment and see my story over and over again. Cancelled flights April last year via a call and promised an email to confirm my Flight credits, nothing arrived, more calls during last year still nothing told I would have to book new flights by calling Qantas. Saw this year you could redeem flight refunds online.. I don't have a flight credit voucher number as no email, so tried Booking with my Flight No.. big thumbs down., Please call Qantas message!! more wasted time spent in cues, phone-calls answered and said we have just sent it to you should take about 24 hrs., once again nothing and no answer to my emails.. Latest call was on Monday, answered after 1/2 another SR logged.. another promise they had just sent another email with Flight credit voucher details.. I said I wanted to put in a complaint so they transfer my call.. 2 hours on hold listening to the same music over and over.. once again I gave up.. I don't want credits anymore I just want a refund!! I feel like I'm a mouse on a wheel, going round and round and getting nowhere!!!! Not good enough Qantas!

D.F Facebook 13-Apr-21

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Can someone please contact me regarding my flight refund. I've called multiple times and been on hold for hours.

A.S Facebook 13-Apr-21

Waiting nearly 2 hours on the phone on hold! Just to speak to someone about my credit voucher!! It's ridiculous!!

M.M Facebook 13-Apr-21

I have just been on hold with Qantas for 4 hrs after a flight was booked and billed to me without my permission. I have money debited out of my account and a ticket I didn't book that I have attempted to receive a refund for. I spoke to 'customer service' who advised I must have booked the flight and no refund would be given. They then hung up on me after I waited 4 hrs for support. I am waiting a response for my account being debited by Qantas for a flight I didn't book and I am now waiting for my refund. How am I supposed to seek remedy

A.W Facebook 13-Apr-21

I find it really arrogant that you expect customers to HOLD for 2 hours & 18 min on your customer service line - ultimately I had to hang up. Put more staff on - you have a credit that you owe me - I wish to use it - and the Booking Ref doesn't not work. Remember shareholders are customer and I'd happily withdraw my investment based on the appalling way you treat customer

R.H Facebook 13-Apr-21

Since you deleted my post, I'll repost it here. Having been hung up on three times now after being on hold for 1+ hours plus my messages going ignored, I'm really upset. I want an explanation as to why one of my flights was issued a voucher which has now expired while the other was turned into flight credits and for this to be rectified. I would greatly appreciate if someone could get in touch with me before I feel the need to escalate my complaint further

L.M Facebook 8-Apr-21

You still haven't processed my credit from March 2020. Can I get an update please. Have been sending emails with no response 😞

Y.T Facebook 8-Apr-21

Hi Qantas, you stole money from me under false pretence and have now been required to refund said money. I will, however, also need interest because it is going to take you 8 weeks to process the refund. Please advice how I chase this up?

M.B Facebook 8-Apr-21

Be Careful using Qantas people, we're still waiting for a refund for a return flight that they cancelled last March and we had to pay for another just to get home, not good so will never use them again

D.S Facebook 8-Apr-21

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It took me 3 hours on hold to talk to a customer service guy to ask for a refund for a flight they cancelled because of COVID. I was told that the refund will be processed within 7 weeks in December 2020 and now it is April 2021. This is so frustrating.

R.D Facebook 8-Apr-21

So spent this morning on hold for almost 3 hours to be told unhelpful information about my flight credit. Just tried to redeem and there's a server error. If I can't use my flight credit for a QANTAS flight, just give me a full refund so I can book another airline

B.L Facebook 8-Apr-21

Trying to book a flight to NZ using credits and as the story goes I have been in hold for almost two hours. Is there any other way to book the tickets using the credits. Is it possible to go to the airport and buy the tickets directly from the kiosk? This is absolutely the top point of frustration! Qantas own up

J.D Facebook 8-Apr-21

According to your website refund processing times are now 8 weeks. I have been waiting for 25 weeks. Plus over 3hrs on hold today. I have PM'd only to get an auto response saying don't bother you unless flying in 24hrs. Given how restricted your flights are at the moment, how on earth are you so busy?? I would like my money back please

K.H Facebook 8-Apr-21

I was told my flights would be credited when cancelled due to covid, havent received a credit yet after a week. Cant contact anyone from qantas as they don't pick up the phones, don't returned messages, turned off web chat and don't reply to emails. Went to the airport for an answer and was told tough, wait on hold. 1/5 on customer service

J.R Facebook 8-Apr-21

6.5hrs this week on the phone, mostly on hold to fix an issue caused by your booking system!! Appalling customer service. Your call centre operators are useless a* and couldn't help me after being on the phone for over 4hrs the first time I called!!! OVER 4hrs...ludicrous!! The 2nd time I called I was on hold for 2.5hrs and hung up I've paid for return flights for my family and have a booking confirmation and receipt, yet when I go on the app it shows it's been cancelled. Do something to either fix it asap or refund me asap and I'll take my business elsewhere!! You don't deserve my business

A.K Facebook 8-Apr-21

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I have now been on hold for a total of 8 hours over three days. I've spoken with two people, both of whom are poorly trained and/or incompetent. I am trying to convert my Flight Credit into a ticket and this has still not been rectified. How a Company can get away with this shoddy service in this day and age is beyond me. In a time of technology and advanced ways of communicating - Qantas customers are unable to efficiently and effectively have their matters resolved in a timely manner. Maybe it's time to take this matter to the media? Who's with me?

R.P Facebook 8-Apr-21

While booking it was mentioned ticket was refundable now voucher is issued. No email to contact customer care, on customer care number I was made to hold for 67 minutes before it was disconnected. Please issue refund and not a voucher

S.G Facebook 7-Apr-21

I've been waiting for my credit voucher since December! Can't get through and no one responds to messenger

S.M Facebook 7-Apr-21

Good day. You claimed that you refund me- but I've been waiting since December 2020 for my money. This is UNEXCITABLE. No one is answering the phones

M.P Facebook 7-Apr-21

Ive been waiting 7 months for a refund. When I trolled this page on Friday, you very publicly said you'd DM'd me. I gave you all my details and now it has been 2+days and nothing back from you - not even an acknowledgement of my details!!!!. Everytime I call the wait time is more than 2 hours. I have now spoken to your reps on chat, on the phone, on Facebook and no one ever comes back to me. Do you maintain your aircraft with the same professionalism????

V.N Facebook 7-Apr-21

Hello Qantas, still waiting for my refund, it has been nearly a year. Not a good way to ensure repeat business, especially when you need passengers to survive. #whereisourmoneyqantas #qantasworstairline

D.M Facebook 7-Apr-21

Qantas is a company that doesn't value their customers. They charge money. Cancel the flight and then refuse to refund. Happened to me and one year in I am still waiting for my money

S.S Facebook 7-Apr-21

QANTAS REFUND?

My flight was cancelled in June 2020 and I was issued with the standard Qantas Flight Credit with the small print in the email informing me that I also had the option of a cash refund but I would need to call them for that. Having being unemployed during this ongoing situation with COVID-19 I very much need my money back, however despite numerous attempts spanning a period of over eight (☹️) months I have still not seen a single cent of my money refunded. Qantas do not answer their phones and it was 03/08/20 when I last managed to get through to someone at Qantas (it took me over two hours on hold) when after a lengthy conversation with someone called *** I was informed that the refund had been actioned and that it would take up to ten (10) weeks for the money to go back on to my card. As of today my money, which I now desperately need, has still not been refunded. As I write this comment I am sitting on hold for yet another evening and have now been on hold for 3 hours and 18 minutes. As a loyal Qantas customer I cannot describe how upsetting it is to be treated this way. All I am asking for is some basic customer service and for my money to be refunded. Qantas please help me

M.H Facebook 6-Apr-21

Extremely unhappy awaiting 3 hrs to get a call back then to get a call back regarding money that was originally told to be refunded into my account that had been turned to travel credit that I was unable to use as it wasn't linked to that booking reference to be on the phone for hours to get this sorted out then to barely understand non Australian speaking customer rep who then tells me I have to speak to customer services awaiting another hour for phone to be hung up I quite understand the frustrations everyone has atm but I would just like my hard earned money back please and I will post hear every day for ruining my day and wasting my time

R.S Facebook 6-Apr-21

Don't use Qantas , we never will again , still waiting for a refund from a year ago

D.S Facebook 6-Apr-21

It would be great to book a flight but still haven't got any notifications of credits due for my flights which were cancelled last Easter. How long do we wait??? Maybe you could retrain some of the ground staff to get this sorted out promptly?

S.D Facebook 1-Apr-21

Qantas I have my credit voucher reference number and have found the flights that I'm supposed to be able to book using this, but it's not letting me select the available flights once I enter the voucher number. Yet I can book them if I pay (again) in full. This is insane... Help?

M.H Facebook 1-Apr-21

QANTAS REFUND?

And good luck using your flight credit! Qantas has had me on hold for 2 hours and 50 minutes!

B.H Facebook 1-Apr-21

Qantas Why can I not use my "credit" voucher to book any flights that I would like. Trying to book a flight back from Cairns to Sydney using the credit and the system is only showing me flights via Brisbane at double the price that is displayed on the Qantas.com site for a direct flight

Even if I cannot use the discount why can I not book the flights we want when they are available?

M.C Facebook 1-Apr-21

Have been on hold for over 3hrs cause the credit you gave us doesnt work properly online. Now flights are saying booked out. Not happy.. terrible service.

K.A Facebook 1-Apr-21

We never received any resolution about our international flights that were due to leave in May of last year. Three times we called and received word we'd be emailed our details for flight credits. Not once did that happen. Have tried contacting them a few times since and to no avail. Now we are out of pocket and seemingly do not even have flight credits to use a later date.

Beyond a joke at this stage.

B.D Facebook 1-Apr-21

Qantas I rebooked flights using my flight credit from earlier in the year, but I'm yet to received my flight confirmation email. My email is correct and on my manage booking page it comes up with an error when I request for my itinerary to be emailed.

S.L Facebook 1-Apr-21

Super disappointed!!! Waited almost 4 hours for a call, because I couldn't use my flight credit online. Once on the call I could barely hear the lady, she kept telling me my flight credit was half of the price that it actually was until she "finally found the right amount" and then proceeded to say with booking the flight that I would have barely any credit left when it should of been over \$400. I asked to book the specific fare that is on special and after almost 30 minutes on the phone she told me I cannot use my voucher for the special fares it's only for new bookings?? Safe to say I won't be making any new bookings with Qantas!

E.S Facebook 1-Apr-21

QANTAS REFUND?

Trying to make a booking and I want to use my flight credit. To do this I have to phone up. I phone up and the wait time is over one hour. The chat option does not seem to be working either. Nor can I find a way to email with regards to this option. I message you via facebook and it generate an automated response that says if I am not flying in the next three days to try again later. Here I am wanting to make a booking with money that I have sitting there in credit. I don't want to pay again when you have my money that I should be able to use? I don't want to contact you "at a late date" when I am trying to make a booking. I would like to contact you now because I want to make a booking and I would like to be able to use my flight credit. Why should I wait when I have money sitting there? Why should I pay again when I have money sitting there? I have already booked once without using the credit and this time I would like to use it.

This is incredibly frustrating service provided by Qantas. I should at least be able to apply my credit on line.

J.B Facebook 1-Apr-21

Extremely unhappy awaiting 3 hrs to get a call back then to get a call back regarding money that was originally told to be refunded into my account that had been turned to travel credit that I was unable to use as it wasnt linked to that booking reference to be on the phone for hours to get this sorted out then to barely understand non Australian speaking customer rep who then tells me I have to speak to customer services awaiting another hour for phone to be hung up I quite understand the frustrations everyone has atm but I would just like my hard earned money back please and I will post hear every day for ruining my day and wasting my time

R.S Facebook 1-Apr-21

I'd love to book flights but no one gets back to me from you finance department regarding a travel pass with \$430ish dollars in credit owing to me since September 2020!! Your customer service is appalling !☹️☹️☹️

M.M Facebook 1-Apr-21

I have been on hold for 2 hours now - is there any way that I can book online using my credit voucher from cancelled bali trip or using a voucher does booking have to be done on the phone?

P.A Facebook 1-Apr-21

Qantas I have been on hold for 4 his trying to receive a refund for flights I did not book. My account was debited without my permission. How do I seek a refund?

A.W Facebook 29-Mar-21

QANTAS REFUND?

I have tried to use my credit for flights that were meant to happen APRIL last year and when I went to try and use them, I got "still processing" messages and couldn't use them.

After all this time they should be available by now!

H.F Facebook 29-Mar-21

You won't process my credit online. But you won't answer the phone (I get it, there's lots of people trying to sort flights in/out of QLD right now). So how do I book a flight? You are kidding yourselves if you think I'm keen to hand over more cash to you when you've had over \$3k of my money for over a year, and you're making it hard for me to use it. Just let people use their credit for online bookings and there will be less pressure on your call centre.

K.D Facebook 29-Mar-21

Qantas please help us all by allowing us to not only cancel a flight but also utilise our credit from March last year via manage my booking feature, I have been on hold for hours trying to take advantage of your sale fares before they end this evening and it's not looking as though I will get the information on how to use my credit in time. Any assistance on this would be appreciated.

N.C Facebook 29-Mar-21

Hi Qantas I am trying to request credit for my flights which are tomorrow (Thursday) based on advice for NSW not to travel to QLD. It won't allow me to change or manage online and says I need to contact Qantas.

I have just waited on hold for over 2.5hours. I have tried to direct message multiple times today. I'm writing this post as proof that I have tried numerous ways to contact you and request change to these flights. Please help

E.C Facebook 29-Mar-21

Put more staff on. Rubbish service, trying to use some credits and need to call to be able to use them..

C.A Facebook 29-Mar-21

I'll be honest... I've always loved Qantas. I do all the surveys, I recommend them, I'm loyal... but I have 2 flights booked currently. One was canceled as they are not flying internationally. I was told 10 week refund! The next I don't even get notification, just "canceled" but only a click for voucher offer. No refund option. Can't get through.. even as a platinum member. I'm a bit disappointed, I do appreciate they are working on an unusual time too. But 10 weeks refund? No call answered? A little bit much even for an avid Qantas supporter!

S.H Facebook 29-Mar-21

Is anyone answering phones? You've cancelled my flight tomorrow and I'd like a refund, but don't want to spend the rest of my last day on holidays trying to get my refund. I've sent a PM as well, which no one has responded to.

K.B Facebook 29-Mar-21

QANTAS REFUND?

Do not even start me. I had \$1500 in credit trust me I ended up with \$200 as I couldn't use the bloody online system where it was cheaper!!!! What the hell. No I couldn't because I had to call them!!!!!!!!!!!!!!!!!!!! So they just made \$1300 of my money. I'd understand if some was taken out for fees but \$1300 is ridiculous

To the person taking my booking for the second time(as apparently the first one never did, even though I had details) I am sorry you coped my rant. Not your fault

C.T Facebook 29-Mar-21

So our flights were canned because of covid last year, we apparently got credits which we have never had I just assumed they went against our booking. Try to get onto manage our booking and it's not valid.. Facebook, twitter and get the if you arent travelling within 3 days contact after, well we would like to use our credit vouchers but cant find them to book new flights but nobody wants to speak to you either.. 45 mins and counting on hold.. Aaaaaaaaaaaaaaagh

K.T Facebook 29-Mar-21

Hi Qantas, I'm trying to utilise my travel voucher (issued last year) but I can only do so if I call into the contact centre, the wait time is unacceptably too long. Weirdly, my other travel voucher (in NZD currency) allows me to book online but only for flights flying out of new Zealand. From the feedback and comments left in this post, something is clearly broken in your process. I'm a customer trying to spend money who is now contemplating spending my money elsewhere. Can someone please contact me or allow my travel voucher to be used online. This will prevent a further call into your contact centre.

J.S Facebook 29-Mar-21

Trying to book flights and use a voucher for cancelled flights in 2020 however we can't use the voucher and add our daughter who is now over 2 years old! This is very frustrating and we will be very annoyed if we can't process it soon as there are hardly any seats left on the flights as is 52 mins and still waiting to speak to someone!!!!!!

K.T Facebook 29-Mar-21

After waiting over an hour to speak to Qantas about a refund that hasn't come through, the lady didn't resolve the issue and basically hung up!! I'm owed money from November last year they have no record of it!! The worst customer experience I have ever dealt with. Is there a number I don't need to wait an hour and half to talk to!

A.W Facebook 29-Mar-21

QANTAS REFUND?

Hello Qantas team, Absolutely desperate to process a refund that was offered to me for a changed flight. I've been on hold now for 2 hours and we are passing midnight. Scheduled flight is 12 hours away.

L.P Facebook 29-Mar-21

You gave us a flight credit a year ago. It's still valid.. but we can't use it because we can only book over the phone, and Qantas refuse to have enough staff to answer their phones. On hold for 3 hours each time with no answer. Ever. Flights have now gone up over \$100 per person, and I assume will continue to do so. We want to fly out in just over a week. Your phone lines also tell us to hang up if we aren't flying within the next 24hrs, HA! Yeah right! Please change our credit so we can book online, as per all the instructions say we can do on your website.

You'll find a message from me sitting unread in your Facebook messages (and email), please find this message to access the info you need for our credit.

E.S Facebook 29-Mar-21

No you can't. I have \$699 worth of credit that I need fully refunded to me please. You wouldn't let me use it to book \$717 worth of flights, which your conditions state I am fully able to do. So, refund.

M.B Facebook 29-Mar-21

If you accept flight credit instead of a refund #Qantas make it impossible to use the flight credit! Terrible customer service!

B.H Facebook 29-Mar-21

When should we call you????? You cancelled my flight in October 2020 and still havent refunded my flight, so I'm definitely not travelling with you again any time soon. I've called, emailed, DM's and used the chat on your website and everytime you take my details and NEVER get back to me. There is absolutely nothing I can do on the website to resolve this. Wait time on calls is 2hours+, so tell me, when should I call?

V.N Facebook 29-Mar-21

What a joke. Fair enough you are busy but I have been on hold for 3 hours!!!!!! I have flight credits that I cannot use online. How on earth can I use these credits when I cannot get though to you. Maybe this is the plan. We end up giving up and forfeiting our credits!!! So frustrating...

K.A Facebook 29-Mar-21

QANTAS REFUND?

Extremely unhappy awaiting 3 hrs to get a call back then to get a call back regarding money that was originally told to be refunded into my account that had been turned to travel credit that I was unable to use as it wasn't linked to that booking reference to be on the phone for hours to get this sorted out then to barely understand non Australian speaking customer rep who then tells me I have to speak to customer services awaiting another hour for phone to be hung up I quite understand the frustrations everyone has atm but I would just like my hard earned money back please and I will post here every day for ruining my day and wasting my time

R.S Facebook 29-Mar-21

I have credit for an overseas flight. Since we can't fly overseas are they expecting me to use my \$2000 + credit voucher in one go on domestic flights only? Yet I can't talk to anyone at Qantas about this. ☹️

M.R Facebook 29-Mar-21

Hey Qantas, Care to explain to me why one of my pandemic-cancelled flights was converted to a voucher with a 12 month expiry while the other cancelled flight was converted to a flight credit valid until the end of 2023?

To say I'm baffled and a little pissed is an understatement.

L.M Facebook 28-Mar-21

Hi Qantas, trying to convert a voucher into a flight, called 18 March, was told it was done but never got the confirmation email; called again on 22nd March, told there was an error but it was now fixed and my flight was now booked, never got the confirmation email, called again on 26 March, on hold for 3 hours, told it was fixed and even got a confirmation email but the flights are still not appearing in "My bookings" and when I type in the booking reference all it shows is my flight credit... Have sent multiple messages through Messenger, no reply... It seems to be mind-bogglingly difficult to turn a credit into a flight?? By the way we also had a Jetstar voucher and that one we were able to use online. Took 5 minutes. Given that you own Jetstar maybe you could start using their systems?? On hold again today... Wish me luck...

C.V Facebook 28-Mar-21

What a joke. Fair enough you are busy but I have been on hold for 3 hours!!!!!! I have flight credits that I cannot use online. How on earth can I use these credits when I cannot get through to you. Maybe this is the plan. We end up giving up and forfeiting our credits!!! So frustrating....

K.A Facebook 28-Mar-21

QANTAS REFUND?

You gave us a flight credit a year ago. It's still valid.. but we can't use it because we can only book over the phone, and Qantas refuse to have enough staff to answer their phones. On hold for 3 hours each time with no answer.

Ever. Flights have now gone up over \$100 per person, and I assume will continue to do so. We want to fly out in just over a week. Your phone lines also tell us to hang up if we aren't flying within the next 24hrs, HA! Yeah right! Please change our credit so we can book online, as per all the instructions say we can do on your website. You'll find a message from me sitting unread in your Facebook messages (and email), please find this message to access the info you need for our credit.

E.S Facebook 28-Mar-21

I've been waiting 7 months for a refund. When I trolled this page on Friday, you very publicly said you'd DM'd me. I gave you all my details and now it has been 2+days and nothing back from you - not even an acknowledgement of my details!!!!. Everytime I call the wait time is more than 2 hours. I have now spoken to your reps on chat, on the phone, on Facebook and no one ever comes back to me. Do you maintain your aircraft with the same professionalism????

<https://www.facebook.com/FairTradingNSW/>

V.N Facebook 28-Mar-21

On the phone 3 hrs to be told that I cannot use my credit on this trip as flights have gone up in the time I was on hold & they need to cancel the reserved booking & start again! Better to use the credit another time. Here I am 2 weeks later trying to organise another trip waiting for someone to answer for 1 hour. Absolutely hopeless service, if only I could apply the credit myself online...

R.R Facebook 26-Mar-21

I waited three hours and had an eleven minute conversation. Absolutely terrible customer service. I then tried through messenger and was told the flight which I gave a reference for was cancelled as the the booking was in 2020. It was for March 2021. The agent then advised they could no longer assist me as they were not trained in the refund process and cut me off.

W.E Facebook 26-Mar-21

I booked 3 adventures with Qantas for double status credits.. 2 of them then cancelled from Qantas.. they were happy to take my \$ straight away.. yet apparently over an 8 week wait to get my money refunded..

L.M Facebook 26-Mar-21

What a joke. Fair enough you are busy but I have been on hold for 3 hours!!!!!! I have flight credits that I cannot use online. How on earth can I use these credits when I cannot get through to you. Maybe this is the plan. We end up giving up and forfeiting our credits!!! So frustrating..

K.A Facebook 26-Mar-21

QANTAS REFUND?

Hi, I'm still waiting for refunds from last August. When will I receive these?

A.J Facebook 26-Mar-21

You gave us a flight credit a year ago. It's still valid.. but we can't use it because we can only book over the phone, and Qantas refuse to have enough staff to answer their phones. On hold for 3 hours each time with no answer. Ever. Flights have now gone up over \$100 per person, and I assume will continue to do so. We want to fly out in just over a week. Your phone lines also tell us to hang up if we aren't flying within the next 24hrs, HA! Yeah right! Please change our credit so we can book online, as per all the instructions say we can do on your website. You'll find a message from me sitting unread in your Facebook messages (and email), please find this message to access the info you need for our credit.

E.S Facebook 26-Mar-21

Would be great if it was actually possible to book flights...been on hold for 2 hours trying to claim my flight credits to book another flight. Have minimal phone reception where I am and there is no other way to get in contact to claim credits and pay them...Why not offer a call back service to save you and customers time??

S.S Facebook 24-Mar-21

Not for us , we ll never go on Qantas again after not getting paid back by them for a flight they cancelled last year . Never again

D.S Facebook 24-Mar-21

While booking it was mentioned ticket was refundable now voucher is issued. No email to contact customer care, on customer care number I was made to hold for 67 minutes before it was disconnected. Please issue refund and not a voucher.

S.G Facebook 24-Mar-21

Please Qantas. If you are going to issue flight credits and only allow us to use these over the phone.....please answer the phone. I'm over 2.5 hours in hold and counting 😞😞😞😞

L.N Facebook 24-Mar-21

You gave us a flight credit a year ago. It's still valid.. but we can't use it because we can only book over the phone, and Qantas refuse to have enough staff to answer their phones. On hold for 3 hours each time with no answer. Ever. Flights have now gone up over \$100 per person, and I assume will continue to do so. We want to fly out in just over a week. Your phone lines also tell us to hang up if we aren't flying within the next 24hrs, HA! Yeah right! Please change our credit so we can book online, as per all the instructions say we can do on your website. You'll find a message from me sitting unread in your Facebook messages (and email), please find this message to access the info you need for our credit.

E.S Facebook 24-Mar-21

QANTAS REFUND?

Have to call to use a flight credit voucher, 1.5hour wait times why can't you use the voucher without calling?

M.B Facebook 24-Mar-21

Qantas you are unbelievable, still waiting for our refund of \$1988.12 since August last year, despite numerous phone calls and emails, some silly woman today, says there is no record of they booked and paid for flights. So this must be how Qantas pays it's executives.

R.G Facebook 17-Mar-21

Still waiting on a refund from January on a cancelled flight.

M.D Facebook 217-Mar-21

I am in despair trying to get through to Qantas to use flight credits to book a rapidly approaching flight. What are we supposed to do? The phones are not answering for hours on end, and no one is responding to my Messenger pleas. There doesn't seem to be any other way to contact them. Do they hope we just give up and pay full price for seats again so we don't miss out?... Honestly, I don't know whether to have a tantrum or burst into tears.

J.H Facebook 17-Mar-21

You gave us a flight credit a year ago. It's still valid.. but we can't use it because we can only book over the phone, and Qantas refuse to have enough staff to answer their phones. On hold for 3 hours each time with no answer. Ever. Flights have now gone up over \$100 per person, and I assume will continue to do so. We want to fly out in just over a week. Your phone lines also tell us to hang up if we aren't flying within the next 24hrs, HA! Yeah right! Please change our credit so we can book online, as per all the instructions say we can do on your website. You'll find a message from me sitting unread in your Facebook messages (and email), please find this message to access the info you need for our credit.

E.S Facebook 17-Mar-21

While booking it was mentioned ticket was refundable now voucher is issued. No email to contact customer care, on customer care number I was made to hold for 67 minutes before it was disconnected. Please issue refund and not a voucher.

S.G Facebook 17-Mar-21

Meanwhile 1000s still can't get refund

P.P Facebook 17-Mar-21

Hi Qantas - could you please respond to my PM? My refund has been pending for a year now and I would appreciate a reply please.

B.L Facebook 17-Mar-21

If I have credits and they are NOT available online, how can I book? I have tried 3 times and wait for more than 1 hour.....

C.C Facebook 17-Mar-21

QANTAS REFUND?

Hello @qantas - I have been chasing a refund from an international flight that was cancelled in Sept 2020. I have just spoken with your call centre (again) and was told to put this in writing as it was transferred to an visa (that expired in June 2020). I now need an email address where I can put all this in writing. Can you please provide.

L.S Instagram 16-Mar-21

I can only strongly advise anyone to not book a ticket with Qantas. I booked a ticket with them more than a year ago, tried o get a refund/rebooking in more of 50 emails and now get told my ticket is expired and nothing can be done.

S.S Instagram 16-Mar-21

How about you refund your customers you ripped off?

E.C Instagram 16-Mar-21

Exactly, Qantas are deaf to their customers needs. Put more staff on to process the refunds Qantas! The govt is throwing money at you so put some of it into customer service - you know to help the people who you expect to be your customers and even do repeat business with. Every day that goes by I am more an more inclined to fly with ANYONE BUT Qantas. They are misusing their monopolistic position in the Oz market to shaft customers - happy to be proven wrong on this but that's how it appears from where I sit!!

S.W Facebook 11-Mar-21

You can't get your refund either? How many times do we need to chase this company up to get what is owed to us?!

H.P Facebook 11-Mar-21

So disappointing! I have over \$5000.00 of flight credit from 2 overseas tickets for myself and my mum purchased back in Feb 2020 just before COVID hit. Unable to get refund, can only get flight credit. Now can only use credit for the 2 names on original tickets which I purchased as a present for mum - my money regardless of names on tickets! Now not helpful if wanting to buy domestic flights! Cannot get through on the phone to anyone. Waiting for hours! Flights should have been refunded in full in the first place! My mums family overseas in France who also purchased the same tickets in order to return with us got full refunds from Qantas immediately upon flights being cancelled. Not sure why us Aussies can't!!! So wrong but nothing can be done. Plenty of people like me out there. \$5000 to \$6000 is not a small sum! This is theft and robbery!

E.V Facebook 11-Mar-21

First you don't refund my flights and now you take my Qantas points. You really are a terrible company.

M.B Facebook 11-Mar-21

QANTAS REFUND?

Qantas are obviously going gangbusters. Waiting over 2 hours waiting for Customer Service and still no reply. Seems similar to many people. Why should Govt provide support when they don't care about looking after their customers and indicate that the other alternative is to respond by email in 2 weeks.

Get your airline staff not working to go on the phones.

...Qantas 0 out of 10.

Now waiting 2 hr 33 minutes after one cutoff

M.C Facebook 11-Mar-21

Still trying to get credits/refunds back for my flight that got cancelled A YEAR AGO! Not a chance I will fly with Qantas again.

J.Y Facebook 11-Mar-21

If only! We had our flights to Adelaide cancelled, however after months of trying to contact to get money/credits back there was nothing. We missed out on our honeymoon, and then couldn't get the money back.

A.M Facebook 11-Mar-21

Hi Qantas. I'm trying to book a flight using my flight credit but it seems like I can't do that online..Then been told to hold for 53 minutes to 1 hour. Now it's 2 hours I'm still waiting Worst experience ever

I.R Facebook 11-Mar-21

I'm trying to redeem my flight credit to Adelaide. I've been on hold (and call disconnected) for more than an hour. Had a FB Messenger conversation with ..., but when trying to confirm the booking, no response for the entire weekend until now.

How is one going to get flights booked???

A.C Facebook 11-Mar-21

I am trying to use my 3200 credit that I need to book flights but couldnt despite being before feb 2021 so rang to get help so far on hold for 40 min my on screen hold booking now gone. qantas give some service u have 3k of my money and I cant make a booking !!!!

C.A Facebook 11-Mar-21

You gave us a flight credit a year ago. It's still valid.. but we can't use it because we can only book over the phone, and Qantas refuse to have enough staff to answer their phones. On hold for 3 hours each time with no answer. Ever.

Flights have now gone up over \$100 per person, and I assume will continue to do so. We want to fly out in just over a week.Your phone lines also tell us to hang up if we aren't flying within the next 24hrs, HA! Yeah right!Please change our credit so we can book online, as per all the instructions say we can do on your website.You'll find a message from me sitting unread in your Facebook messages (and email), please find this message to access the info you need for our credit.

E.S Facebook 11-Mar-21

QANTAS REFUND?

Qantas, I've tried to call your customer line on several occasions about our flight credits which have not been received. These flights were cancelled back in January.

A.D Facebook 11-Mar-21

Qantas terrible customer service! Is anyone else having trouble communicating with Qantas? They are suggesting because of the weather they are getting a lot of calls?

Sounds bs to me? Qantas Booking email. I am trying to book some flights and use my credit vouchers. Your online app is telling me I can't use the vouchers when booking online and that I need to call you. Trying For the second time now I'm informed that you are experiencing a large volume of calls and I need to wait for more than an hour on hold?

This is ridiculous. I don't want to sit on hold for an hour or more listening to your lovely lady telling me how appreciated/ valuable my call is??? Particularly since I am trying to spend money with you!!! Can someone call me please on xxxxxxxxxxxx

B.J Facebook 11-Mar-21

My flight credits have vanished and I've been attempting to reach out to you 3 days in a row with no response. Clearly you don't care anymore? ☹️♂

S.R Facebook 11-Mar-21

Qantas is pissy! A very flawed business model. Take peoples money and don't process refunds because it's propping up the business. Maybe just don't be ☹️♀

L.H Facebook 11-Mar-21

I purchased flights for my wife and I Singapore to Sydney it was the last overseas trip for us we are in our 70s qantas could not deliver supposed to get a voucher didn't get it I want a full refund but cannot get it we will not be flying anywhere but qantas still has our money qantas are no more than thieves if I owed money to qantas they would take legal action to recover I need A REFUND I am commenting on this site because I have been trying for 7 months in other avenues with no response pay up

J.H Facebook 11-Mar-21

Customer service is rubbish. I had a flight credit trying to redeem. Been told to call 131313 number as I cannot redeem online. I get it, long waiting time due to covid, which I can handle. But I have been passed around between 131313 and another team, multiple times last few days, still no one can help me book flights with my credits. Sometimes my line got disconnected after been put on hold. Different staff have been giving me different answers how to redeem my credits, but no one to this date can solve my problem. I want

QANTAS REFUND?

to spend more money with your airline, but you guys just can't help me out. Very frustrated.

K.C Facebook 9-Mar-21

How useless is Qantas these days?! Trying to book to get to Darwin and use a credit that I have. I have had two phone calls, one the wait was 40 mins (unresolved), second 1 hr 20 mins (cut off), now to ring back another 1 hr+ !! Who are these people they employ? What inefficient, ineffective, archaic computer systems are they using? What does one do?? I have been trying to organise this ALL day. Definitely Not Happy Jan!!!!

J.F Facebook 9-Mar-21

Yay at 2:56pm today after numerous attempts (was on hold for a good hour), a French sounding lady (...) answered and said normally refunds take 8-12 weeks (from recall), but as they have had my initial booking payment (since May 2019 - ticket May19/ in March 2020 changed voucher to booking for Dec2020 which they cancelled), a refund of \$756.96 would be forthcoming 5- 10 business days. I am sure prompt payments could be arranged quicker/ASAP, but as I am not important or a XX or =XX, I will accept 5-10 days. However. Noting that when our flight was cancelled and we initially rang, pretty sure they told us that refunds took around 3 weeks (& we did not get refund then)! So we will see how quickly / if at all the refund takes...☹☹♀☹☹ Edit. Second callback was no better! Prompts not working.

On hold via another phone now. (Scathing survey forthcoming). Still have not spoken to anyone.☹☹☹Please Refund me Qantas. ☹☹☹

We paid you then rebooked via voucher in March 2020. You've had our money for long enough! So it was the Third time I have tried to contact you to get REFUND from December 2020!. Busy line, so took Callback option. Just Got callback. Pressed all the prompts. Says it timed out. Hung up. If I do not get a second callback/ refund I am taking it to the ombudsman. You cancelled my flights. You are meant to have refunded me by now but haven't. Get your act together Qantas!☹ Stop making up flights you are not running or refunding!

☹☹☹☹☹

L.M Facebook 9-Mar-21

I tried to call Qantas this afternoon to redeem my flight credits and I was in the que for over 3 hours and no answer. I had to hang up due to other commitments. I find that the phone customer service is absolutely appalling and disappointing to say the least....

K.C Facebook 9-Mar-21

What is not fabulous is how you treat your customers. I booked a QF ticket through an agent 13 months ago. Despite various attempts over the last 12

QANTAS REFUND?

months and close to 100 emails to get a refund/ voucher, all I hear is that the ticket is expired and nothing can be done. I paid thousands of dollars for a flight that you never operated and you tell me you can't give a voucher as the ticket is expiree

S.S Instagram 6-Mar-21

Would love to fly somewhere, but can't afford to as still waiting for refund. Surely your money could be better spent than spray painting a plane and give money back to families that really need it

A.C Facebook 5-Mar-21

I hear it was a good night. On another matter ... Qantas owes me two refunds and are playing delaying tactics - Instead of paying a refund for a flight they went ahead and charge me again instead for it! and now deny any charge has been made. This is a disgraceful way to treat someone who has been a Qantas customer/FF for decades. Not good enough Qantas in fact it is downright disgusting corporate behaviour.

S.W Facebook 5-Mar-21

Flight refund voucher details not received from QANTAS after over 2 months and many phone and email requests . Customer complaints not responded to by QANTAS. QANTAS "Customer Support" phone line wait times of over 2 hours then call disconnected on many occasions. Pass the parcel/buck through QANTAS silo departments rather than resolving the issue. This is a shocking way to treat your customers QANTAS . Please sort it out QANTAS or I and many other once loyal customers will abandon you for the more professional and efficient airlines who care. about their customers.

B.J Facebook 5-Mar-21

Qantas. I thought I was done dealing with you over my impossible to use flight credits. But now it seems you're trying to steal more money from me. I was told I needed to pay an extra \$95.18 for my flights, which I did over the phone as was requested by you. Can someone please tell me why I have EIGHT payments of \$95.18 pending on my credit card currently??? What the actual hell Qantas? I have already sent you a PM so don't ask me to send you another one.

B.W Facebook 5-Mar-21

Hi Qantas,I called on January 13, 2021 to ask for refund of the tickets from November 2020. Nothing happened during the last two months. I called again two weeks ago and I received the same message that I will receive an email from Qantas and after that the refund. How many times to call and wait approx. 2 hours to get in contact with you? How to get refund?

B.G Facebook 5-Mar-21

QANTAS REFUND?

I have tried to call every day this week as I am desperate to find out where our credit is, so I can rebook for July school holidays BUT each day I have sat for 2 hours and 30 mins and still no one answers. There is no email to contact them either. This is ridiculous, we havnt even received our frequent flyer points back. I thought Qantas is the biggest and most successful airline in the world. Come on Qantas.. I have been waiting for our credit for 10 weeks now.

J.J Facebook 5-Mar-21

Hi Qantas. This is the second time I'm resorting to commenting on one of your posts to get a response. You're continuing to ignore my DMs and we all know it isn't worth trying to call you. You are holding my \$1700 flight credits to ransom. You keep throwing rubbish excuses at me as to why they can't be used together or whatever, which aren't written anywhere in your Ts and Cs I might add. I have now obliged with these requests and have asked you to book flights for me. You have been ignoring me since Saturday and have since increased the cost of one of the flights requested. It's appalling. Please respond

B.W Facebook 5-Mar-21

Not flying Qantas again! Cancellation no money. Plus I'm not being told to take a risky vaccine. There are better airlines to fly.

B.P Facebook 5-Mar-21

How do we get in touch... still awaiting my refunds....

C.L Facebook 5-Mar-21

Hi Qantas! Have been on hold for 3 hours with you today. You cancelled my flight on Friday and offered me a flight on Thursday which I advised isn't suitable. However my original flight on Friday is still running, and I am being told that I have to pay \$250 to "change" my flight to leave on Friday, and I'm not eligible for a refund when I asked to cancel. Can you tell me how that's legal?!?

L.L Instagram 4-Mar-21

When are you going to return the cancelled flight ticket money to passengers no one wants credit if they have to fly on another airline

B.B Instagram 4-Mar-21

Hi Qantas, I called on January 13, 2021 to ask for refund of the tickets from November 2020. Nothing happened during the last two months. I called again. No email confirmation. How many times to call and wait aprox. 2 hours to get in contact with you? How to get refund?

D.G Facebook 4-Mar-21

QANTAS REFUND?

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B.W Facebook 4-Mar-21

Absolutely disgraceful service today I have been on holds in excess of 6 hours to be hung up on and with no new booking made and flight credits wiped from my account. I am now back on hold for a further 3 hours and counting I am beyond furious ! How does flight credit get wiped out ? Certainly leaving a very bad flavour when you want customers to return and fly with you.

Beyond acceptable

A.B Facebook 4-Mar-21

I would much prefer the refund of the money paid for two business class seats melbourne to Singapore which Qantas cancelled

J.J Facebook 4-Mar-21

Hi Qantas,

I called on January 13, 2021 to ask for refund of the tickets from November 2020. Nothing happened during the last two months. I called again. No email confirmation. How many times to call and wait aprox. 2 hours to get in contact with you? How to get refund?

D.G Facebook 4-Mar-21

Hi Qantas. This is the second time I'm resorting to commenting on one of your posts to get a response. You're continuing to ignore my DMs and we all know it isn't worth trying to call you. You are holding my \$1700 flight credits to ransom. You keep throwing rubbish excuses at me as to why they can't be used together or whatever, which aren't written anywhere in your Ts and Cs I might add. I have now obliged with these requests and have asked you to book flights for me. You have been ignoring me since Saturday and have since increased the cost of one of the flights requested. It's appalling. Please respond.

B.W Facebook 4-Mar-21

Hi Qantas, I called on January 13, 2021 to ask for refund of the tickets from November 2020. Nothing happened during the last two months. I called

QANTAS REFUND?

again. No email confirmation. How many times to call and wait approx. 2 hours to get in contact with you? How to get refund?

D.G Facebook 1-Mar-21

Hi @Qantas, I'm running out of options here. I have \$1700 in flight credits that you are making it impossible to redeem. I'm told they can only be redeemed via your phone line or Facebook/Twitter. I have already spent many hours of my life on hold but I actually have other things to get done each day. Unsure how one is supposed to securely book a flight on Facebook or Twitter? You have stopped answering my DM's and won't reply to a post made on your wall. I know there are a lot of disgruntled travellers right now but you can get rid of me easy enough by making my flight credits accessible online!!! Didn't seem to be a problem for another of my bookings made for the same trip so I don't see what the difference is. Thanks heaps.

B.W Facebook 1-Mar-21

How about you refund monies paid for extra legroom seats on a cancelled domestic flight? Yeah, I received a flight credit but I'm apparently required to seek a refund for my paid seats separately. This, even though I cancelled 4 weeks before my flight, is reprehensible! Further, when I try to access my flight booking through the Manage my Booking link, I'm directed to my flight credit with no way to claim my seat refund. Is this a deliberate ploy QANTAS? Third world service from this "proud" Australian company. Ridiculous!

Given the responses on here it's obvious that Qantas 'customer service' is appalling and needs addressing. I have been promised a refund for my extra legroom seats but have been told I'll have to wait 8 weeks! 8 weeks for someone to click a button and send my refund. Sadly, I'm not even surprised or disappointed any more. How low have my expectations fallen?

S.B Facebook 25-Feb-21

Hi, I cancelled a classic reward flight on 08/Jan/2021. Whilst the QFF points have since been credited back into my account, I am still waiting for the refund of the fees and taxes. Can someone assist please?

J.G Facebook 25-Feb-21

We had the same thing mate. Paid for the flights last January. They cancelled the flights, I contacted them for a refund, only to be told that they couldn't refund for at least 3-5 months as they hadn't got any money. Got a refund 8 months later. I had to fight to get the extra for pre booking seats and legroom etc...that took another 2 months to get.

Appalling service in reality.

N.F Facebook 25-Feb-21

QANTAS REFUND?

You are lucky that you received a flight credit. I have received nothing! No contact! Nada!

S.H Facebook 25-Feb-21

They won't refund. Can't even answer a phone call

C.D Facebook 25-Feb-21

Hey that's awesome Qantas, maybe you could bring over the fare refund that you still owe my wife from April last year. We would really appreciate you facing up and doing that .

D.S Facebook 25-Feb-21

Over 12 months ago I paid for flights to the US. I'm still waiting for my refund. If you think people will be rushing to book Qantas flights in the near future... Think again!!

T.B Facebook 25-Feb-21

We never received any resolution about our international flights that were due to leave in May of last year. Three times we called and received word we'd be emailed our details for flight credits. Not once did that happen. Have tried contacting them a few times since and to no avail. Now we are out of pocket and seemingly do not even have flight credits to use a later date.

Beyond a joke at this stage.

B.D Facebook 25-Feb-21

how about you let us know about a refund or credit from this time last year? I was supposed to receive an email about it about 6 months ago but haven't had anything. Why is it taking so long?

S.P Facebook 25-Feb-21

Fee free really ? Qantas wants to charge me \$600 cancellation fee on a flight they cancelled last year . No response to my emails. It was a business class ticket booked in Dec 2019 for the flight in June . There was no flight so the money went into credit . I have asked for the money instead of being in credit for flights I would like the money put back in my credit card. They said ok it will take months (as yet no refund) but they are taking \$600 cancellation fee. I have sent them emails all unanswered

S.R Facebook 25-Feb-21

Absolutely disgraceful service today I have been on holds in excess of 6 hours to be hung up on and with no new booking made and flight credits wiped from my account. I am now back on hold for a further 4 hours and what do you know hung up on again !! I am beyond furious ! How does flight credit get wiped out ? Certainly leaving a very bad flavour when you want customers to return and fly with you. Beyond acceptable

A.B Facebook 25-Feb-21

QANTAS REFUND?

Hi Qantas, I called on January 13, 2021 to ask for refund of the tickets from November 2020. Nothing happened during the last two months. I called again. No email confirmation. How many times to call and wait aprox. 2 hours to get in contact with you? How to get refund?

D.G Facebook 25-Feb-21

I'm still waiting to hear back from someone from June last year regarding my credit. I've call so many times and been on HOLD for OVER 2 - 3 hours so many times I cannot count anymore to either have the call disconnect or I've had no choice but to hang up. You have THE WORST call centre with no way of getting a hold of anyone. I've even emailed customer complaints and I still haven't heard.

A.S Facebook 25-Feb-21

Cancelled flight, 12-14 weeks for a refund, what a disgrace! Travel plans ruined and no ability to pay for alternative!

B.W Facebook 25-Feb-21

I have been in to the phone to Qantas for 2 hours to resolve a credit issue Shame on you Qantas ! Your customer service S****s !' There is no call back option!

There is no feedback as to where you are in the queue! What gives you the right to disrespect people's time so much! Shame on you !!

W.M Facebook 25-Feb-21

I have \$8000 in carnival cruises can't get a refund have to take a credit on future cruise been over 13 mths.

A.J Facebook 25-Feb-21

Don't bother..because if you need a refund they take months and months to issue it ☹️

L.B Facebook 25-Feb-21

Been on hold for 2 1/4 hours after flights at Easter were cancelled and I was offered unacceptable options. Clicked on refund/cancel and get directed to call. Please please get more staff!

S.M Facebook 22-Feb-21

I have tried three times to call them to find my credit for flights after they were cancelled. Nearly four hours on hold and no closer to talking to someone @qantas

A.M Facebook 22-Feb-21

I've been on hold for 3 hours after the 3rd call trying to get a credit voucher for cancelled flight in May last year. Can't do it online ☹️

C.B Facebook 22-Feb-21

QANTAS REFUND?

I have been in to the phone to Qantas for 2 hours to resolve a credit issue
Shame on you Qantas ! Your customer service S****s !' There is no call back option!

There is no feedback as to where you are in the queue! What gives you the right to disrespect people's time so much! Shame on you !!

V.F Facebook 22-Feb-21

Our flight got cancelled in January. Still waiting for our refund. We still haven't received any info or even a email regarding our refund. It has been 2 months and still nothing. Then to top it of 3 hr plus wait on phone just to be hung up on.

We won't be flying with Qantas again poor customer service.

M.D Facebook 22-Feb-21

Qantas why do you have a messenger service if you don't respond for 24 hours and when you do it's of NO relevance or help!

You have provided me with a voucher that doesn't even work .. how can I book a flight if it's telling me it's already being processed and cannot be used

..

I have been chasing this up for day and the flight I want to take is in two days!!! ... is someone able to help ?????!! 2 hour on hold wait !! 10 hours no réponse on messenger !

I have tried to use my credit but is now saying it's being processed and can no longer log into my account ! What do you have to do to get some service around here (other than use another company)!

S.H Facebook 22-Feb-21

Can somebody speak to me directly in relation to my jetstar refund that was processed 10 weeks ago? Was supposed to be paid within 14 days but heard nothing. I've sent a pm but noticed nothing happens until it looks like it might impact your brand so here goes..

K.W Facebook 19-Feb-21

I like your optimism. Ive been trying to get them just to answer my email for over 6 months. They are in the business of taking money, not customer service.

N.S Facebook 19-Feb-21

Hi Qantas, I called on January 13, 2021 to ask for refund of the tickets from November 2020. Nothing happened during the last two months. I called again. No email confirmation. How many times to call and wait aprox. 2 hours to get in contact with you? How to get refund?

M.R Facebook 19-Feb-21

QANTAS REFUND?

Don't bother..because if you need a refund they take months and months to issue it 😞

D.G Facebook 19-Feb-21

Dear Qantas, I am extremely disappointed by the fact that I cannot seem to actually use the flight credit which I have been given for my flights for my whole family (SYD-CAIRNS) which were cancelled last year due to COVID. I have tried now with 3 different phone calls to Qantas 131313 number. It appears that since I booked with points plus pay, only the money has been refunded and not the points, and so I cannot seem to rebook the flights unless I pay \$1300 extra. Additionally I cannot see ANY of the credit when I login so I cannot book on-line. I would like to book the flights and really cannot afford to spend another hour on the phone dealing with this.

Extremely frustrating and very unsatisfying. It seems I will have to pay for the flight and argue about the points later - which is really not great customer service.

T.B Facebook 19-Feb-21

Ive spent weeks trying to organize after a jetstar flight was cancelled I wanted s refund not a credit. Have a qantas trip booked in march and april so hopefully no more changes as one gas already been altered twice

K.B Facebook 9-Feb-21

Qantas really annoyed that you have fares for \$114 from Sydney to Adelaide, which show up on the normal search. Then when I try to apply my flight credit, the flight price suspiciously changes to \$458 for the exact same date/time/flight number. So it is basically forcing me to pay extra out of my pocket instead of using a credit which is MY money. Really dodgy of you and expected better

A.S Facebook 9-Feb-21

They won't refund the entire fare we paid on flights that they cancelled in April last year. Deducted \$447 with absolutely no explanation and will not reply to correspondence. Next step is going to be a complaint lodged with the office of fair trading. 😞

G.R Facebook 9-Feb-21

Oh the same happened here, had flight credits but couldn't use online had to call the hotline to book. Flights online were \$400, over the phone \$1100... for the same day and time..

C.B Facebook 9-Feb-21

Qantas cancelled our flights to Europe in April last year. The refund we received (with absolutely no explanation from Qantas) was \$447 less than we had paid. Certainly will not be booking with them anytime soon 😞😞😞

QANTAS REFUND?

G.R Facebook 9-Feb-21

Haven't been refunded for the points I lost booking a ticket . I have emailed the details for my lost flight several times and not got a response.

J.B Facebook 9-Feb-21

They refunded my flights twice not sitting on hold for hours to tell them.

A.S Facebook 9-Feb-21

You bet I'm complaining as they charged me \$600 cancellation fee even though my flight was cancelled due to covid. Qantas "8 weeks refund time-frame" - yet as a platinum frequent flyer, I'm STILL waiting for refund of business class airfares from April 2020 and October 2020. You've owed me thousands of dollars for almost a year now. What a disgrace.

C.S Facebook 9-Feb-21

Same thing is happening to me. They have charged \$600 cancellation fee even though they cancelled my flight last year. I've been on hold for a total of 3.5hrs today trying to redeem a flight. So far the flights have gone up \$60 since the last time I've looked. How am I meant to book one of your cheaper flights if you won't answer. The redeem system does not work online. I've tried many of times and it says to contact you. But you don't answer! Is there anyone even working behind the phone lines.

G.R Facebook 9-Feb-21

My flight from Hobart to Sydney in March was cancelled by Jetstar (points redemption). I was moved to a later flight which is too late. Need to get put on the earlier flight. I have rung 13 13 13 twice, and been told twice, it had been changed ... email in 24hrs.

No email, no change and now my flight home to Sydney has completely DISAPPEARED from my bookings. No refund of points and charges just NO flight and NO notice.

Whats going on QANTAS? Your call centre used to provide excellent service.

Now? .. 😞

I certainly do not feel confident to book anything in advance it is just too hard to contact anyone (hours on hold) and many changes cannot be done online 😞😞

S.R Facebook 9-Feb-21

Qantas cancelled our flights to Europe in April last year. The refund we received (with absolutely no explanation from Qantas) was \$447 less than we had paid. Certainly will not be booking with them anytime soon 😞😞😞

D.S Facebook 9-Feb-21

Does the new date still need to be flight of equal or greater value. When we changed flight date we not only had to pay for more expensive flight but

QANTAS REFUND?

what Qantas customer service could see and what was advertised on the Qantas website was vastly different. We were out of pocket hundreds of dollars plus Qantas would not refund the \$270 in extra leg room we had paid. No response to 3 complaints via website or letter.

S.J Facebook 9-Feb-21

This is my third attempt to call qantas to organise new bookings with a credit I have (credit is due to border closures - even though I would have preferred a refund as I had asked the representative for to no avail) the first phone call, the customer service rep had told me that everything had been sorted, and he would send an email confirmation with my new bookings and also call me back with confirmation. I did not receive any confirmations at all. two days later I called again, there was no booking in place. and the same flight I had wanted had already jumped up another \$200. they total cost showing online would now total \$750 vs \$589 as previously quoted. however the representative was asking me to pay \$1100?!! they had quoted much more than what was showing online. as I had already been on the phone for 2 hours I had to go and said I would call back. today was the first day I could call back and I have been on hold without speaking to anyone for 2 hours. and the flights are only going up. in total I have been on hold on the phone to qantas for a total of 6 hours thus far, and nothing confirmed. as you can imagine I am completely irate. surely a massive corporation such as yourself should have better systems in place. I'd really like some better support, compensation and some bookings in place.

N.C Facebook 9-Feb-21

I've been trying to contact someone at qantas for over 8 months. I booked flights for my 82 year old mother in law and husband using \$1700 of my money and frequent flier points. I have been given the money paid as a travel pass. I want the funds returned to my account as we cannot utilise. The points used for tickets were refunded to MIL card but not 25,000 used for seat upgrades. There are no numbers and no email address's to contact qantas.

S.A Facebook 9-Feb-21

I have tried calling qantas twice this afternoon (been on hold 45mins plus both times) to have the calls cut everytime they try to get someone from the "right" department to sort out our refund. I have been patiently waiting since last October for the refund and now their phone lines don't even seem to work to be able to speak to someone to try and sort it out. I have two babies at home and can't be on hold for hours on end for calls to constantly cut out. There has to be an easier way!!!

QANTAS REFUND?

K.N Facebook 9-Feb-21

I've spent almost a YEAR trying to get a refund for my return flight home from Venice to Sydney (total cost of \$2500 for two passengers). The answer from Qantas customer service was always the same. "It will be refunded within the next few business days". Each time I contact Qantas I speak to a new representative who seems to have no idea what is going on with my refund (clearly you guys do not keep phone logs), which then leads us to going around in circles.

Qantas, I've been very patient. Not once have I ever been rude over the phone. All I ask for is for this matter to be resolved so my time is no longer wasted.

I.N Facebook 9-Feb-21

Still waiting on a refund from Qantas due to Covid. We have sent countless documents but the only response we get is that you either want feedback or you are closing the case due to lack of contact. How are we meant to contact you to resolve this? This has been ongoing since June 2020.

P.L Facebook 9-Feb-21

We are still waiting for our credit voucher for an international flight that was cancelled nearly a year ago, have tried numerous times to get through on the phone, have tried to pm you to no avail, just wondering what the best avenue is to talk to someone to get this sorted? Absolutely abysmal customer service. I have been on hold for hours to your customer service line, have been promised call backs and hung up on multiple times. No point in having flexibility if you are unable to use your flight credit.

S.M Facebook 9-Feb-21

Be careful when you book at QANTAS all they want is CREDIT and not REFUND
HENCE THAT WHEN YOU TRY TO USE YOUR CREDIT POINTS THEY
ARE VERY TRICKY IT GOES TO OTHER PAGE AND PRICE IS DOUBLE THAN
NORMAL!! YOU END UP PAYING SAME AMOUNT OF BOOKING NEW
TICKET.....

STOP RIPPING OFFTTTTT PEOPLE!!

YOU GOT AFFECTED WITH COVID? SO ARE WE! GIVE BACK OUR MONEY AND
NO TO CREDIT!!!!

B.C Facebook 9-Feb-21

I had to cancel a flight and still have not received a refund.

S.M Facebook 9-Feb-21

But qantas keeps 5our money regardless no thanks

P.P Facebook 9-Feb-21

QANTAS REFUND?

Qantas you are a joke. You treat your platinum members like rubbish. My flight last year to New York was cancelled due to covid so I put in for a refund to be charged \$600 cancellation fee. Disgusting

S.R Facebook 9-Feb-21

Hi Qantas, lovely to see these messages and to receive all the marketing. The problem I have is I am still awaiting a promised refund from March 2020, having been promised on 3 separate occasions this would be resolved and credited (\$ and points) the last being 'within 5 - 10 days' back in November. At no point have I (or by the looks of it many others) been treated as a customer more an annoyance. Happy to discuss

J.S Facebook 9-Feb-21

I've spent almost a YEAR trying to get a refund for my return flight home from Venice to Sydney (total cost of \$2500 for two passengers). The answer from Qantas customer service was always the same. "It will be refunded within the next few business days". Each time I contact Qantas I speak to a new representative who seems to have no idea what is going on with my refund (clearly you guys do not keep phone logs), which then leads us to going around in circles.

Qantas, I've been very patient. Not once have I ever been rude over the phone. All I ask for is for this matter to be resolved so my time is no longer wasted.

I.N Facebook 8-Feb-21

How about you refund your cancelled flights like one we were booked on to nz (from early December 2020?!) . Been waiting for our refund. Got stuffed around when rang and my phone dropped out and no one rang back. Surely what you do is illegal? Booking people onto flights you have no intention of running. Taking money, you cancel, then don't refund but offer vouchers...

R.S Instagram 8-Feb-21

Had an awful experience with Qantas. Booked expensive ticket from Germany to Australia. Flight cancelled due to Corona virus. Airline refuses to refund over months. Now tells me my ticket is expired and nothing can be done. Not what I expect from a global player who's part of one of the global alliances. Can only recommend any traveler to chose another airline

S.S Instagram 8-Feb-21

Not happy with the customer service at all . You have cancelled my booking last year and now I called to get a voucher you are saying that you do not give me a voucher and I can only call and wait 2 hours on the phone to book through you 😞

M.R Instagram 8-Feb-21

QANTAS REFUND?

Qantas still owes me a refund on a flight of over \$1000 that I should have received in my account by September last year. All the Qantas staff that I have spoken to has told me some different excuse each time. Really disappointing by such a large cooperate company. I really just want my money back that they have been keeping from me!

After booking a fabulous trip in my own state with @qantas and then 4 weeks out having them a/ cancel the departing flight and then b/ change the return flight by bringing it forward 4 days I'm seriously wondering why any one would fly with them. It's pot luck if you even get to go.

B.C Instagram 8-Feb-21

Hi Qantas, lovely to see these messages and to receive all the marketing. The problem I have is I am still awaiting a promised refund from March 2020, having been promised on 3 separate occasions this would be resolved and credited (\$ and points) the last being 'within 5 - 10 days' back in November. At no point have I (or by the looks of it many others) been treated as a customer more an annoyance. Happy to discuss

M.G Instagram 8-Feb-21

Please generate my refund requested 14 Dec 2020. I do need the money back.

S.H Instagram 8-Feb-21

Also would like a refund from January of 2020 for my business class debacle on A-380 from Lax-Syd. Cabin temp in upper deck was 34-35 degrees C for 11-12 hours. Thought I might pass out. Come on Qantas!

R.N Instagram 8-Feb-21

I very UPSET with the customer service provided by Qantas especially during these emergency lockdowns being implemented without any notice by states. My I could not make my flight from Melbourne to Perth departing at 11:55am this morning after I realised that Victoria had declared WA a red zone. I called Qantas 1hr and half before my flight departure and was on hold for the entire time. After getting connected they advised that they cant refund my ticket because the flight has already departed. I explained that I had called the airline an hour an half before the flight was due to depart and customer service mentioned that I should have told them a day before. NO one knew about the red zone permit change until when Service Victoria announced it at 10pm on 30th of Jan. I honestly feel you should refund my money and stop taking advantage of people caught up in these extenuating circumstances..@qantas

A.T Instagram 20-Jan-21

QANTAS REFUND?

Been trying to support Qantas (still flying within our state) . But not sure if it's worth it. They have changed flights more times than I can count and now cancelled. Have now lost all the money I spent on hotels ...

M.G Instagram 20-Jan-21

After multiple emails and two months of waiting, still no response apart from automated emails from Qantas regarding our customer complaint and request for refund of hundreds of dollars. This is all due to their bungle and is unrelated to COVID issues. Very poor performance Qantas ☹️ Can I get my flights refund???? It's only been ELEVEN MONTHS OF WAITING! I am a Qantas LIFE MEMBER & obviously your company looks after those who are loyal - NOT! ☹️

W.A Facebook 20-Jan-21

Qantas, I have been waiting for a refund since October. I rang a month ago and was told that it would get escalated to a supervisor and nothing happened. On the phone with your customer service again today and being told the same thing that it would get escalated. I don't understand why I have to keep calling to remind you that you have MY money and that you need to give it back?

S.S Facebook 20-Jan-21

How long do we have to wait for our refund or travel credits? It's been nearly 8months!!

Qantas! can't even get refund, 2 hrs on the phone for them to say credit only. I already have thousands of dollars of flight credits. There is a lockdown in my destination (Perth). I can't even legally travel to the suburb I was going to stay in. Then they canceled my flight and changed it to one with a huge stopover and still they insist no refund? Jetstar refunded over chat in 15 minutes

Flight is tomorrow do I stay on the phone all night?

J.S Facebook 20-Jan-21

Had an awful experience with Qantas. Booked expensive ticket from Germany to Australia. Flight canceled due to Corona virus. Airline refuses to refund over months. Now tells me my ticket is expired and nothing can be done. Not what I expect from a global player who's part of one of the global alliances. Can only recommend any traveler to chose another airline

S.A Facebook 20-Jan-21

Have emailed and messaged and been told my refund is on its way that was Jan 1st!! Where is my refund??!! Flights were cancelled by Qantas beginning of last year!! ☹️☹️☹️

R.S Facebook 20-Jan-21

QANTAS REFUND?

Qantas, when will I get my refund which you stated had been processed in December 2020? You're not answering my emails and the person responding to my Messenger messages can't actually tell me anything. Please let me know.

E.S Facebook 20-Jan-21

We tried to cancel a flight in 10 days online but because you've changed the flight booking we can't do it, so we need to ring. If you don't want people to ring it would be a good idea to make it easier to cancel a flight and get a refund online rather than forcing us to ring you.

E.E Facebook 9-Jan-21

I was told my refund would be with me in 12 weeks back in July 2020. Still waiting!! (on hold, usually)

C.C Facebook 9-Jan-21

Absolutely unacceptable for a refund to take 3 months, makes me wonder are they using the \$ f. Also I just used their messenger system with flight details and response and refund turn around much quicker. might be worth trying that than the phone waits.

A.S Facebook 9-Jan-21

Qantas - I have been waiting since September for the credit you said would be credited to my account. My booking reference is showing an error in Manage my booking. So I can't self serve this. You told me In December it would be fixed. And it is not. Unbelievable that you can't manage something so simple..

L.B Facebook 9-Jan-21

They're useless. They won't refund our flights either.

T.M Facebook 9-Jan-21

Qantas While you are there maybe you can explain when we will receive a refund for the flight, I think it's ridiculous that you are still advertising flights for people to book but then saying when asked oh it's a glitch you can book it, but we will just cancel it anyway! They service is absolutely ridiculous.

She had spent over 10 hours on hold to be told that a refund will take 10-12 weeks to even process the funds and she will be waiting up to a year for the refund!!!!!!

It is beyond ridiculous! Refund should be processed whilst on the phone and a refund within 5 working days how are different from any other business!!!!!!

C.M Facebook 9-Jan-21

Right next to the flight credit button add another button that says "refund". All your call centre problems will go away.

QANTAS REFUND?

R.W Facebook 9-Jan-21

Qantas could I please just get money back on flights we had to cancel through travel agent back in July 2020. We can't leave or get back into our country and we certainly can't afford to travel now 😞

M.W Facebook 9-Jan-21

Hey Qantas its been almost a year since I've waited for a refund for my flight to the US. You said 12 weeks and I have twice gone through agents to get my refund. I mean since march 2020, come on please

I waited over 1.5 hours on phone to get refund on flight, and when processed was told it would take 4-12 weeks to come through? It's been 3 weeks, when will I get my refund, beyond a joke.

O.F Facebook 9-Jan-21

Hi Qantas, lovely to see these messages and to receive all the marketing. The problem I have is I am still awaiting a promised refund from March 2020, having been promised on 3 separate occasions this would be resolved and credited (\$ and points) the last being 'within 5 - 10 days' back in November. At no point have I (or by the looks of it many others) been treated as a customer more an annoyance. Happy to discuss

D.I Facebook 9-Jan-21

I called yesterday about my cancelled flight. ...who I spoke to on the phone assured me that a confirmation email would be sent to me within 3 minutes, then when it didn't come through said 5 minutes and then changed his tune to 24 hours. 24 hours later still no confirmation email of the refund and the follow up call that was promised never occurred. I understand you are busy and flight cancellations at the moment are huge but if your staff could be clear on the phone after people are on hold for 2+ hours waiting to speak to someone and actually deliver on their part it would be highly appreciated. Surely if a flight is cancelled an automatic refund should be issued to save everyone the hassle.

N.D Facebook 9-Jan-21

I have been trying to apply for a refund. And have sent all details to various teams. Finally I have also PM'd your facebook account as I am unable to process this via the online portal. Requesting your support with this request please.

A.E Facebook 9-Jan-21

Due to huge backlog Qantas need 12 weeks to process any refunds. So book your flights carefully to avoid any disappointment.

N.I Facebook 9-Jan-21

QANTAS REFUND?

Qantas advertised flights so my husband booked them in good faith for work and then they cancelled them all, we have been waiting 8 weeks for the refund, it's outrageous, we were offered a card to use for their products, seeing as they have no product available to us a refund is the only option, we are awaiting \$1500, so for anyone considering booking a flight please do so with caution ☹️ as you too could be joining the very long queue of customers who just want the money returned to them that they paid in good faith, it's a brilliant way to inject cash into any business ☹️☹️

J.A Facebook 9-Jan-21

Hi Qantas Ive been waiting over three months for my refund for flights you cancelled. I was told I would have the money by Christmas. Can someone contact me?

L.N Facebook 9-Jan-21

QANTAS is horrible to deal with. Instead of paying out refunds, they'll only give you a voucher. Will never book a flight with you again.

K.N Facebook 9-Jan-21

If Qantas offered refunds in a reasonable time the scams would not be out there. We are still waiting for a refund 5 months later

S.U Facebook 5-Jan-21

I'm still waiting for a refund for almost 8 months.

M.P Facebook 5-Jan-21

I need my refund, please.

C.S Facebook 5-Jan-21

Doesn't help when it comes to refunds. Have been waiting nearly 6 months for ours..

K.F Facebook 5-Jan-21

But you are also not processing refunds at all! Disgusting service from Qantas!

A.B Facebook 5-Jan-21

So they take our money and not give it back just like Qantas did. Maybe provide refunds to people that paid for their travel and this wouldn't be an issue. Been waiting for 5mths for our refund for a trip to the USA.

L.T Facebook 5-Jan-21

You can tell it's a scam because Qantas will never contact people to give them a refund they are entitled to. It took 2x3hr calls to them for me to get a refund on my cancelled flights ☹️

S.J Facebook 5-Jan-21

Still waiting for my refund from May! I have pmd you several times!

S.F Facebook 5-Jan-21

QANTAS REFUND?

Thanks for the info on scams, if I actually got a call from Qantas I'd know it was a scam because they don't get back to their customers to sort out their mess! Last year at the end of August I booked two flights from Adelaide to Sydney and Sydney to Coffs Harbour as my mum died suddenly and unexpectedly late August 2020. Qantas canceled the Adelaide to Sydney legs of the flights and as I was unable to get other flights to connect with the Sydney to Coffs Harbour legs. I had to cancel the remaining parts of the flights and book and pay again for flights on other airlines. I have still not received reimbursement for these flights despite having been told previously that it would take at first something like 12 weeks (the end of November 2020), and then later up to 4 months. It has now been 7 months and I still have not received my money back. I have called, written and sent in a letter and still nothing. On one previous occasion I was told that the payment had not been received by the biller and to contact Westpac and ask for a BPAY reversal request. I did this but I have still never received the funds back into my account (but they were definitely taken out of my account).

I am a single parent with 3 children, so this money is a significant amount of money to me. I have been out of pocket the \$621.56 for 7 months and counting. I am very unhappy with how long this is taking to rectify, and I feel like Qantas have basically flicked me off and told me to get my bank to sort this out. I have not been helped by either and continue to be out of pocket for something I paid Qantas for, but did not receive. I need this sorted out from your end. Losing my mum (and in the middle of a pandemic with border closures and restrictions) has been the absolute most stressful thing I have had to endure but having to also repeatedly chase my own money up has been more stress added into the difficult enough circumstances I have been facing. Please get this sorted out and return my money.

T.H Facebook 5-Jan-21

Have emailed and messaged and been told my refund is on its way that was Jan 1st!! Where is my refund??!! Flights were cancelled by Qantas beginning of last year!! 😞😞😞

R.S Facebook 5-Jan-21

Qantas is a scam itself. You owe me for a refund that was supported to be paid in October, then again in Feb. Now I can't even get through to you on the phone. Give me my money..

P.W Facebook 5-Jan-21

I have been waiting since May for my refund and my sister has been waiting since April. both flights were cancelled by Qantas.

L.M Facebook 18-Dec-20

QANTAS REFUND?

I booked directly with Qantas they had enough time to email me and tell me my refund would take longer but not do the actual refund. They've had my money since July. This is crazy.

R.W Facebook 18-Dec-20

My flights were changed and I was offered a flight that was one hour in Sydney. I asked for a refund, still waiting. Have they contacted you at all yet? I have credits from last May and then rang them and asked for a refund. They said it would take 10-12 weeks to process. After 12 weeks I called them again and it was as if the first request had not been processed at all. They processed my refund immediately. (Points plus pay ticket) Both times I was only on hold a few minutes

R. W Facebook 18-Dec-20

Have emailed and messaged and been told my refund is on its way that was Jan 1st!! Where is my refund??!! Flights were cancelled by Qantas beginning of last year!! ☹️☹️☹️

L.M Facebook 18-Dec-20

Same with my refund... Still Waiting!!

T.N Facebook 18-Dec-20

Qantas I've been waiting since March for my refund. Was assured in May that it was all in hand & would happen within 10-12 business days. Not happy!

C.B Facebook 18-Dec-20

Qantas So disgusted in the UN Australian way your company has handled our refunds for a flight to Sydney to go on a cruise, in May 2020 which was cancelled due to covid.. What is so, so frustrating is there is no way to contact Qantas. I ring numbers available only to be told, PLEASE don't stay on the line if you are after a refund, we are dealing with people who are booking flights!!!!!!!!!!!!!!!!!! Then it hangs up! How rude. Please give me a phone number to ring to talk to someone about my \$1600 (which is a lot of money to me!!!!!!!!!!) and DON'T TELL ME TO CONTACT Flight Centre Australia as they just laugh at me and say Qantas are very slow at giving refunds!

Work out if you have given my money back to flight centre or you still have it!!!!!!!!!!!!!!!!!! Someone is being GREEDY!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! You got my cash I want it back MERRY B***** CHRISTMAS.

B.W Facebook 18-Dec-20

Exactly the same, has happened to us, my family has had their refunds since August they booked through a travel agent online with Qantas, so Qantas what is the hold up? Done this several times. they are waiting on Qantas.

QANTAS REFUND?

first it was 8 weeks then 12 then 22 weeks... 7 months and still waiting on qantas

G.O Facebook 18-Dec-20

My flights were changed and I was offered a flight that was one hour In Sydney. I asked for a refund, still waiting. Have they contacted you at all yet?I have credits from last May and then rang them and asked for a refund..

L.M Facebook 18-Dec-20

Qantas yeah refund me while you're at it

M.B Facebook 18-Dec-20

They're hopeless. We had an airfare booked from hawaii to sydney for 20th april last year. Obviously we couldnt go, and we were given a credit. However, the PM said that full refunds must be issued if requested and people didnt have to accept a credit if they wanted a refund. I contacted qantas when this was announced and was told they would process a full refund, it may take up to 6 weeks. 6 months later we have recd nothing. I rang them again last week, was on the phone for about half an hour while the customer service rep processed the refund, which is a mixture of frequent flyer points and money. I was told the points would be back in our account that day, and the money in our account within 4 days. You guessed it, absolutely bloody nothing!!!! To say I am disgusted is an understatement. I am furious that they can promise to do the right thing and deliver nothing.

D.H Facebook 18-Dec-20

What a pain. I've been contacted now and I'm in the queue for processing about 8 wks.

J.B Facebook 18-Dec-20

Qantas - my partner and I had our flights cancelled and we have been trying to receive a refund since July. We've spoken to Qantas representatives who told us our refund would be in in 12 weeks (October). Since then we've followed up multiple times and have received ZERO communication and no refund (flights worth \$5k). To make matters worse, in that time Qantas has chased my partner about an expired credit card for his Qantas Health Insurance about 6 times over an amount that he owed which was \$24. I hope you can see the blatant hypocrisy.

We don't know what else to do, or which avenues to take. We were happy to wait the 12 weeks as we understand that the covid situation must have been extremely difficult for airlines, however please consider that we also have been out of work and should not have to beg to receive what is ours. Looking forward to hearing from you.

T.M Facebook 18-Dec-20

QANTAS REFUND?

Qantas if you can answer one customer request how about you answer thousand more. I want to know when can someone in customer service can help me getting my refund back. It's simple I paid now you do your part by doing the right thing and refund my money back. No thanks. I called in April 2020 for a refund. Was accepted. Called again in June. And again in July. They kept saying they will process refund. Never did. Now it's December. It's been 8 months. I'm on call waiting now

R.M Facebook 18-Dec-20

My flights were changed and I was offered a flight that was one hour In Sydney. I asked for a refund, still waiting. Have they contacted you at all yet?I have credits from last May and then rang them and asked for a refund..

N.P Facebook 18-Dec-20

I'm in the same situation as you. Was meant to fly to the U.S in April, was approved for a refund in April and got the confirmation email from Qantas. Then in sept they decided "no refund " so our travel agent had to reapply for the refund and it's been approved again but still no money (over 6 grand). Very stressful indeed and they can't push it because it has to go through the travel agent even though I'm the one who paid for it ☹️ no rights whatsoever

T.T Facebook 18-Dec-20

I've been waiting for my refund since March. On hold since 9am this morning. Have tried FB, Twitter, email, website, app, phone calls - nothing. Have wasted hours and now days on hold and have escalated to Consumer Affairs and Aviation Complaints. Good luck!

F.G Facebook 18-Dec-20

I'm on the same boat still waiting for our refund called them few times now on hold for few hours only to be told different reasons everytime..

N.R Facebook 18-Dec-20

Not only do Qantas refuse to refund, they also refuse to credit back any points you use for your booking - BEWARE!

B.F Facebook 18-Dec-20

I have been hold for two hours, to be cut off after being answered. Now on hold for another two hours. Wanting refund for over \$1K that was promised since Aug 2020. No reply, no money. Please sort out your customer service processes Qantas, it's been a truly gruelling and awful time trying to get through to someone, on an already heartbreaking week. To then be told that I'm not eligible for a refund, is shocking, I spent 800 dollars on a flight to Perth and now the border is closed. How is that a "voluntary" cancellation. Have some heart during this global pandemic.

S.M Facebook 18-Dec-20

QANTAS REFUND?

Qantas - my partner and I had our flights cancelled and we have been trying to receive a refund since July. We've spoken to Qantas representatives who told us our refund would be in in 12 weeks (October). Since then we've followed up multiple times and have received ZERO communication and no refund (flights worth \$5k). To make matters worse, in that time Qantas has chased my partner about an expired credit card for his Qantas Health Insurance about 6 times over an amount that he owed which was \$24. I hope you can see the blatant hypocrisy.

We don't know what else to do, or which avenues to take. We were happy to wait the 12 weeks as we understand that the covid situation must have been extremely difficult for airlines, however please consider that we also have been out of work and should not have to beg to receive what is ours. Looking forward to hearing from you.

A.C Facebook 18-Dec-20

Have been on hold now for over 2.5 hours to request a refund for my flights. Don't want a credit ☹️ At this rate my flight will be taking off before I get to speak with someone ☹️

C.M Facebook 18-Dec-20

Qantas, I have tried to call you at all various times. And everytime the phone has disconnected. I would like to get a refund/voucher on flights for Boxing Day. Can I suggest if you can't handle the call volumes allow for this to be done via your website so customers can self service? This would be a win win for most people. #qantas

M.L Facebook 18-Dec-20

I am still waiting for a refund of my flights from June 2020, many many phone calls and no resolution, very stressful and disappointed with the whole process !!!!

L.S Facebook 18-Dec-20

I arranged my refund following QANTAS's cancellation of my October flight on 19 September 2020, Colin, and so was able to speak to a person then. When I had previously rescheduled my flight in March 2020, the day before they sent out emails about arranging credits, I did it online and I also think they classified it as "voluntary", hence the \$99 fee. There was no reply to my follow up email about waiving the \$99 fee as a "good will" gesture for a frequent flyer, especially as they seemed it make such an offer the day after I postponed my flight. I appreciate I had a Red Deal ticket and that the airline has had an enormous drop in revenue due to the pandemic, but the slowness, lack of communication and intransigence is not good service. The last time I have heard from them was 14 October advising they would

QANTAS REFUND?

process my refund "as soon as possible". Still waiting. (They still manage to send me about ten emails a day, every day, wanting me to buy wine, arrange insurance and book hotels, though. So there is that).

S.P Facebook 18-Dec-20

Qantas it is impossible to get through to your contact centre, please enable the refund request feature online for all fare types from Sydney !!!!

I.H Facebook 18-Dec-20

It it a terrible time and the new situation just awful before Xmas, speaking of which I would really really like my refund I've been waiting on for more than 15 weeks now and I just get fobbed off when I ring 'yeah yeah your refund is booked in the queue' but when will this miracle happen?!

P.W Facebook 18-Dec-20

I'm still waiting for credit or refund from cancelled flight to NZ dating back to March 2020. Absolutely zero response. Called the other day for refund on cancelled flight, over 1.5 hours to get through on phone, and they said they processed my refund but could be waiting 4-12 weeks for it to come through, not happy 😞

F.N Facebook 18-Dec-20

Qantas it is impossible to get through to your contact centre, please enable the refund request feature online for all fare types from Sydney !!!!

D.I Facebook 18-Dec-20

Actually, I've been trying to change my flights or get a refund/travel points for my cancelled flights. It doesnt allow me to do that on the manage my booking site, and I have made over 12 phone calls over the christmas period and have been on hold FOR HOURS. I don't get through. Ive also been on your callback system where you promise I'm going to get a callback 3 times- I've received no callback.

M.J Facebook 18-Dec-20

Hi Qantas, I had a booking for the Christmas period and it was cancelled, No email with credit points refunded, no email with a flight credit/refund NO nothing, even my booking no longer shows on my Qantas account. When I call the time waiting period is over 1 hour and get disconnected, The live chat is no better and when you request a call back by pressing 1 you get nothing. Fix your customer support service as I would like an answer and have been trying to contact use for 8 days now. Very disappointed.

I also asked for a refund for 2 trips and still don't have it. What worries me is that Qantas guaranteed me that my trip was refunded on 17 Nov.. it wasn't. So have they paid someone else? My partners trip hasn't been refunded yet "there was a delay, not sure why but processing now".. well Qantas if you

QANTAS REFUND?

haven't refunded for his trip do you think maybe you haven't done mine properly? Also you can understand why I just don't believe anything you tell me at this point

S.F Facebook 18-Dec-20

I'm in the same situation as you. Was meant to fly to the U.S in April, was approved for a refund in April and got the confirmation email from Qantas. Then in sept they decided "no refund " so our travel agent had to reapply for the refund and it's been approved again but still no money (over 6 grand). Very stressful indeed and they can't push it because it has to go through the travel agent even though I'm the one who paid for it ☹️ no rights whatsoever

L.B Facebook 18-Dec-20

Here is how Qantas makes more money. Takes bookings and refunds which are allowed cant be applied for. System issues call us. !! Pretty disappointed to hear from qantas they are refusing to refund my points plus pay tickets stating my tickets are non refundable, it feels like a bit of a joke to take a voucher to then travel during a non peak time that would highly likely be cheaper than flying in December yet effectively means I have paid more than I should. I'm also not sure why insurance was perceived to offer any protection when it doesn't cover this exact situation

A.G Facebook 18-Dec-20

Qantas cancelled the flight and we don't want flight credit, we want a full refund to purchase a new connecting flight ticket with another airline carrier!!!

C.V Facebook 18-Dec-20

When will you guys provide me with a refund on a booking cancelled in April?!?!?

R.B Facebook 18-Dec-20

Well you are a lucky one been trying to get a refund since May. And no one responds

A.M Facebook 18-Dec-20

Have been waiting from March for a refund!! Not happy

C.B Facebook 18-Dec-20

Booked flight Brisbane to Hobart return for two in March on Qantas through flight centre. Cancelled due to lock down. Have had different story every month for past six months from Flight Centre blaming Qantas. Don't know who to trust. Was loyal Qantas ..not any more. Well done guys you have completely ruined two good brands and I'm taking my business elsewhere from now on. Still waiting for refund. Merry Xmas

D.I Facebook 18-Dec-20

QANTAS REFUND?

Have been a Platinum or Gold member ever since till I retired from travelling. My point, I have been loyal to QF but QF does not know what loyalty means. After Qld borders were reopened on 6/12 I booked to fly to Qld paid \$870.66 for 2 economy tickets with extra leg room. As I had been in the Northern beaches Covid Hotspot I cancelled my flight on 19/12. I specifically asked will I get full refund of \$870.66 I was told YES full amount. On receiving Credit notice the Credit shows \$742.86 a difference of \$127.80 No explanation whatsoever. It seems Qantas is taking advantage of the Covid Virus Pandemic and ripping customers off. This is disgraceful I have been unable to reach QF by phone and website seems to be overloaded. How about QF providing a FULL refund and maybe have the decency to contact me.

E.B Facebook 18-Dec-20

Hi... I am from Indonesia and got flight cancelled cause of this pandemic... U promised to give me full refund... But till now, still didn't hear any action from you. Why do I contact you since email no reply, toll free and phone lines never been answered, all I still was that your office has been closed... Pls get in touch with me!

W.S Instagram 8-Dec-20

Qantas we have been loyal for years still waiting for refund for cancelled trip in May. Paid for it last year and now told refund next year. Probably won't fly with Qantas again

Same problem here. Was due to be my first time flying Qantas and I will never trust them again. Especially since other airlines refunded me promptly



Yup for us we got an email saying the refund was processed. Weeks later still haven't received. DMs requesting enquiry and now ghosted

A.M Facebook 2-Dec-20

Great work Santa how about you send me my refund. It is approaching nearly 12 months since I paid the fare. Qantas cancelled the flight. Qantas where is my refund. Ticket bought in January flight cancelled in August and no refund to travel agent yet. You announced to the stock exchange on 3 December you have \$2.6 billion in cash. Part of that is my refund. You are not being transparent in your refund process. You said that "A significant backlog of supplier payments and refunds have now been cleared". Ok so declare how many outstanding refunds are there, the value, the daily/weekly number of refunds processed, number of staff processing refunds, expected, the order of processing refunds, and expected date of clearing the backlog.

Show a modicum of integrity and honesty Qantas. Come on Santa get those Qantas elves working and send out the refunds due to clients.

QANTAS REFUND?

J.K Facebook 2-Dec-20

I'm still waiting for my refund for 6 flights from March. If in the future will book with anyone else over these guys

L.L Facebook 2-Dec-20

and repay those passengers who paid for their flights and are still waiting for their refunds!

D.B Facebook 2-Dec-20

Qantas said they sent me a refund weeks ago and I still haven't received it. Could you please respond to my DM? Would really appreciate some help thanks ☹️

J.K Facebook 2-Dec-20

Still no response This refund was for a cancellation in July Could you please respond?

J.K Facebook 2-Dec-20

Would love to book flights QANTAS but only after you refund my owed money from our CANCELLED flights. Lost about 20 hours on hold talking to staff telling stalling tactic lies about repayment. Sort it out please.

S.D Facebook 2-Dec-20

An email 2 weeks ago telling me my refund from July was being processed- NOTHING!

C.W Facebook 2-Dec-20

Flight centre submitted my refund on 24 June, still no refund yet Qantas are back up and running, the longer you take to refund your previously loyal customers the less loyal we become. Please refund asap.

J.S Facebook 2-Dec-20

We are in the exact same boat. Travel agent gets no proper response from Qantas. They're stuck in the middle. Applied for our refund 22nd June (that's nearly 6 months Qantas!!) Hey QANTAS, where's my refund for my flights in August?

Hope you're enjoying making interest on my payments.

N.M Facebook 2-Dec-20

I'm still waiting for my refund for 6 flights from March. If in the future will book with anyone else over these guys

M.E Facebook 2-Dec-20

Only for them to cancel your flights and hang on the phone for hours for a refund that is yet to come after 4 months

M.B Facebook 2-Dec-20

QANTAS REFUND?

Hi Qantas, I have been waiting for over 2 months for our refund of our overseas flights- could someone please look into this, and give a estimated time when I will be receiving the money..Thank You kindly.. 🙏

M.K Facebook 2-Dec-20

The Government has been using my tax to support Qantas and keep you in business, yet it's been nearly A YEAR and you still HAVE NOT REFUNDED THE MONEY FOR MY CANCELLED FLIGHT. What a shameful misconduct by an Australian company! Your dishonesty has cost you a loyal customer, and I will choose to fly with better airlines out there! You don't deserve the support from Australians.

T.L Facebook 2-Dec-20

I received email one week ago from Qantas and it said "we've credited the amount back", but still no money in my bank.

I inquired by PM but no response. Why it took so long to refund??? Where is my money!?

K.T Facebook 2-Dec-20

Qantas I am still waiting for my refund from a cancelled flight in April 2020!! How can we even consider further travel without our refunds. Hours and hours on the phone, please tell me you can help?

A.H Facebook 2-Dec-20

QANTASCustomerComplaints QANTAS ARE A JOKE. Waiting for a refund from beginning of the year. THEY HAVE NO PHONE NUMBERS SO YOU CAN RING AND COMPLAIN. P&O are making nooooooooooooo money, yet we got our money back for our cruise. Qantas are making heaps of money, rising the prices of tickets etc. and yet, you provide no phone number to see when we get our refund! Shame on you! No longer use you!!!!!!!!!!!!!!

B.W Facebook 2-Dec-20

Warning to all, Qantas will cancel your flight and won't be able to give you a refund on your hotel! We booked as a package deal and now the hotel are refusing to issue a refund! We will never use Qantas again! How's about bring on my refund? If I've booked via Flight Centre, who is actually holding my money? Not your money, MY money!!!!

M.F Facebook 2-Dec-20

QANTASCustomerComplaints QANTAS ARE A JOKE. Waiting for a refund from beginning of the year. THEY HAVE NO PHONE NUMBERS SO YOU CAN RING AND COMPLAIN. P&O are making nooooooooooooo money, yet we got our money back for our cruise. Qantas are making heaps of money, rising the prices of tickets etc. and yet, you provide no phone number to see when we get our refund! Shame on you! No longer use you!!!!!!!!!!!!!!

QANTAS REFUND?

T.E Facebook 2-Dec-20

Anyone else owed money for flights, I'm starting a class action lawsuit against Qantas, 6 months and still waiting on my refund for cancellation. Shame on you Qantas.

Qantas where is my refund. Ticket bought in January, flight cancelled by Qantas in August and no refund to travel agent yet. You announced to the stock exchange on 3 December you have \$2.6 billion in cash. Part of that is my refund. You are not being transparent in your refund process. You said that "A significant backlog of supplier payments and refunds have now been cleared". Ok so declare how many outstanding refunds are there, the value, the daily/weekly number of refunds processed, number of staff processing refunds, the order of processing refunds, and expected date of clearing the backlog. Show a modicum of integrity and honesty Qantas. You are better than your current performance.

B.B Facebook 2-Dec-20

And repay those passengers who paid for their flights and are still waiting for their refunds!

L.S Facebook 2-Dec-20

I just got a \$13.60 amount refunded for flights nearly worth \$2K that were cancelled months ago! Not happy! Trying to call them as well but no luck.

R.L Facebook 1-Dec-20

Try March. They cancelled our European flights back then. Still waiting on the refund.

R.K Facebook 1-Dec-20

5 months and still waiting. Not all airlines are equal, I had flights with 6 airlines - all refunded within 2 weeks except for Malaysian & Qantas. Both those airlines seem to be desperately competing with each other to scrape the bottom of the barrel.

Y.N Facebook 1-Dec-20

yes same here been promised 3 times now 5 months have passed no Refund

R.L Facebook 1-Dec-20

Refunds from QANTAS a joke numerous phone calls 5 times promised payment just lies.

1.5 - 2 hrs on hold on the QANTAS phone line to get told more lies and no refund. Very unAustralian they will be losing a lot of customers in the future I'm guessing. Come on QANTAS we are all struggling financially but give back the Refunds owed to your customers

S.D Facebook 1-Dec-20

QANTAS REFUND?

Qantas what the hell is going on? I've called 4 times and waited on hold for a total of 7 hours to get a refund on flights I can no longer take due to COVID. This is ridiculous. Use a call-back service. Use customer service operators who understand your bookings system.

J.M Facebook 1-Dec-20

4 months and still waiting for a refund... what a joke!

J.B Facebook 1-Dec-20

Qantas By the way I'm still waiting for my refund for 5 months been promised 3 times I would get it but been told total lies

R.L Facebook 1-Dec-20

Could you please respond to my DM yesterday about my refund? For flights in September, cancelled months earlier and refund was promised weeks ago by email. Still hasn't been received. Thanks

J.K Facebook 1-Dec-20

They won't do anything to help. I have been waiting 6 months for flights scheduled in August but cancelled in June. I have contacted Qantas and my travel agent. Qantas tell to ask my agent to escalate my case. Travel agent says refunds are done manually and in scheduled order and there is nothing that can be done to speed the process up. Can't believe the refund process is manually done

C.G Facebook 1-Dec-20

Still waiting for my refund.

R.T Facebook 1-Dec-20

Qantas it's been 16 weeks since I was advised by ... (Qantas), my refund would be processed. I won't be booking any more flights until this is sorted.

D.H Facebook 1-Dec-20

5 MONTHS AND 2 WEEKS I EVENTUALLY GET MY REFUND. QANTAS you have had MY money interest free for 13 months. Thanks for nothing, I will not buy a ticket from you again. Your lack of respect and total disregard for your customers, and especially those who buys tickets through a travel agent, is appalling..

Y.N Facebook 1-Dec-20

I would be happy to fly somewhere, can I have the same deal you are giving me by booking and flying then pay sometime in 2022 or maybe get my 12,000 refunded from april and june trips.

D.F Facebook 1-Dec-20

How about making 2020 being the year we'll see more of our refunds? Just a thought 😞

S.K Facebook 1-Dec-20

QANTAS REFUND?

How about refunding people their money back 180 day refund is a joke that's right the longer you hang on to our money more interest you get, Such poor service .

Make 2021 the year you repay all the money that you still owe your customers! Karma is a beautiful thing. Just you wait! Your disgraceful misconduct will lead you nowhere. Where's my rightful refund? It's been nearly a year!

N.S Facebook 1-Dec-20

Still waiting for my refund.

T.L Facebook 1-Dec-20

Everyone let's boycott this disgraceful airlines. They keep asking for our hard-earned money while taking forever to issue refunds. Qantas staff you should be ashamed of yourself for ignoring your customers' rightful request and didn't provide any helpful assistance at all. Shame on you Qantas!

T.L Facebook 1-Dec-20

I'd like a refund for my cancelled flights from a July then I could afford a holiday.

M.H Facebook 1-Dec-20

Absolutely ready, if we got our promised refund back!!!! Our travel agent is ace, and tries hard to get Qantas to refund the promised flight costs

Qantas cancelled the flights, all understandable, but not to refund in a timely manner is not good enough..☹️

J.B Facebook 1-Dec-20

I've waited nearly 7 months for a refund on thousands of dollars worth of tickets to fly overseas with. No communication and no indication of when I'll receive my money? Why would I book another flight with you? Absolutely disgusting treatment of customers. Anybody else in the same boat?

T.O Facebook 1-Dec-20

Yes I loved Qantas but they've lost the plot now especially with all the people's refund and we've been loyal customers as well, very disrespectful Qantas. Please can you contact me regarding a refund for international flights that have been cancelled. I'm waiting on the phone (currently 1 hour) and have sent a DM

R.L Facebook 1-Dec-20

Everyone let's boycott this disgraceful airlines. They keep asking for our hard-earned money while taking forever to issue refunds. Qantas staff you should be ashamed of yourself for ignoring your customers' rightful request and didn't provide any helpful assistance at all. Shame on you Qantas!

D.F Facebook 22-Nov-20

QANTAS REFUND?

Maybe you could release the refund you owe me and my family, that we were told we would have in a few weeks, around 2 months ago

J.C Facebook 22-Nov-20

Same here it's been months they told me it would be refunded in sep from June still waiting!!!! After that see ya later and I fly domestic every few weeks and 3 times international a year.. Just the fact he said it and is threatening us is enough for me!!!

F.M Facebook 22-Nov-20

Qantas refund the people.

E.E Facebook 22-Nov-20

Can I have my refund been waiting a while now. While you are up and running. I'm still suffering from redundancy. And want my money back for Covid cancellation. So at least I have something for Christmas. Qantas refund the people!

D.E Facebook 22-Nov-20

Try March. They cancelled our European flights back then. Still waiting on the refund.

E.E Facebook 22-Nov-20

You'll probly have to provide evidence of a vaccine before they'll give out refunds as well ☹️

P.F Facebook 22-Nov-20

I'm still waiting for my refund from April - it's disgraceful ☹️

F.V Facebook 22-Nov-20

Help how can I get through to apply for a refund for a cancelled flight to Darwin from Adelaide on 19th December? Have tried at different times over the last week and told each time to call later. Very frustrating.

C.C Facebook 22-Nov-20

How about my refund for flights cancelled back in August ? NEVER EVER use Qantas ! Thieves ! Worst experience from an airline EVER.

B.B Facebook 22-Nov-20

Have emailed and messaged and been told my refund is on its way that was Jan 1st!! Where is my refund??!! Flights were cancelled by Qantas beginning of last year!! ☹️☹️☹️

R.S Facebook 22-Nov-20

Shame on you Qantas for continuing to lure in new customers while refusing to issue my refund after more than 8 months. I hope you sleep well at night for stealing my hard-earned money, and I believe I'm not the only one who's being ripped off by Qantas. Shame, shame, shame!

T.L Facebook 22-Nov-20

QANTAS REFUND?

Please answer my call! Hold for more than 2 hours and got hung up without getting assistance! I want my refund!

S.M Facebook 22-Nov-20

Because you'll be forcing an unreleased vaccination onto passengers, which isn't mandatory, can we expect refunds for credits held as you have now taken away CHOICE ???

A.M Facebook 22-Nov-20

Great, if we get our refund back..lodged 22 june 2020

J.B Facebook 22-Nov-20

I did too, I just don't see why they're taking over seven months to refund our money, it's simply not right.

M.T Facebook 17-Nov-20

You want us to celebrate 100 years while you still have not refunded mine or hundreds (perhaps thousands??) of people's money? Absolutely no chance.

Pull your fingers out and respect the people who have funded you your jobs!

S.C Facebook 17-Nov-20

Please refund our flights.

L.C Facebook 17-Nov-20

I agreed ...how can we even think of booking our next flights when we still haven't received refund from Qantas for our April flight. FC is telling me that they still haven't received funds from Qantas, I'm feeling angry & very disappointed.

M.T Facebook 17-Nov-20

I've been trying to get refunds from Thai as well. FC say neither they or Qantas are releasing money.

L.C Facebook 17-Nov-20

Yeah happy birthday, where's my refund?

M.E Facebook 17-Nov-20

18 weeks and counting I have been waiting for my refund! Consumer affairs is my next call

H.S Facebook 17-Nov-20

We are also waiting for a refund for goodness knows how long now. Not good enough Qantas

K.K Facebook 17-Nov-20

For goodness sake, stop blowing your own trumpet and give back the refunds. Mine's 6 months so far. You owe millions in refunds to hard working Aussies. Shame on you Qantas.

R.P Facebook 17-Nov-20

QANTAS REFUND?

Qantas, any chance you could offer me a Christmas surprise of REFUNDING MY CANCELLED FLIGHT I SUBMITTED IN APRIL!!!

L.H Facebook 17-Nov-20

Wheres my refund Qantas?

J.M Facebook 17-Nov-20

It's my turn for a refund hurry up.

J.M Facebook 17-Nov-20

Happy birthday to the worst airline in Australia who's so good at ripping off their loyal customers! I'm still waiting for the refund from my cancelled flights in March and after countless communications with Qantas and my agent which led to nowhere, I still haven't got my hard-earned money back. If that's how you treat your customers, then don't expect our support in the future.

T.L Facebook 17-Nov-20

Challenging year for all the industry. Glad something was done to celebrate. Would be lovely to have the thousands of dollars of mine you still have in time for Christmas...a 3month promise for refund is now approaching 5...☹️

A.D Facebook 17-Nov-20

How about my refund for flights cancelled back in August ? NEVER EVER use Qantas ! Thieves ! Worst experience from an airline EVER. Happy birthday, Just wondering when Qantas will start issuing refunds? Been waiting nearly 6 months now?

B.B Facebook 17-Nov-20

We are also waiting for a refund for goodness knows how long now. Not good enough Qantas

D.B Facebook 17-Nov-20

Happy bday Qantas still havent recieved my refund after nearly 5 months now. Keep holding the public's money aye.

R.B Facebook 17-Nov-20

Have emailed and messaged and been told my refund is on its way that was Jan 1st!! Where is my refund??!! Flights were cancelled by Qantas beginning of last year!! ☹️☹️☹️

R.S Facebook 17-Nov-20

I think I'll be 100 when I get my Qantas refund. Booked Nov 2019 and still waiting for my money back. ☹️

P.F Facebook 17-Nov-20

Oh I get it we have to wait 100 years for our refunds to match your birthday

J.F Facebook 17-Nov-20

QANTAS REFUND?

Happy birthday Qantas. Do you think you could organise my refund now that you are older & wiser?!? It's been since June that the MULTIPLE requests have been made. With the money I'll happily buy some wine to celebrate ☹️

M.C Facebook 17-Nov-20

Please answer my call. Hold for more than 2 hours and got hung up without getting assistance! I want my refund

S.M Facebook 17-Nov-20

So happy you are popping champagne bottles. Now how about my refund? Over 20 weeks, booked through flight centre-I call flight centre and they say QANTAS is the hold up-I call QANTAS and they say "OH FC has to make a complaint that its over 12 weeks? -I call FC-oh we have already done that???" QANTAS RETURN MY MONEY FOR THE CANCELLED OVERSEAS FLIGHT AND POP LESS CHAMPAGNE! Starting to get Desperate now Qantas thanks for NO help, promised a refund in August, would take 10 days that was a 2 hour wait just to talk to someone, called back again in mid September after numerous times on hold 2-3 hours then giving up, took a day off to try to call again finally got through after 2-3 hour wait, got told it should now take 10 weeks, now its the end of November, taken another day of work to try to talk to someone, finally got through after 1 hour, talked for 20mins and got told that I will be transferred to another section and someone will take my call immediately, on hold again now for another hour and still going, been waiting now for nearly 5 months for a refund, WOW great customer service!, Already had breakfast and a shower while on hold, I'm going to see this through today

Guess What 3 weeks later no refund after getting this email 3 weeks ago confirming a refund Just curious whats going on?

"From the conversation which we had in regard of your refund of booking reference please be advised that manual procedure has been handle and the funds would be reflecting with 5 to 7 days into the respective account . would you have inquiry please don't hesitate to contact our contact center open 24/7"

J.F Facebook 17-Nov-20

How about my refund for flights cancelled back in August ? NEVER EVER use Qantas ! Thieves ! Worst experience from an airline EVER. Happy birthday, Just wondering when Qantas will start issuing refunds? Been waiting nearly 6 months now?

R.L Facebook 17-Nov-20

Still waiting on my refund Qantas 6 months later still nothing..

M.H Facebook 17-Nov-20

Does the new book mention how you make people wait months for refunds

QANTAS REFUND?

J.H Facebook 16-Nov-20

History will be made when we get our refunds!! I'll buy a special commemorative bottle of champagne when that happens!! 😞😞

G.H Facebook 16-Nov-20

Hey Qantas, gift us our refunds instead! That's a good idea. Chuck in some pjs too thanks

L.B Facebook 16-Nov-20

I wish been waiting 8 mths now

J.N Facebook 16-Nov-20

Enjoy the celebration! What a shame that you treat your customers and frequent flyer members so appallingly by not refunding cancelled flights! Ive been told that due to reduced staff, the refunds are taking a long time to process! Interesting that you've time and resources to put out celebration packs? Maybe you should send a complimentary one to all of us who are being made wait? 5 months and waiting still??? 😞😞😞

K.M Facebook 16-Nov-20

Qantas XX are saying you won't refund the cancelled flights? Can I get a confirmation of what's going on?

A.H Facebook 16-Nov-20

Maybe processing refunds in a more timely manner instead of costly joy flights ...

Wonder how many millions of dollars of our money they are sitting on as they keep refusing to refund us. Don't expect us back Qantas, I'll never fly with you again that's for sure. Been waiting over 6 months and not even one word yet.

F.W Facebook 16-Nov-20

Happy bday Qantas still havent recieved my refund after nearly 5 months now. Keep holding the public's money aye.

R.P Facebook 16-Nov-20

Where's my refund?

L.C Facebook 16-Nov-20

How about gift me my refund. That would be special

S.S Facebook 16-Nov-20

Would be great to get a refund

L.K Facebook 16-Nov-20

Have emailed and messaged and been told my refund is on its way that was Jan 1st!! Where is my refund??!! Flights were cancelled by Qantas beginning of last year!! 😞😞😞

R.S Facebook 16-Nov-20

QANTAS REFUND?

Be greater if they could do refunds. It is ridiculous. Have always flown with them and this is how they treat loyalty

S.S Facebook 16-Nov-20

Qantas do refunds so we can fly again

S.S Facebook 16-Nov-20

We waited 7 months for ours! Better late than never!

L.J Facebook 16-Nov-20

I have been waiting g 21 weeks now for a refund. How long should we "be patient" for

T.E Facebook 16-Nov-20

Still waiting on my refund . 12 weeks wait is gone we are now into 17 weeks.

☹️

P.S Facebook 16-Nov-20

Give me my refund. 31 weeks waiting & counting - not happy Jan! So much for being a Frequent Flyer ☹️ Aussie customers left to last - shame on you Qantas

N.W Facebook 16-Nov-20

Yes it certainly has been a negative experience & very stressful & I still don't have my money! Qantas has had it in their bank account since February! I call that highway robbery!! A bit of honesty from Qantas wouldn't go astray. People need to know how badly they are treating loyal Aussie customers.

N.W Facebook 16-Nov-20

I'm going to be celebrating my 100th birthday waiting for my refund to be processed that I applied for in April (that's 61 years away). Last three times I've tried calling I've been on hold for over an hour.

R.B Facebook 16-Nov-20

Er, my refund would be nice, been 6 months so far!!!!!!!!!!

R.P Facebook 16-Nov-20

I've been waiting over 19 weeks for my refund... I'm still waiting. Give me my hard earned money back you greedy pigs! Process the refunds. Will you payout on interest that our money is earning you? How Unaustralian from such a reliable and reputable company. Never again will I book with you! Just give me our money back!!!!

J.C Facebook 16-Nov-20

No spirit of Australia when you hold onto my refund for flights I paid in January 2020. Still waiting for that refund when you cancelled my flights in June.

Bought a tear to my eye realising that I still haven't got my refund, 4 months now ☹️

C.G Facebook 16-Nov-20

QANTAS REFUND?

Be greater if they could do refunds. It is ridiculous. Have always flown with them and this is how they treat loyalty

D.N Facebook 16-Nov-20

6 months waiting for a refund...then tried to use another credit I had paid for two tickets as a birthday present for an American friend who was going to visit....of course trip cancelled because of our age 99% sure she will not make the trip and I went to use the credit and could only use the credit in my name not hers everytime you call it is well over an hour wait

K.H Facebook 16-Nov-20

Would really love our refunds please and thank you after all you have had our money for 12 months now

L.K Facebook 16-Nov-20

Have emailed and messaged and been told my refund is on its way that was Jan 1st!! Where is my refund??!! Flights were cancelled by Qantas beginning of last year!! ☹️☹️☹️

R.S Facebook 16-Nov-20

How about my refund for flights cancelled back in August ? NEVER EVER use Qantas ! Thieves ! Worst experience from an airline EVER.

B.B Facebook 16-Nov-20

Still waiting on my refund Qantas 6 months later still nothing..

M.H Facebook 16-Nov-20

I've been waiting over 19 weeks for my refund... I'm still waiting. Give me my hard earned money back you greedy ****! Process the refunds. Will you payout on interest that our money is earning you? How Unaustralian from such a reliable and reputable company. Never again will I book with you! Just give me our money back!!!!

J.C Facebook 16-Nov-20

O look still haven't got MY MONEY BACK

Mate Qantas YOU S**** I don't want ya worthless credit.GIVE ME BACK MY MONEY...Class action to get YOUR MONEY BACK EVERY DAY...

T.F Facebook 16-Nov-20

How about my refund for flights cancelled back in August ? NEVER EVER use Qantas ! Thieves ! Worst experience from an airline EVER.

B.B Facebook 14-Nov-20

Refund my money from march.....

L.L Facebook 16-Nov-20

QANTAS REFUND?

O look still havent got MY MONEY BACK. Mate Qantas YOU S****. I don't want ya worthless credit.GIVE ME BACK MY MONEY...Class action to get YOUR MONEY BACK EVERY DAY...

So too has airline ethics. There was a time when if you paid for an airfare and could not travel through no fault of your own, the airline would refund your ticket price. Not in 6 months or a year, but within a week of two maximum. Shame on you Qantas

T.F Facebook 16-Nov-20

Wheres my refund Qantas?

S.W Facebook 13-Nov-20

It sure has - taking money from customers and not returning it - still waiting on promised refund quantas - don't spend it all on your bloody marketing

R.B Facebook 13-Nov-20

Pay our money back quantas

R.B Facebook 13-Nov-20

Im still waiting from march for my refund. WJ keep telling my they are waiting on Qantas to refund to them. Qantas keep saying they don't know about my refund as WJ need to refund it.. 8 months.

Nothing but bad customer support and both companys saying its the others fault

L.L Facebook 13-Nov-20

Can I have my money back please

S. S Facebook 13-Nov-20

Please answer my call. Hold for more than 2 hours and got hung up without getting assistance! I want my refund

S.M Facebook 13-Nov-20

O look still havent got MY MONEY BACK Mate Qantas YOU S****

I don't want ya worthless credit.GIVE ME BACK MY MONEY..Class action to get YOUR MONEY BACK EVERY DAY...

T.F Facebook 13-Nov-20

I've been waiting over 19 weeks for my refund... I'm still waiting. Give me my hard earned money back you greedy p***! Process the refunds. Will you payout on interest that our money is earning you? How Unaustralian from such a reliable and reputable company. Never again will I book with you! Just give me our money back!!!!

J.C Facebook 13-Nov-20

QANTAS REFUND?

Qantas Why have you taken the flight cost from my daughters account again please refund her by close of business today or I will be calling g the Orbudsman on Monday morning this is the second time you have done this to her.

L.T Facebook 13-Nov-20

I have been waiting 6 months for a refund to be returned to my agent and still nothing. First refund I got in 63 days so why is this one taking so long? If I had of got it I could of booked another flight but I don't think you will be getting it within your airline anymore. Alot of my money you won't return yet you wanted my payment straight away. ☹️☹️

K.B Facebook 13-Nov-20

Qantas I've spent over 6 hours on three phone calls to you.

I tried to do the right thing by opting for credit rather than refund. Then you wouldn't allow me to use the majority of my credit to book a new trip. So I booked anyway and paid MORE money to get flights only to log on today to find my flights cancelled with ZERO communication to me at all. Currently on hold for 2hrs 20mins now ☹️☹️☹️☹️

Trying to spend MY money with you and to keep the money in Australia but you've made it impossible. Well done Qantas.

A.H Facebook 13-Nov-20

I want my refund NOW, no wages coming in, I am sick, common QANTAS do the right thing

J.B Facebook 13-Nov-20

Together once more... that's what I'm hoping for me and my refund, Qantas.

S.K Facebook 13-Nov-20

I know! It takes seconds to pay for your flights in full but over 20 weeks for a refund ☹️

L.V Facebook 13-Nov-20

Worst. 2 hours on the phone no answer. PMed no answer. Paid for a flight and the money is gone but then it said booking error so NO customer number and NO booking reference. From the comments I'm NEVER going to get a refund nor am I going to be able to speak to someone so I can still fly to a funeral. Unbelievable.

M.K Facebook 13-Nov-20

4 1/2 months now & still no refund! It can't be that hard!

D.H Facebook 13-Nov-20

Would love to travel if I could get my refund.

S.S Facebook 13-Nov-20

Yep! 31 weeks waiting so far ☹️

QANTAS REFUND?

N.W Facebook 13-Nov-20

Good Afternoon Qantas,

Quick enquiry please - what is the time turnaround for flight refunds as we awaiting on the refund of two international flights booked and paid in full for 2020 holidays to celebrate milestone birthdays.

Please advise, Thank you 😞

S.A Facebook 13-Nov-20

Qantas, So 5 months will pass on Wednesday after my cancellation request for flights that couldn't take place. How about that refund?

M.P Facebook 13-Nov-20

I have called three times and was promised back in September that my refund would be coming in... I'm waiting still for the return of both my points and my money which still hasn't even though I called back in November and promised again then that it would come in and then again yesterday that it would take two hours for my points and they haven't gone back in. To say I'm disappointed is an understatement. It takes two seconds for the money to leave my account to you but it's Christmas Eve tomorrow and I still haven't got my refund which is worth almost \$2000...

K.R Facebook 13-Nov-20

I'm so glad I spend at least 50 minutes a day waiting to talk to your staff after several months of waiting for my refund. Your staff always promise to call back you make the mistake putting wrong bank account numbers in and every day you say it's a priority. Such terrible service and treatment of a very loyal customer. How much can you keep failing! Like I don't have a life and job. Lunchbreaks spent wasting my time. 5 months of constant promises and nothing!

S.G Facebook 13-Nov-20

Disappointing having to wait 2 hours and still response on a refund that's been over 14 weeks ago when Qantas wrongly charged me. Money was taken instantly but takes 14+ weeks to refund 😞😞♀

J.R Facebook 13-Nov-20

Where my refund? 😞

N.W Facebook 13-Nov-20

when are you going to pay back flights that were cancelled by you ??? I have been waiting since July. Jetstar says they paid their portion back to you on the 12th July. ???

J.P Facebook 12-Nov-20

Qantas hi ... I'm also waiting on a promised refund along with x2 other girlfriends . 8 months wait now please pm me too

QANTAS REFUND?

R.B Facebook 12-Nov-20

I don't want a free trip ... just the fare refund for which I applied 4 months ago.
☹

D.P Facebook 12-Nov-20

I am annoyed that Qantas had the audacity to keep \$600 a seat of our money which they had for nearly 12 months reverse Interest!!!!!! We all have long memories.....

Y.M Facebook 12-Nov-20

We booked with Qantas through wj. Still waiting from March for our refund. WJ are telling us Qantas have to release the funds and this will take over 20 weeks.. Qantas are telling us WJ have to issue us the refund money. TOTAL CRAP.. You want book flights in Australia and help the tourism economy.. how about you refund people's money so they can afford too

L.L Facebook 12-Nov-20

Pity we are still waiting on refunds from 12months ago. Yaya said respect the people Qantas wheres our refund

L.K Facebook 12-Nov-20

I want my money back!

K.B Facebook 12-Nov-20

O look still havent got MY MONEY BACK Mate Qantas YOU S****

I don't want ya worthless credit.GIVE ME BACK MY MONEY..Class action to get YOUR MONEY BACK
EVERY DAY...

T.F Facebook 12-Nov-20

I've been waiting over 19 weeks for my refund... I'm still waiting. Give me my hard earned money back you greedy pigs! Process the refunds. Will you payout on interest that our money is earning you? How Unaustralian from such a reliable and reputable company. Never again will I book with you! Just give me our money back!!!!

J.C Facebook 12-Nov-20

Hi I cannot get through to customer care to inquire about getting my refund? Can someone point me in the right direction please? I need to find out the status asap as it's been well over 10 weeks as told by customer care, TIA

B.C Facebook 12-Nov-20

We have been waiting over 20 weeks it's a joke ☹

L.C Facebook 12-Nov-20

Yep waiting 5 months for a refund now....

N.M Facebook 12-Nov-20

QANTAS REFUND?

Shame they cant front up and refund customers fares from over 6 months ago. We have been good customers of Qantas in the past and now they are hiding from paying us back . Some integrity would go a long way , guess they don't want us and looks like many others to be customers in the new future.

D.S Facebook 12-Nov-20

REFUND YOUR CLIENTS!!! 26 weeks is a ridiculous amount of time to get a refund!!

C.S Facebook 12-Nov-20

O look still havent got MY MONEY BACK Mate Qantas YOU S****

I don't want ya worthless credit.GIVE ME BACK MY MONEY ..Class action to get YOUR MONEY BACK

EVERY DAY...

T.F Facebook 12-Nov-20

I've been waiting over 19 weeks for my refund... I'm still waiting. Give me my hard earned money back you greedy pigs! Process the refunds. Will you payout on interest that our money is earning you? How Unaustralian from such a reliable and reputable company. Never again will I book with you! Just give me our money back!!!!

J.C Facebook 12-Nov-20

Don't you ever dare to send me any more promotional emails! My flight was cancelled in March due to COVID and after countless communications with my agent and the Qantas team, I still haven't received my rightful refund.

Surely you can't claim to care about your customers without issuing refunds in a timely manner! Good luck with your business. I'll spend my money elsewhere...

T.L Facebook 10-Nov-20

Yes still waiting for my refund also

L.F Facebook 10-Nov-20

Yes still waiting on a refund from March. It is disgusting.

D.B Facebook 10-Nov-20

Perhaps your time will be better spent paying people their refunds for their cancelled flights...

L.A Facebook 10-Nov-20

Still waiting for my refund, from May, now you tell me it maybe up to 12 months. Worst customer service. How can you hold my money for 12 months

L.L Facebook 10-Nov-20

It's been a 100 ☹️ years since they processed a refund !

QANTAS REFUND?

C.W Facebook 10-Nov-20

So I take it money that should be refunded is paying for this It is also noted qantas now is not responding to my agent about any refunds. In line with the downgrading of services at airports and this it is highly unlikely I will fly qantas again.

D.F Facebook 10-Nov-20

Where my refunds Qantas ? I want my money back

C.W Facebook 10-Nov-20

Where my refunds Qantas ?

I want my money backO look still havent got MY MONEY BACK Mate Qantas YOU S****

I don't want ya worthless credit.GIVE ME BACK MY MONEY YA GRUBS Slate and Gordon Class action to get YOUR MONEY BACK EVERY DAY...

K.B Facebook 10-Nov-20

We booked with Qantas through wj. Still waiting from March for our refund. WJ are telling us Qantas have to release the funds and this will take over 20 weeks.. Qantas are telling us wj have to issue us the refund money. TOTAL CRAP.. You want book flights in Australia and help the tourism economy.. how about you refund people's money so they can afford too

T.F Facebook 10-Nov-20

I've been waiting over 19 weeks for my refund... I'm still waiting. Give me my hard earned money back you greedy p***! Process the refunds. Will you payout on interest that our money is earning you? How Unaustralian from such a reliable and reputable company. Never again will I book with you! Just give me our money back!!!!

J.C Facebook 10-Nov-20

I'd like to thank you at Qantas for my refund of money and points. It took a big rant on social media to get it done , (disappointing I had to resort to this)and I did wait 3 months for the refund but it has been finalized now . 😊

A.M Facebook 9-Nov-20

Lucky you, I hope that happens to me soon. 8 months and counting.

D.B Facebook 9-Nov-20

I was emailed by Qantas in June saying my refund is on its way and it will take around 12weeks... months went on and on , plus many calls and waiting for hours for them to answer and still nothing... now we are in November and there still telling me it's on the way... 😞😞♀ my friends had the same booking and were refunded months agoVERY DISAPPOINTED

😞😞😞

QANTAS REFUND?

C.F Facebook 9-Nov-20

Qantas you have responded with nothing, all you say is we are looking into this, REALLY shame on you QANTAS ... like I said above we have got no where since June. 😞😞😞

C.F Facebook 9-Nov-20

Qantas will never get my money again. Qantas, a truly disreputable company with no care or consideration for the many thousands of customers who are still waiting to receive their refunds for flights that never occurred!

D.B Facebook 9-Nov-20

If I could get my refund that was from flights in April I might be able to afford a holiday!

A.C Facebook 9-Nov-20

Paid for flights in May waiting on refund so distressing.

H.C Facebook 9-Nov-20

QANTAS has failed to refund our flight that we cancelled in MARCH 2020. Because the fare was booked through a travel agent, we've received no attention from QANTAS and processing of our refund keeps getting pushed to the bottom of the the QANTAS priority list. Most recently, our travel agent was officially told 10 Oct would be when our refund got processed. Well - a month later and we're still waiting!! What's more, our travel agent is unable to contact QANTAS - there's no communication line open for them.

M.R Facebook 9-Nov-20

I am also waiting for me refund. They said 10 weeks (which was ridiculous as friends got theirs the next day). It has been more than 10 weeks

G.M Facebook 9-Nov-20

Qantas I've heard nothing since applying for my refund in March 2020. No acknowledgement let alone refund.

F.N Facebook 9-Nov-20

I booked Qantas flights and accommodation for Perth trip. Paid \$3000 deposit. Have heard nothing yet 😞😞

K.F Facebook 9-Nov-20

I am still waiting for my refund from July! One email a month ago to say it was being processed. Not good enough!

M.J Facebook 9-Nov-20

I just got an email stating my refund is being processed into my bank account. Been about 4 months.

R.Q Facebook 9-Nov-20

QANTAS REFUND?

I got an email 2 weeks ago saying my refund had been processed and it should be in my account in a few days (a few days not 14 ☹️) I've been waiting months just like a lot of people it's not right

K.W Facebook 9-Nov-20

Know what would give me a warm embrace? My refund! 20 weeks and counting

B.C Facebook 9-Nov-20

Maybe you should refund my money that I have been waiting for since March.

D.B Facebook 9-Nov-20

Still waiting on our flight refunds, 12 weeks this week and today I'm told it could now be up to 20 weeks (that's almost 6 months)! Our travel agent refunded our hotel within 4 weeks and told me today that it's Qantas that are holding up the remaining refund (not them). They also said majority of all another airlines have caught up with refunds and Qantas are the only ones dragging theirs out to customers...very poor to the people like me who have waited patiently for refunds

J.F Facebook 9-Nov-20

Still waiting for my refund since May.

K.H Facebook 9-Nov-20

No refund, 24 weeks and counting ☹️

K.S Facebook 9-Nov-20

You need to keep calling. I had two cancelled

Flights and the refunds of money and points had never been actioned. So systems aren't automatically doing it

Hi there. I've been waiting six months for my refund. I was told it could take this long but now it's exceeded six months and I really think I should be notified as to what the hold up is?

J.B Facebook 9-Nov-20

We have been waiting over 20 weeks it's a joke ☹️

R.B Facebook 9-Nov-20

How about just refunding peoples cancelled flights first. You expect full payment immediately when booking yet it's been 20 weeks & you still haven't processed all refunds!!! Surely you should have caught up now considering there's been no flights for 6 months.

T.P Facebook 9-Nov-20

Qantas blaming someone else is not a reply. Other airlines have processed their refunds.

T.P Facebook 9-Nov-20

QANTAS REFUND?

Still waiting for my refund, from May, now you tell me it maybe up to 12 months. Worst customer service. How can you hold my money for 12 months
L.L Facebook 9-Nov-20

I got a credit from WJ for Qantas flights from March. They were international. Now I want to travel to Queensland with the family and they are saying I have to pay another \$600 due to different fees and taxes??? I have a credit for \$5900 and they want more!!! How is that right or fair? Then I told WJ that I want a refund and they said they can but they will take \$400 off p/person. Is that right can I fight this at all??

J.R Facebook 9-Nov-20

I am looking at starting a class action lawsuit against Quantas for not refunding flights. Who's in ?

B.B Facebook 9-Nov-20

Give me my refund! 30 weeks & still waiting! And charging me a \$400 cancellation fee because I have a medical condition re COVID-19???? I don't think so - you will be refunding me all my money thanks! Now!! 😞

N.W Facebook 9-Nov-20

How about instead of giving away freebies, process some refunds. Didn't mind taking all our hard earnt money.

M.P Facebook 9-Nov-20

Qantas where's my refund Give my money back I've waited 12 weeks

C.W Facebook 9-Nov-20

Agree, we have been waiting since March for our refund. Getting the runaround and being told to go through our travel agent who is not get any success either. And they call themselves an Australian company.

J.B Facebook 9-Nov-20

I booked qantas in March still no money \$1900

K.G Facebook 9-Nov-20

Still waiting 6 months for heaps of money!! Getting very over it! What is happening Qantas??

P.G Facebook 9-Nov-20

And the future for Qantas if they don't refund the money owed to passengers who have been waiting months...questionable at best! It is disreputable behaviour on your part to use our money to keep Qantas flying!

D.B Facebook 9-Nov-20

We've been trying to get our money back from them for 5 months - for flights that were cancelled in March and should have taken place in April and early May!

QANTAS REFUND?

L.K Facebook 9-Nov-20

Still waiting for my refund, from May, now you tell me it maybe up to 12 months. Worst customer service. How can you hold my money for 12 months

L.K Facebook 9-Nov-20

O look still havent got MY MONEY BACK Mate Qantas YOU S****

I don't want ya worthless credit.GIVE ME BACK MY MONEY YA GRUBS Slate and Gordon Class action to get YOUR MONEY BACK

EVERY DAY...

T.F Facebook 9-Nov-20

I've been waiting over 19 weeks for my refund... I'm still waiting. Give me my hard earned money back you greedy p888! Process the refunds. Will you payout on interest that our money is earning you? How Unaustralian from such a reliable and reputable company. Never again will I book with you! Just give me our money back!!!!

J.C Facebook 9-Nov-20

Ha ... because qantas say they will give credit and or refunds and then they don't action what they say they will do and or completely ignore customers

K.B Facebook 9-Nov-20

WRONG! My daughter is in South Africa and avidly checks notifications from Qantas.

After waiting months with no response at all. She received a response from Qantas and they tell her she now has to wait 3 months for a refund☹️☹️☹️

After waiting 32 weeks already...☹️

K.B Facebook 9-Nov-20

Where are our refunds. Every time I ring I am told they are still being processed. How much money in interest is QANTAS making of the consumer by withholding our agreed refunds.

16 weeks now. Totally unacceptable.

Can't book a local holiday until I get my refunds.

UPDATE: Funnily I received an email from QANTAS this evening stating my refund has been processed and currently with the bank to return to my account.

P.B Facebook 9-Nov-20

We have waited 8 months they have had our money for 12 months Promised every week, but still nothing. \$10,000 !!!!!

Y.M Facebook 9-Nov-20

My refund for international flights took 4 months.

QANTAS REFUND?

J.O Facebook 9-Nov-20

Keep being persistent. I was waiting 7 months for mine. I still have a credit I can't use anytime soon but keeping the faith they will honour it when things ease in the future.

A.F Facebook 9-Nov-20

Took me 4 months to get my refund. I just kept contacting them

T.B Facebook 9-Nov-20

20 weeks for me

K.B Facebook 9-Nov-20

Qantas can I do this also please? I'm tired of chasing up. It's exhausting. Just want my refund and it's taking way too long.

E.B Facebook 9-Nov-20

6 months since we agreed a refund 8 months since cancelled flights and still no money back , this is theft

L.M Facebook 9-Nov-20

We are similar . We paid flights nearly 18 months ago due to fly April ,cancelled in March by Qantas , refund agreed rather than credit end of April still no money .we booked via FC, everything back except flight from Qantas FC said they just have to wait for Qantas to give it to them .I'm disgusted with Qantas

L.M Facebook 9-Nov-20

We have been waiting for 24 weeks, still no refund☹️

K.S Facebook 9-Nov-20

Agree. Never flying Qantas again..

Y.M Facebook 9-Nov-20

I've been waiting 7 months

M.M Facebook 9-Nov-20

Qantas where my money??? Give me my refund!! Bushrangers!

N.W Facebook 9-Nov-20

My refund started with oh yeah 12 week wait.. called after 14 weeks, yep now youve passed 12 weeks we will process it.. a month later still havent got it. I call them and they say its a bpay issue cause I bpayed it. Said they will investigate. Said 48 hours max they will call me back... 2 weeks ago. They are essentially hoping you give up. They are criminals taking my money for no services offered that they cancelled. I just want my money back so I can catch up on my rent ☹️

B.V Facebook 9-Nov-20

I hope you process our refunds before we have the opportunity to fly from Melbourne - been waiting 20 weeks now!

QANTAS REFUND?

G.S Facebook 9-Nov-20

I agree waiting since April for refund!

A.C Facebook 9-Nov-20

30 for me

N.W Facebook 9-Nov-20

Yep 20 weeks for me too Not acceptable! Yes refunds would be nice.

Understand they are the only airline still to refund. Not good enough for our national carrier. Do we want to keep supporting them???

B.C Facebook 9-Nov-20

We've been trying to get our money back from them for 5 months - for flights that were cancelled in March and should have taken place in April and early May!

S.S Facebook 9-Nov-20

Be prepared for a long wait. My US trip was paid in Feb and refund applied for when Qantas cancelled in June.

G.S Facebook 9-Nov-20

June 20 been waiting since.

S.S Facebook 9-Nov-20

Was always proud to fly Qantas on many OS trips. Appreciate the note but focus should also be on honouring refunds as well. Until I now have had to wait since June 1 (lodged claim) for a refund for a two person return overseas trip. Tried calling and promised timeframes that are now blown by a long shot. Friendly operators but information given has not eventuated.

Very disappointing from what I thought was a great Aussie airline.

E.A Facebook 9-Nov-20

Our flights to New York for October were booked with a travel agency in January. When flights were cancelled we were advised by the agency in June refunds from Qantas may take three months. Heard absolutely nothing since.

M.F Facebook 9-Nov-20

Still waiting on mine booked LA for October. Looks like I may have to wait to January -February

M.P Facebook 9-Nov-20

How about processing our refunds before adding more services?? Absolutely appalled in the service received - 20 weeks for a refund is 20 weeks too long! Give us back our money.

L.G Facebook 9-Nov-20

Qantas give me my refund!! Now!! 30 weeks - this is crap!

QANTAS REFUND?

N.W Facebook 9-Nov-20

Qantas why does it take making this issue public on Facebook to respond to customer needs. Qantas staff have had lots of time to process refunds as they havnt been flying any washers for many many months..

K.B Facebook 9-Nov-20

Qantas where's my refund?

N.W Facebook 9-Nov-20

When we get money back from you for flights that were cancelled in March maybe just maybe we can afford to fly again ! But hey Qantas it's a disgrace what you are doing holding people's money ..so maybe we won't be booking with you again

L.M Facebook 9-Nov-20

Qantas we booked via FC but the flights are all with you and we are club card and FF members , we have been informed it is Qantas who have not refunded to FC despite requests . Whether we have booked direct or not you are the company holding our money and FC can not give us the dollars till you refund them. Please let us know who to pm and we can give you can provide flight numbers and FF numbers , perhaps you can expedite our refund ?

B.M Facebook 9-Nov-20

Qantas so the response is oh go to the agent ..well the agent says you have the money so you tell us when you plan to give it back ! Oh no care for us the actual paying customer . This has been a ridiculous interaction same as usual no one can say where or who has our funds and when it will be returned ..to me this feels like theft by corporations .Qantas you should be ashamed of your companies behavior

L.M Facebook 9-Nov-20

Qantas I'm concerned that I have waited 30 weeks for a refund & I still don't have it. See you at NCAT 4 Jan!!

N.W Facebook 9-Nov-20

How long am I expected to wait for the refund I requested in July I am now desperate and could do with the money in my account

I have sent you a DM detailing my flight details if you can respond ASAP !!!

A.C Facebook 9-Nov-20

Same, I've been trying to get reimbursed since Feb last year. Appalling customer service

R.J Facebook 9-Nov-20

QANTAS REFUND?

My daughter has been waiting 32 weeks for a refund. She's stuck overseas and needs that \$ in case she could book another flight on another airline as Qantas aren't flying anymore ☹️

K.B Facebook 9-Nov-20

Qantas I have been waiting for my refund since March, contacted multiple times, provided ALL details on all occasions and still no refund! Absolutely disgusted with the service I've received!

T.S Facebook 9-Nov-20

How about you put my refund on one of those flights and get it back to me. It's been 18 weeks.

R.T Facebook 9-Nov-20

Give our refunds!!!

F.M Facebook 9-Nov-20

Yep we are waiting on a refund for 10k for flights to LA we will never take now. Been nearly a year.

E.S Facebook 9-Nov-20

Qantas where's my money?? I want my refund!! Now! Outrageous!!

Bushrangers!

N.W Facebook 9-Nov-20

32 weeks waiting for refund or credit to be processed

S.B Facebook 9-Nov-20

Are you still waiting for that refund or credit. BAD FORM QANTAS
REALLY BAD FORM

Waiting on a refund you have had our money for 12months now disgraceful
Qantas

K.B Facebook 9-Nov-20

Still waiting on mine booked LA for October. Looks like I may have to wait to
January -February

L.K Facebook 9-Nov-20

Don't fly Qantas all the other airlines were able to refund months ago

L.K Facebook 9-Nov-20

Does this mean with more money coming in, you will be able to finally pay the
refunds you have been promising for months?? ☹️

J.H Facebook 9-Nov-20

Why don't you add some staff to process my refunds I've been waiting 4
months for !

L.W Facebook 9-Nov-20

Refunds would be nice first. Been waiting since early April.

QANTAS REFUND?

A.W Facebook 9-Nov-20

It would be good to get my refund I was promised months ago ? Still waiting

P.F Facebook 9-Nov-20

maybe we could get our refunds soon then

J.Y Facebook 9-Nov-20

Hurry up and issue our refund. ☹️

D.J Facebook 9-Nov-20

Maybe consider processing the refunds too! 14 weeks and counting, pathetic.

A.M Facebook 9-Nov-20

..I have phoned 3 times already, waiting an hour most times to get call answered. Still no refund.

A.M Facebook 9-Nov-20

Still waiting for my refund from 5 months ago whilst you take new bookings

A.H Facebook 9-Nov-20

How about returning my \$6000 you have had for a yr , won't fly with you ever again!

K.B Facebook 9-Nov-20

How about you refund people's money you have had for months so they can book me flights..

L.L Facebook 9-Nov-20

How's about you refund people's money before worrying about more services?!

J.Y Facebook 9-Nov-20

Over \$6000 return Perth to Brisbane for 2 adults an 3 kids no thank you ☹️

L.T Facebook 9-Nov-20

DONT BOOK WITH QANTAS! If the borders are closed during the pandemic, they won't refund your money and will just give you excuses after excuses!

What a shame to an Aussie brand!

T.L Facebook 9-Nov-20

Before I book I need my refund only waited 4 months

G.L Facebook 9-Nov-20

Absolutely insulting to your customers who fund your big bonuses to promote new bookings when you haven't processed refunds from 6 months ago.

M.H Facebook 4-Nov-20

Nobody is interested until you process the refunds!!

M.D Facebook 4-Nov-20

QANTAS REFUND?

I first requested a refund for domestic flights on 20th July 2020, After waiting in excess of 1 hour to even talk to someone I thought I would be getting my FULL refund in 3 Months.. I was happy to wait . Well 3 months later 29th October I received a refund for HALF the flight cost After phoning them again tonight 29th October and waiting 1hr and 50 mins to talk to someone I find they have put the other cost into the history..If I hadn't called tonight their would have been no further refund now I have to wait another 3 months for the 2nd amount. 6 months .NOT GOOD ENOUGH QANTAS.

A.M Facebook 30-Oct-20

Could you curate a timely refund, I know there are many people who would adore to see that from you Qantas

D.B Facebook 30-Oct-20

Hi myself and two other girlfriends booked flights to Bali nearly 12 months ago how long does it take to get a refund ffs

L.K Facebook 30-Oct-20

Instead of this rubbish how about the refund you promised my 85 year old mother on 5th July and meant to take 6-8 weeks?!

S.H Facebook 30-Oct-20

Yep, just want my money back. Will never fly Qantas again. 2 trips a year normally.....

C.C Facebook 30-Oct-20

Instead of promoting goods on this page why don't you do the right thing and give the refunds back to your customers!! Stop blaming the third party we booked through i.e. the travel agent!!

T.L Facebook 30-Oct-20

Hey QANTAS where is my refund. I was told on July 31 that that my cancelled flights scheduled for August would be refunded within 8-12 weeks. Been 13 weeks still not here. Sort it out.

S.F Facebook 30-Oct-20

10 weeks we were told we'd get our money...10 weeks comes and we're told 12...now 16 weeks of waiting and still no sign of our money. Qantas says our financial institution can take 21 days it's now been 21 days. Still no money! We had to cut our honeymoon short because our money is tied up with Qantas still. Will NEVER book with Qantas again!

J.W Facebook 30-Oct-20

Give our refunds back and stop selling this rubbish

H.T Facebook 30-Oct-20

No one cares about this when we are struggling through a Pandemic having cancelled flight money and flights as a Canadian I wasn't allowed on withhe

QANTAS REFUND?

Id from us. It's been 9months.. Qantas is now charging me a 500 no show fee and won't answer to wave it. I have been fighting since March to get my flight money back \$1500. One flight was cancelled, and the other was on March 23rd to Aus and the border closed March 20th. Ive wasted hours on the phone, recording everything and being lied to and hung up on. I was told to wait 48hour to get the "no show" fee of 500 dollars removed and have heard NOTHING. It's been over a week and EX is saying they can't do anything without the airline but they also can't call the airline themselves .. have to email. I was a no show because the phones were jammed and EX didn't allow cancelling online, regardless the flight was cancelled and as a Canadian I wasn't allowed in Aus. I've now woken up to an email with no explanation just saying they cant can't help me further.
 Horrible treatment during a Pandemic when so many of us are so far from loved ones.. I just want my money to pay bills. Qantas and EX should have a system in place instead of intentionally stealing money and blanking each other.

T.M Facebook 30-Oct-20

QANTAS you are a disgrace. You have had my money since November 2019. On 8th July you said I would get a refund within 12 weeks - 17 weeks I am still waiting & even worse you refuse to provide me & my travel agent an update. I have submitted a complaint to customer service on 30 September and you refuse to even acknowledge the complaint. You are worse than arrogant, you treat customers with contempt.. Ask yourself why would I, in the future book any flight with Qantas especially a flight to South America..Qantas have now got such a bad reputation for your lack of service and total disregard for customers.

Y.N Facebook 30-Oct-20

My flight was cancelled in June and I requested a refund. It has now been 20 WEEKS and I have not heard from anyone and not received my money. This is well over your 12 week timeframe advised, which by the way is absurd to begin with. How long does it take to simply tranfer me the funds? It's now pushing 6 months. This is an act of theft in my opinion. Do I need to call the police or launch legal action or something just to get my own money back? Is this what Qantas wants it's cutomers to do?

A.V Facebook 30-Oct-20

Hopefully, some of these profits will go to paying my refund which I've been waiting for since March! I've wasted countless hours waiting on hold only to be told there was an error on your part which will result in another 8-week wait. Now the latest news is for 12 weeks. Disgraceful that with everything

QANTAS REFUND?

going on and so many of us in financial stress that you find this acceptable. To a business like yours, maybe a few thousand dollars is inconsequential

T.F Facebook 30-Oct-20

I AGREE TOTALLY. THEY DO NOT CARE ABOUT THEIR CUSTOMERS. I am still waiting for x 2 return tickets to be refunded from March 2020. Qantas said to go back to the agent we booked through however, see the reply from XXX below. They get absolutely nothing back from Qantas when they contact them about refunds. If Qantas thinks NZ customers will ever support them again they are wrong. XXX- "I'd like nothing more than to get this resolved, I emailed Qantas again this morning and their response (or lack there of) is still the same. They can't give me a timeline and that refunds are taking a lot longer than expected. I'm sorry to keep sounding like a stuck record, I'll keep chasing but until Qantas pass on the refund there's not really much more I can do.

T.L Facebook 30-Oct-20

I have been waiting for my refund since 16th of March. Never heard a word or email from qantas yet.

S.N Facebook 30-Oct-20

Pay us the interest you made on our money which you had from JANUARY 2020 to September 2020, Disgraceful,,

P.C Facebook 30-Oct-20

Still waiting for refund of money paid to Qantas November 2019, you have had my money for nearly 12 months. When are you going to refund, considering the time you have the money perhaps you should also be pay interest. I will not be booking with Qantas and would not recommend Qantas to anyone.

Y.N Facebook 28-Oct-20

Still waiting on our refund despite numerous attempts to make contact with qantas

A.G Facebook 28-Oct-20

I've been waiting 15 weeks for a domestic flight refund. Every time I try to call there is over an hour wait time. Not sure why I should have to waste over an hour of my time to get a refund which should have been processed weeks ago.

R.T Facebook 28-Oct-20

Is that where my refund is, on a flight to nowhere?

R.T Facebook 28-Oct-20

Still no refund qantas, its been 18 weeks now I've sat on hold for over an hour twice and been told any day now I'm getting frustrated

QANTAS REFUND?

C.H Facebook 28-Oct-20

Yes please awaiting a refund for 10 months now bloody joke QANTAS !!!!

J.O Facebook 28-Oct-20

Give people their refunds! Still waiting on \$4500 from July

S.H Facebook 28-Oct-20

If we get a our long awaited REFUNDS ! then we could go somewhere .

Shocking QANTAS !

J.O Facebook 28-Oct-20

Qantas needs to announce when they are going to pay the credit money back to there customers been waiting since March

J.B Facebook 28-Oct-20

Don't bother PM to Qantas if you booked flights with them via a third party , they won't help you and will tell you to go back to the company you booked with and follow up with them. Problem is, as I have found, the third party can't do anything either as Qantas are not taking their phone calls or accepting emails - all the third party can do is log onto an internal system to see if your refund has been paid yet - useless!!! Very frustrated loyal Qantas club member. FFlyer and qantas advocate (but not any more)- paid foe my flights 12 months ago for a July 2020 holiday which was cancelled in June where is my money Qantas? Waiting waiting waiting

L.E Facebook 28-Oct-20

We're still waiting for our Qantas refund since March, how much longer must we wait to get our money back? Why is Qantas taking so long to refund close to \$2300 of our money?

M.T Facebook 28-Oct-20

Qantas. When are you going to refund my flights to New Zealand? You refunded the Qantas points weeks ago(thanks)but not the money

T.N Facebook 28-Oct-20

Still waiting for refund since Mar2020, send msg but no reply. Anyone have this problem? Where's my money? Unable to refund or why happen? I need answer

A.W Facebook 28-Oct-20

Give me my refund!!! I've been waiting 30 weeks!!! Enough is enough!! It's MY MONEY!!!

N.W Facebook 28-Oct-20

True - our travel,agent has not received any refunds from QANTAS in over two months !!!

K.S Facebook 27-Oct-20

QANTAS REFUND?

QANTAS this is all very nice but how about processing the refunds due to people. Telling customers that they have to wait 12 weeks for their money is unacceptable!!

K.H Facebook 27-Oct-20

We are well over 12 weeks and still counting. I really object to my money being used to keep Qantas afloat

K.H Facebook 27-Oct-20

Be aware that Qantas will not refund you if the cancel flights. Like so many people I am waiting for a response. Just a simple email to tell me what you are doing about my refund. Have PM'd Qantas on multiple occasions with all the details but don't get a response.

G.B Facebook 27-Oct-20

Apparently Qantas says I can't get my money back because I bought a non refundable ticket pre-corona times. Are they allowed to do that? I have a "flight voucher" but I don't want my child travelling anywhere until this is all over and there is a vaccine. Why won't qantas give my money back? I am so disappointed.

A.A Facebook 27-Oct-20

Class action to get YOUR STOLEN money back .Look them up

T.F Facebook 27-Oct-20

No amount of self congratulation will regain your trashed brand. You have taken very loyal customers for granted and won't even communicate with them. Have PM'd my refund claim details on multiple occasion but still can't even get an email acknowledging you are working on a refund.

G.B Facebook 26-Oct-20

Still waiting for refund of money paid to Qantas November 2019, you have had my money for nearly 12 months. When are you going to refund, considering the time you have the money perhaps you should also be pay interest. I will not be booking with Qantas and would not recommend Qantas to anyone.

Y.N Facebook 26-Oct-20

Still waiting for my refund after 7 months.

L.K Facebook 26-Oct-20

Will not travel with qantas again, 16 weeks and still waiting for some kind of refund , then we can put out travel insurance claim in!! So dissatisfied

F.P Facebook 26-Oct-20

I can never get through to find out where my refund of money and points are. Any tips on how to be heard? Extremely frustrated and disappointed in Qantas.

QANTAS REFUND?

C.M Facebook 26-Oct-20

There is no way I will be able to book anything until Qantas refunds me the +\$21,000 paid in September last year for flights to the UK last June. How long do I have to wait?

E.F Facebook 26-Oct-20

I will not be booking any holidays with Qanta until I get my refund.

J.M Facebook 26-Oct-20

Give me my refund! It's my money!

N.W Facebook 26-Oct-20

Still waiting for refund since Mar2020, send msg but no reply. Anyone have this problem? Where's my money? Unable to refund or why happen? I need answer

A.W Facebook 26-Oct-20

Not booking anything with Qantas again, cannot depend on them refunding your money whether it's directly with them or through a 3rd party!

D.B Facebook 26-Oct-20

I am initiating a credit card charge back, as well as a complaint against you to the Airline Customer Advocate. Enjoy paying your staff in circular admin and endless paper work. You've earned it with your unprofessional response to customers' legitimate requests to refunds and holding their money hostage

J.M Facebook 26-Oct-20

Spent 90 minutes trying to talk to someone about my refund and was cut off. You are obviously avoiding repaying loyal customers.

G.B Facebook 26-Oct-20

Yeah, nah. You're not getting any more of my money. Can't fly internationally and you won't refund our money. The buck passing has to stop.

J.N Facebook 26-Oct-20

Why has it taken you 20 weeks and counting to issue my refund?!

J.Y Facebook 26-Oct-20

Yes Qantas my refund has taken a while despite sending everything you have requested in

K.A Facebook 26-Oct-20

Give me my refund! Now!

N.W Facebook 26-Oct-20

Still waiting for our Refund since May. Promised last week, still waiting.....

Y.M Facebook 26-Oct-20

QANTAS. Can I get my flight refund \$ back as agreed?

QANTAS REFUND?

J.S Facebook 26-Oct-20

It is over 12 weeks since Qantas cancelled my flight. When will I be getting my refund? I was told it would take 5-10!weeks. Which quite frankly was way too long. As mentioned it is 12 weeks. This is a disgrace.

P.C Facebook 21-Oct-20

PAY UP OR F OFF

H.C Facebook 21-Oct-20

I had to write to Politicians and the media agencies to get my refund back. Im 100% if they werent scared of more bad press Id still be waiting for my refund. Kick up a stink, its absolute rubbish thatvthey can get away with holding onto peoples money for so long

H.H Facebook 21-Oct-20

Qantas obviously have a cash flow problem and couldn't care less about their customers. I'll never book with them again. Pay up!!

M.D Facebook 21-Oct-20

Will not travel with qantas again, 16 weeks and still waiting for some kind of refund , then we can put out travel insurance claim in!! So dissatisfied

F.P Facebook 21-Oct-20

Hi Qantas! Would love to be sipping with my closest friends right now but it appears your customer service reps have drank it all- it's the only explanation for the responses I'm getting? Your reps: "You need to lodge your request online" Me *lodge request online* Your rep responding to my online request "thanks for your request, we need you to lodge this request online" Loving the service, keep up the good work.

D.J Facebook 21-Oct-20

Hey I've got a great idea! Instead of wasting time and money on competitions, why don't you actually process customers refund requests! Disgraceful

M.D Facebook 21-Oct-20

I have been waiting over 5 months for a refund from Qantas for a trip that was cancelled with a doctor's certificate. We are talking costs over \$2000. Is this reasonable?

L.T Facebook 21-Oct-20

Where's my refund? I've been waiting 30 weeks!! Outrageous!!!

N.W Facebook 21-Oct-20

Be very careful booking with Qantas. After waiting 12 weeks for my refund I rang Qantas today and was told I'll probably be waiting up to another 16 weeks- so up to 7 months!!!! Not good enough Qantas. This has really made me question wether I'll book with you again.

QANTAS REFUND?

C.H Facebook 21-Oct-20

That's fantastic qantas, any chance of reconnecting me with the 2k you owe for flights you cancelled

D.N Facebook 18-Oct-20

Still waiting on my refund too. Love Qantas but up to 12 weeks for a refund!!!

J.B Facebook 18-Oct-20

still waiting since June! Other airlines have come through but Qantas haven't

C.H Facebook 18-Oct-20

21 weeks today since we requested our refund, not a cent returned yet.....

V.R Facebook 18-Oct-20

15wks and counting for us

R.J Facebook 18-Oct-20

15 weeks and counting for me! doesn't matter how many times I follow up still get the same answer.

J.L Facebook 18-Oct-20

Yep it's 16 weeks and counting for me too... wtf

B.R Facebook 18-Oct-20

You make it very hard for us to think you are a great airline when you can't refund our fares - six months since we would have flown and our case is still 'under investigation' !! What is there to investigate?? Give us our refund!

L.K Facebook 18-Oct-20

Even after the government helped with over \$800 million you still have trouble giving refunds, incompetent company that has failed miserably towards its customers.

J.A Facebook 18-Oct-20

Give me my refund!! Now!! Bushrangers! Thieves!

N.W Facebook 18-Oct-20

Start refunding the money - Visitor Post Done

D.R Facebook 18-Oct-20

Like many I'd love to book a holiday but am still awaiting a refund on international flights booked in Feb 2020. I was advised of the 8 week turnaround which hasn't happened, been hung up on twice and had no response to my PM of 1/10/20. At what point do we seek legal action?

S.M Facebook 15-Oct-20

Hi Qantas, Your staff promised to refund my partner and I our money and points by no later than 21 September 2020. (This allowed your staff 8 weeks to perform this task). Qantas has not stuck to it's word, 12 weeks have passed and we have not received a refund. We have sent you a complaint

QANTAS REFUND?

today, after being on hold for over an hour after being redirected to the line for "people wanting refunds" I assume that the line is unmanned??

A.D Facebook 15-Oct-20

We've always chosen Qantas whenever possible but we are very disappointed that we have not yet received our refunds on two holidays that we had booked through our travel agent for this year.

D.O Facebook 15-Oct-20

Like every other comment here, we have had no luck with refunds for cancelled international flights with Qantas. Should not be advertising when they cannot honour their obligations

P.H Facebook 15-Oct-20

I've been on the phone a few times for over an hour trying to sort out my cancelled flights and refund. And I made some of these calls at 11pm which makes me wonder if anyone actually works at the call centre. I've sent a PM which I would very much appreciate if you reply to.

H.T Facebook 15-Oct-20

Its been over 10 weeks since I was promised a refund from Qantas within 8 - 10 working days. Refund is over 5k. Tried calling Qantas and was greeted with several automated responses, navigated those and was then greeted with a wait time of 50 mins. Numerous emails sent with automated responses returned. Is anyone at Qantas reading this able to assist me. It's getting ridiculous now.

D.M Facebook 15-Oct-20

What about my refund?

N.W Facebook 15-Oct-20

Have been waiting for a refund since 1st July, when will I get the refund, nearly

K.H Facebook 15-Oct-20

Nope Qantas, you have lost my business

L.J Facebook 9-Oct-20

I booked flights in 2019 & still waiting for a refund it is beyond a joke

P.W Facebook 9-Oct-20

Another day and another request to Qantas for an answer on repaying my airfare I booked and paid for in February. No response. I think they are trying to get us all to give up trying. I encourage everyone to continue pursuing their refund.

G.B Facebook 9-Oct-20

QANTAS REFUND?

6 months waiting and I was refunded the wrong amount (I only received 20% of what I should have been refunded) despite regular phone calls and messenger requests.

H.M Facebook 9-Oct-20

Heyyy Qantas! So happy to see you are doing so well during COVID. I know you are super busy, so I took the liberty of lodging my complaint (that hasn't been answered for over a month now) to both Consumer Affairs and Aviation Customer Advocate. No need to thank me for taking this off your plate, I am more than happy to do you a solid and get them to assist me moving forward.

HAVE THE BEST DAY xoxo

D.J Facebook 9-Oct-20

There needs to be a class action - SO OVER wanting my refund. I've been waiting more than 20 weeks. Booked in Feb and still no refund. Hang your head in shame Qantas

S.G Facebook 9-Oct-20

Your staff promised to refund my partner and I our money and points by no later than 21 September 2020. (This allowed your staff 8 weeks to perform this task). Qantas has not stuck to it's word, 12 weeks have passed and we have not received a refund. We have sent you a complaint today, after being on hold for over an hour after being redirected to the line for "people wanting refunds" I assume that the line is unmanned??

A.D Facebook 9-Oct-20

Refund your flights and then we may be able to afford to!

R.M Facebook 9-Oct-20

I am also waiting for my refund which was requested over 10 weeks ago. I am being told refunds are taking "in excess of 12 weeks" and cannot be guaranteed of a definite end date. I have been patiently waiting until now but it is unacceptable Qantas is holding my money hostage.

S.V Facebook 9-Oct-20

It's now more than six months since I cancelled our flights to the States. We went through FC, so Qantas will not deal directly with us. How difficult can it be? Not happy, Qantas.

B.C Facebook 9-Oct-20

Why don't Qantas start worrying about paying people back I've been waiting 6mths now, after initially being told I'll have money in 12 weeks. Wake up to yourselves stop making interest on my money you owe me.

D.D Facebook 9-Oct-20

I'm not surprised you treat your customers like , seeing how you treat your employees

QANTAS REFUND?

V.V Facebook 9-Oct-20

Can I get my refund please? Been waiting since March. This is ridiculous.

C.E Facebook 9-Oct-20

November 2019 I paid for Qantas flights which Qantas cancelled, beginning of July 2020 Qantas said they would refund within 10 weeks I am still waiting. Qantas customer service ignore emails, they are so arrogant they will not even acknowledge receipt of email. If you call there is a recorded message to say the wait time is 1-2 hours, Qantas ignores most communication sent to them via messenger and when they do respond they say to get your travel agent to contact them, then they do not give the travel agent any information. If you have a look at the customer feedback on this Facebook page most is negative and Qantas are very selective as to which comments they respond to. How bad can their customer service get and why do they seem to think that they can be successful as an airline in the future when they are so arrogant and dismissive of current customers. QANTAS WHEN DO YOU INTEND PROVIDING MY REFUND OR LETTING MY TRAVEL AGENT & ME, AS YOUR CUSTOMERS, KNOW WHEN YOU WILL PROVIDE THE REFUND.

Y.N Facebook

Like everyone else in this thread I have been waiting since April for a refund. Qantas makes promises and then just ignores me when I follow up. They ask for PM and then do nothing. I fear they are going broke and none of us will get our money back. They have done a great job of trashing a brand I loyally supported for 20 year.

G.B Facebook 9-Oct-20

You must be joking Qantas? By taking so long to refund cancelled flights you are losing customers. I will NEVER use Qantas again!

K.W Facebook 9-Oct-20

Where's my money?

N.W Facebook 9-Oct-20

Also waiting for a refund. Told i can have a credit note but the flight has to be either equal or more than the original fare or forfeit the balance, can't split it for multiple flights or use the credit to buy 2 seats, oh and by the way, all flight will be more expensive when we do fly again. Singapore Airline refunded within 3 months of cancelling, no questions. Shame our own airline wont.

R.J Facebook 9-Oct-20

Launch flights but at least look after your existing customers! I have been chasing a refund for about 5 months now I have always supported your

QANTAS REFUND?

brand but alas not anymore . Flight centre are blaming you directly. We're talking about \$5k plus so this is a huge impact on our household during this time! Second post and counting.

K.Z Facebook 9-Oct-20

I booked 2 flights to Sydney this year in March 2020 and I am still waiting for a refund! This is an absolute joke. If Qantas expects customers to support them again in the future they need to think about how long they have held our money for and the lack of service we are getting. I booked tickets to Europe at the same time and we have all had our refund 2 months ago. Hello World Ponsonby says the delay is due to there being no office here now and quite frankly are not interested!! It is now 7 months you have held our money and XXXX are now saying that the refund which was suppose to happen on 14 October is not on their list.

T.L Facebook 9-Oct-20

DONT BOOK WITH QANTASS THEY TAKE YOUR MONEY AND YOU CAN WISTLE DIXIE IF YOU THINK THEY WILL PAY YOU A REFUND YOU ARE LEGALLY ENTITLED TO. Never ever will I book a flight with your airline Qantass because you are deceitful in your promises to customers have appalling customer service and NO REGARD FOR CONSUMER RIGHTS ALL THE TIME PUTTING YOUR HAND INTO THE PUBLIC PURSE... SHAME ON YOU. 3 1/2 MONTHS (14 WEEKS) TO GET A REFUND YOU INITIAALY SAID WOULD BE PAID IN TWO WEEKS.

K.W Facebook 9-Oct-20

On 2 July Qantas informed me that my refund was approved and "set up". On the 21 September I got an email from Qantas saying that my refund "had been processed" but my bank might be slow to show that in my account and I should give my bank 2 weeks to process the refund.

J.L Facebook 9-Oct-20

Been reading through the comments, looks like everyone has the same issue. I also contacted Qantas to follow up on my refund, they told me that I never booked any tickets with them when I did!!! In fact Money was taken from my account in March!!!! Please I want my money back!

P.L Facebook 9-Oct-20

You owe me a refund of over \$16000.00. I'm sick of seeing all your advertising about all theses lovely places to go when you owe so many people so much money, who the hell can afford to go?

K.R Facebook 9-Oct-20

QANTAS, I booked flights on the airline to travel on in March. through my booking agent she now informs me that QANTAS is still unwilling to refund

QANTAS REFUND?

the flights as requested back in July/August. This is absolutely disgusting to a loyal supporter of the airline for many years. I want my refund from you as other airlines have already refunded me my flights that I also have cancelled. due to Covid-19. How about you as an Airline get your house in order! Reading the comments below I'm one of thousands. So much for the Australian Airline!

D.S Facebook 9-Oct-20

I have been waiting refunding for 8 months... What is going on? I'm so mad at your customer service.

N.L Facebook 9-Oct-20

Hi QANTAS, I'm still waiting for my refund. You called 30 days ago telling me that I will have my refund in 14 days but I still have not received an email and/or refund. Please can someone contact me to tell me what is going on.

D.L Facebook 9-Oct-20

Hello Qantas customers, I just want to reach out to see if anyone who was eligible to receive a Qantas refund due to Covid flight cancellations has received their refund yet? We were informed it would take up to 10 weeks to process the refund. It has now been almost 17 weeks and each time we call them, they say the refund will be processed and should appear in our account within 7 days. The refund still has not landed and I'm just curious whether anyone has in fact received their refund. This will be the 4th time I have called them to enquire when the refund will be processed and each time I have been on hold for 1.5 hours so I don't look forward to calling them again.

D.S Facebook 9-Oct-20

It's great that you are making all this money from selling bar carts and the like. Why is it that you can't refund a business class flight from 3 months ago? Is the airline that cash strapped that it can't refund in a timely manner per the fare rules

D.D Facebook 9-Oct-20

Will not travel with Qantas again, 16 weeks and still waiting for some kind of refund, then we can put out travel insurance claim in!! So dissatisfied

F.P Facebook 9-Oct-20

Your staff promised to refund my partner and I our money and points by no later than 21 September 2020. (This allowed your staff 8 weeks to perform this task). Qantas has not stuck to its word, 12 weeks have passed and we have not received a refund. We have sent you a complaint today, after being on hold for over an hour after being redirected to the line for "people wanting refunds" I assume that the line is unmanned??

QANTAS REFUND?

A.D Facebook 9-Oct-20

Refund your flights and then we may be able to afford to!

R.M Facebook 9-Oct-20

Hello, please pm me as well. I have been waiting for refund well over 5 months but received no refunds back. Please get someone to contact me.

Y.L Facebook 9-Oct-20

Please have some one contact me re cancelled flights from May, and my \$3000 refund

J.C Facebook 9-Oct-20

Until I receive my refund for qantas flights that were cancelled by Qantas in June 2020, I am unable to book further travel - please pay MY Money back to me

L.E Facebook 9-Oct-20

The Airlines Advocate office is the next call for this refund that is now over 3 months !! 2 separate Cases raised for 2 bookings returned Emails advising refunds would take 8 to 10 weeks. Try 14 weeks and still waiting !!

C.C Facebook 9-Oct-20

I'm still waiting for a refund from you after nearly 13 weeks since I first contacted you and was promised a refund after you cancelled my flight to Adelaide. I've only called four times to get it sorted or seek an update!

S.B Facebook 9-Oct-20

3 months after requesting refund, email today saying I have to wait longer, no mention of how much longer. I had a refund from EJ UK who carry millions more passengers per year than Qantas, refund within 6 wks.

Shameful customer service, when we can fly again, will be booking with a different airline.

S.M Facebook 9-Oct-20

How much longer do I have to wait for my refund?

D.B Facebook 9-Oct-20

I have been waiting since July for a promised refund. Now they tell me it is because the payment is through Poli that there will be more of a hold up! Air NZ paid a refund with a couple of weeks! Common Qantas Do the right thing and refund my money please!!

J.M Facebook 9-Oct-20

I wonder if they realised that when Qantas cancels flights they won't refund. Paid for flights in Feb this year. Cancelled in Apr and they won't respond to my emails.

G.B Facebook 9-Oct-20

13 weeks and counting waiting on my flight refunds

QANTAS REFUND?

I.P Facebook 9-Oct-20

Still waiting on refund being told by WJ they are waiting on qantas come on getting beyond a joke

C.A Facebook 9-Oct-20

I'll smile when I get my refund after 13 weeks

A.H Facebook 9-Oct-20

Give me my money!!!!

N.W Facebook 9-Oct-20

Would be great if we could use the flight credits we had to take and cant use to purchase these!

J.F Facebook 24-Sep-21

Perhaps your board should do a refresher course on reputational risk by not being transparent as to why refunds not being repaid. As a long time platinum FF you have lost me. My travel agent is charged \$60 to even enquire. A disgrace!

J.S Facebook 24-Sep-21

Qantas it is sickening to see this sort of advertising when many many New Zealand customers havent had their refunds.

H.T Facebook 24-Sep-21

I would love to come aboard but i am currently unable to get through to anyone to make a booking with my flight credit. I have called multiple times on a number of days and have also messaged you directly. Is someone from your customer service team able to please respond and provide assistance.

M.C Facebook 24-Sep-21

Please just refund my flights from April that I requested in June. Thanks

E.T Facebook 24-Sep-21

When I get my refund for two trips that are pending from May I would love to buy a piece of old junk. If you put as much effort into paying what you owe me that would be a step forward, maybe use the wallaby sponsorship money you have in your pocket now. This is from a 20 yr frequent flyer, very poor Qantas.

D.F Facebook 24-Sep-21

Hi QANTAS

We have waited over 13 weeks for our flight refund. So we called again today after a few times trying to get through over the last couple of weeks. After being on hold for 2 hours, we were hung up on. Could someone please confirm when our flights will be refunded? Please private message me or send me an email.

S.S Facebook 24-Sep-21

QANTAS REFUND?

Can someone reply to my DM. This is getting ridiculous. Why can't you just give people refunds?

M.K Facebook 24-Sep-21

HOW ABOUT OFFERING SOME SERVICE TO PEOPLE YOU OWE MONEY TOO..

C.T Facebook 24-Sep-21

Similar to the comments below, can you please contact regarding the refund for our flights(booked August 2019) to fly return to Europe last April.

Refund requested 27 June- now been almost 14 weeks- have spent 2 hrs on hold to follow up on this & gave up. Ridiculous.

S.M Facebook 24-Sep-21

Hopefully trying to get some funds to pay us all back for air fairs not used 10 months on and still waiting for \$8k

E.S Facebook 24-Sep-21

Still waiting for my refund 90 days was 1st week in August. It's now almost another 60 days after that!! What a joke. Really bad to promise and then not deliver

Z.M Facebook 24-Sep-21

13 weeks and counting waiting on my flight refunds

I.P Facebook 24-Sep-21

Yes, please refund my our flights booked last November and was cancelled in January.

J.N Facebook 24-Sep-21

I booked flights for July they got cancelled and I'm currently I'm waiting for a refund WJ blaming you guys! Is this true????

K.K Facebook 24-Sep-21

Can you use the proceeds from this sale to finally reimburse me for a cancelled flight i was told was credited to my account 6months ago? Thanks

K.U Facebook 24-Sep-21

Well Qantas as we are still yet to receive our flight refunds when, and if, we ever get them your airline will be well and truly off our list for future travel, both domestic and international. A shameful effort at trying to hold onto cash flow.

P.U Facebook 24-Sep-21

Hi

I booked a flight to Perth in March which was cancelled. I made contact with your office in June and was told it would be 8 weeks before I heard anything. I have tried to contact your office a few tomes lately without success.

Can you please help?

Thanks

QANTAS REFUND?

N.J Facebook 24-Sep-21

My refund is still waiting since February. It has been approved by executive services on July 21 . It was not a COVID cancellation but a medical emergency and I could not fly. I am a loyal FF and a paid up Qantas Club member. My booking was a business return Syd/London. I need a refund please Qantas.

S.M Facebook 24-Sep-21

So I have my flights cancelled due to Covid and requested a refund, which I was told I was entitled for the full refund, and then after a long time waiting and lots of messages, they refunded me 16\$, when the tickets had cost me 2352.

V.P Facebook 24-Sep-21

My flight to Japan has been cancelled and I wanted to refund but it's been converted into a Flight Credit automatically! Why?

I tried to contact 131313 several times but waiting time was more than 2 hours every time I called, it's ridiculous and disappointing. Can you please refund?..

K.T Facebook 24-Sep-21

Would be great to have full refund done as agreed rather than partial QF! Can't believe how you are treating your Platinum members....

E.P Facebook 24-Sep-21

Ive been on hold for over 4 1/2 hours over two days trying to obtain a refund for a credit I was issued without explanation. The phone keeps hanging up. I cannot rebook another flight until this is done. I've also PM'd. Where else can I go to for help. Thank you

B.M Facebook 24-Sep-21

Please just refund our flights - we have been waiting well over the 10 weeks that we were originally promised and booked directly with you Qantas!!!!!!

A.N Facebook 24-Sep-21

I just was on hold on the phone for an hour and a half and got cut off - ggrrrrrrrr can someone please contact me regarding a refund from A.B that was promised 20 weeks ago - they are claiming Qantas hasn't refunded the ticket and that's the hold up

R.P Facebook 24-Sep-21

Please just refund our money and maybe we could afford this!! We should be in New York now! 15 weeks and waiting for a refund! Come on Qantas you can do much better than this! 😞😞😞

K.M Facebook 24-Sep-21

QANTAS REFUND?

Nearly 40 weeks and still waiting on an "approved" refund. Refund been queueing since Feb12. My agent is in despair, not to mention me the passenger for this appalling long wait, especially when it has been authorised by Qantas executive relations for a refund in July. Because Qantas can't "help" me with my refunding enquiry I should not feel like I have to harass my Travel Agent to in turn request after request etc etc for my refund. Is there anyone out there who can make an executive decision to expedite my approved refund to my agent who can then refund me.?? Qantas, put yourself in my shoes, I had to cancel due to an emergency operation and was unable to fly and when I could go covid cancelled my alternative flight on June 28, which JAL swiftly refunded me for in less than a month. I am an inorgaril Qantas Frequent Flyer member, a paid up Qantas Club member and pay for my flights with my hard earned money. Do we need to hold a protest at the terminals in order to hurry refunds along, or do we just contact the media? I refuse to wait much longer for my refund. Please open your wallets to pay your debts: Looking forward to positive news on this.

S.M Facebook 24-Sep-21

So why can you not refund money paid for flights that you have cancelled, waiting three months and nothing. No response from customer service to email that I sent, no response to message sent via messenger and I cannot help noticing you ignore almost all your customers comments on these posts.

Y.N Facebook 24-Sep-21

Won't be booking any further flights with Qantas until they refund our cancelled flights, have been waiting 12 weeks now. Driving/caravan holidays for us!

S.M Facebook 17-Sep-21

I'd love to book a flight, but given that I'm still waiting on the refund voucher from back in March... AND I can't contact anyone my phone, email or message you will understand that I'm reluctant to trust Qantas.

R.B Facebook 17-Sep-21

Would be great to have had the funds for this flight! However still waiting for refund for flights paid in February.

J.M Facebook 17-Sep-21

Funny how Qantas is happy taking money from customers but not refunding money for cancelled flights 6 months after cancelling the flight and 4 months of enquiries from the customer with no resolution.

I.O Facebook 17-Sep-21

QANTAS REFUND?

Hopefully you have made some money so I can now get the refund that I have been for 6 months so far with a fully refundable ticket.

N.T Facebook 17-Sep-21

Qantas are one of the slowest airlines to refund in the world. Work on refunding customers who have been waiting for up to 6 months before you take more money from people.

K.C Facebook 17-Sep-21

Was promised a refund on my flights to Singapore by qantas 13 weeks ago ... still no sign of a refund despite contacting them numerous times and spending hours on phone trying to contact them. As a frequent flyer for work who has never had any complaints about qantas service in the past the lack of communication and action on their part is astounding. 😞

B.H Facebook 17-Sep-21

It's been three months and I'm still waiting for my cancelled flight refund. These guys are quick to take your money but beyond slow on meeting their refund terms.

A.N Facebook 17-Sep-21

We had a flight booked with Qantas in April Singapore to Melbourne which we had to cancel because our cruise to Singapore was cancelled.

We also applied for a compassionate refund together with a Drs letter because of my husband's health

Absolutely no response or refund complicated by the fact that we went through a travel agent.

So we can't talk directly to Qantas and all we get from the travel agent is that Qantas website says refunds will be made 17th August.

Sorry Qantas.. I know you have a lot of refunds etc to clear but six months is stretching it with absolutely no correspondence.

A.B Facebook 17-Sep-21

The coronavirus-prompted ban was extended officially last week until at least December 17. Why the delay in refunding bookings made in Jan 2020 for early Dec 2020. Please change your international terms and refund monies. People are financially challenged during these times and Qantas is keeping our money interest free. Will look for alternatives if available next time if Qantas does not give us a fair go.

E.A Facebook 17-Sep-21

Good morning Qantas

Can you please advise me of when I can expect my refund from my cancelled flight to Sth Africa in August ? Our travel agent have heard nothing since you

QANTAS REFUND?

cancelled said flight and I'd appreciate an explanation of when I can expect the refund. Thank you

L.S Facebook 17-Sep-21

Quit advertising flights no one can trust you anymore. We had flights with you last March which you said you would refund but still haven't. Just holding onto everyone's hard earned money to keep yourself afloat. Trying to play the coronavirus card. Everyone is struggling we shouldn't have to wait for our money back for ur benefit.

N.E Facebook 17-Sep-21

I have been waiting 7 months for my cancelled flight refund. The money went out of my account directly to Qantas, however Qantas refuse to help me because the flights were booked via Expedia. Expedia say that they have given Qantas all they need to release my funds yet Qantas do NOTHING. It's absolutely disgusting. It's theft. Services were not rendered. The flight was cancelled by Qantas not me! Ditto with paid seat selection. I was advised in February that it would take up to 12 weeks- it's now 7 months later and nothing. I'd like an answer!

K.G Facebook 17-Sep-21

Also waiting on a refund that was authorised early May. Qantas its a bloody disgrace making people wait for so long for what is their money NOT YOURS! No one from either flight center or Qantas can give you any idea as to when the refunds will be issued.

Based on this disgraceful experience I can honestly say i will never fly Qantas ever again.

R.W Facebook 17-Sep-21

YOU SHOULD NOT BE ABLE TO MAKE OTHER FLIGHTS UNTIL YOU PAY THE REFUNDS BACK FOR FLIGHTS YOU CANCELLED.

K.H Facebook 17-Sep-21

Why would anyone want to buy anything with the Qantas brand on it. They are ripping Australians off. I know COVID is not their fault but their customer service is just 100% dishonest. After 13 weeks I called them about my flight refund and they sent an email saying my refund had been processed and it would take 3-5 days. Now after 3 weeks, just got told it would be another 2 weeks, and then they will tell me another 2 weeks and so on forever. They have not been honest with me once. No guarantee, just an empty promise. In other words they haven't 'processed' my refund. Eighteen weeks and still counting. What a revolting company!!

H.V Facebook 14-Aug-20

QANTAS REFUND?

Qantas why am i not getting a refund for my international trip when you're telling me that paying for taxes, fees, and carrier charges counts as points + pay, when i clearly can't pay for those costs with points? Misleading claims that i would be eligible for flexible classic rewards.

A.L Facebook 14-Aug-20

Qantas so how come the travel agent team is so unresponsive? My travel agent submitted cancellation and request for refund of about \$16000 on medical grounds on 3 March and still no refund. That's 6 months and 4 days!

Unacceptable Qantas

S.A Facebook 14-Aug-20

It's even tougher waiting on seemingly futile promises to refund cancelled flights. Six months ago I was told 10-12 weeks. You're making it very easy to eliminate carriers from our list.

A.E Facebook 14-Aug-20

How about refunding cancelled flights instead of keep advertising more flights. Have been waiting 14 weeks now, you told me 8-10 weeks back in June! It is after all MY money!

A.T Facebook 14-Aug-20

Qantas I have been in touch with you Qantas, and all you did was tell me it is another two to four weeks, and I see many pepole are waiting five months. PAY US OUR MONEY. IT IS ROBBERY IF NOT.

K.H Facebook 14-Aug-20

I purchased my flight overseas with points on April 26. No refund on my cancelled flight until I put through a formal request. I then received the taxes refund on September 2. I still haven't received the points. We need to leave Australia on compassionate grounds as I have a newborn who has not yet met her father who is overseas. We urgently ask you to refund the points so we can place a new booking ASAP.

F.J Facebook 14-Aug-20

A better day ahead would be when Qantas can refund our tickets. It's been 10 weeks since our refund request was submitted. And now I feel sick when I read other customers are still waiting for their refunds with delays of up to 20 weeks.

S.A Facebook 14-Aug-20

I can't believe that we can't get a refund only travel credit. A young family now out \$2000 because it has to go to credit. We can't and won't use it because we can't afford to go on a holiday due to job loss and covid-19.

You'd think that you would be a bit more understanding of young families who need their money back not just a credit. THANKS

QANTAS REFUND?

E.W Facebook 14-Aug-20

Hey Qantas if you just go bankrupt we can get our money back via visa. Keep getting the same response from WT 8-12 weeks for a \$10k refund. But still nothing. It's been over 12 weeks Hate to make it public but can't get hold anyone in qantas to talk to about it. Feeling very frustrated with your lack of communication. Surely with all the crew and staff that have been stood down you could redeploy them into customer service. Just a simple email goes a long way

P.B Facebook 14-Aug-20

Hi Qantas please can someone help me as I have been promised a refund from 2 May " within 2-3 days " numerous times now. I have been on hold with one of your staff members , again, the call dropped out and I haven't heard back from her she was on hold for your refunds dept ! Pls can someone just give me a refund ! Thank you

G.L Facebook 14-Aug-20

If you know how tough it is, why are you still holding my refund money 12 weeks after you cancelled my flights with no indication of when that might change every time I call the outsourced-to-south-africa call centre and wait for an hour to talk to someone?

C.S Facebook 14-Aug-20

Qantas you cancelled my flights back in March for our family holiday Christchurch to Phuket for our family of 4 ... we are still waiting on a refund its been nearly 6 months now!!!!

A.H Facebook 14-Aug-20

Over 7 months wait for a refund and many hours on hold to some inadequate person in a 3rd world country. Great Australian company? I don't think so. Pathetic customer service, appalling

K.T Facebook 14-Aug-20

Qantas stole 151739 frequent flyer points from me, about \$4000, be caring if you gave them back! It took me about 8 years to accumulate, I did nothing wrong. Seems like a few other disgruntled customers posting as well, can we all get together somehow??

K.D Facebook 14-Aug-20

Nice package. but I've been waiting for a refund since the 18th of March for a flight you cancelled.

I've sent seven emails and silence.....

Please PM me. Would Be nice to have resolved.

D.F Facebook 14-Aug-20

QANTAS REFUND?

Talk about qantas care , I am still waiting on flight refunds lodged in May through flight centre , Qantas blame flight centre, flight centre state they can't do anymore than lodge , so it's Qantas problem , so who's telling the truth????
J.W Facebook 14-Aug-20

No Qantas, I would not buy your game again!! Give us refunding!!! My flight has been cancelled since July, yet i am still waiting to be refunded!!!! What ponzi scheme!!! Don't bother to purchase any international flights from them during this pandemic lockdown! Cos they are just doing their fishing game with us!!!

M.W Facebook 14-Aug-20

Why is Qantas not returning taxes on cancelled flights? This is preventing my insurance company from processing my claim.

M.C Facebook 14-Aug-20

Now 16 weeks waiting for refund from Qantas booked through Flight Centre .They both are passing responsibility to each other.Its now time for a refund for cancelled flight in June .Would be much appreciated Thank you

M.J Facebook 14-Aug-20

Sounds amazing, maybe if you send me my refund I have been waiting for since June I could afford to purchase one! 12 weeks and no reply's to emails now? Absolute pisstake!

B.N Facebook 14-Aug-20

I have called both 131131 and XXXXXXXX today you don't give you options to discuss refunded. I spoke to someone on the 21st June 2020, I waited on the phone for 2hrs and spoke to a nice lady who advised my refund would be processed between 6-8wks.

I called again mid-August about another flight that has been credited while the accommodation booked via Qantas for the same trip was refunded without me needing to even request it (funny I'm fine to fly but not stay in the accommodation I'm flying to), on that phone call I was advised I was not eligible for the second refund and the first one would now take 10-12wks (12 wks being the 30th September) I still haven't received my refund and on the call today via an auto message while saying the areas can't help me that refunds will be process within 10wks!

G.N Facebook 14-Aug-20

Qantas canceled our flight mid trip with 24 hrs notice of our flight taking off back to Aus and left us stranded in UK in March2020. Still not received the refund for the flight. Can't claim any insurances without the refund.
Disgusting Company.. please don't offer another PM as you still do nothing.

QANTAS REFUND?

F.D Facebook 14-Aug-20

Qantas I would love a refund as promised! 14wks and counting. FC Australia are blaming you saying you haven't refunded and won't help any further. Contacted @qantas to be told you can't help me and to contact FC . So sick of the blame game. Just process refunds already

M.H Facebook 14-Aug-20

I am still waiting my refund back over 12 weeks. Can someone please help me? Qantas cannot keep my money such a long time

M.U Facebook 23-Jul-20

I've been waiting months for my refund on a ticket from the UK to Perth. I was told on the phone (after waiting on hold for 2 hours) that I'd get the money in 7 to 14 days. I now can't get through on the phone at all (again, on hold for 2 hours, but then it just cuts you off). I'm looking into making a complaint now to the Civil Aviation Authority. I had always thought Qantas had excellent customer service. Not anymore.

R.R Facebook 23-Jul-20

I was told by Qantas that we would get a refund within 8-10 weeks which was months ago and now just looked up on my original itinerary and now says I have a credit. I certainly do NOT want a credit as I will not be flying for years. How can I get my refund as originally stated. Thx.

M.N Facebook 23-Jul-20

Hey Qantas I have been trying to get through to your call centre for 4 days now every time the call reaches 45 minutes of waiting the system disconnects and I have to call back again ☹ is there any other way to contact you guys regarding a booking ?

P.C Facebook 23-Jul-20

You cancelled my flight. No suitable alternative flight so we sort refund. Pretty disappointed that although you are actioning a refund, it will take 10 weeks to get back to me?

S.F Facebook 23-Jul-20

I too have contacted Qantas services a few times regarding my refund and I'm repeatedly told it will take 12 weeks. I started this request in April. Does anyone know if any legal action can be started at all? I've tried to research this but unsure where to start. Cheers

L.M Facebook 23-Jul-20

I am still waiting for my refund from Qantas 13 weeks after my flight was cancelled! This is terrible service by our nations airline.

B.M Facebook 23-Jul-20

QANTAS REFUND?

Qantas!! I have been waiting for a refund for 12 weeks since I called and was advised 6-8 weeks.

G.N Facebook 23-Jul-20

Hi Qantas, had to send you a pm regarding a refund that was not yet returned despite the 8-10 week timeframe having passed by. If you could please reply to it, that would be great. Thanks!

Y.X Facebook 23-Jul-20

Why did Qantas block my account and block my order when I tried to purchase something online from the Qantas store? Members beware Qantas are deliberately blocking online purchases using your points

S.C Facebook 23-Jul-20

Refund our money which we have been waiting over 4 months for. You don't respond to any form of contact. Appalling customer service.

M.F Facebook 23-Jul-20

Qantas Please respond to my PM. I'm owed a 136,800 QFF Point refund and was only returned half of that

D.T Facebook 23-Jul-20

Hi qantas, I've been waiting over 12 weeks for a refund of my flights. I've been told by my travel agent it will be up to 6 months. This is insane! It can not possibly take you that long to process refunds unless you are trying to hold onto the money. Please explain

L.G Facebook 22-Jul-20

Qantas has really dissapointed again.

They have emailed saying my frequent flyer points are going to expire.

) nobody can travel in the current world wide situation. Why not put your expiry for FF points on hold!!!

) Its expiring because Qantas has not credited 5 one way flights and turned down my claims for no reason or explanation of legit flights i undertook. I have all boarding passes, etickets and paid receipts

Yet it shows as unsuccessful claim of those points. This whole frequent flyer point membership is a scam. Its difficult to contact Qantas customer service. What next..!!

M.N Facebook 22-Jul-20

Farewell a plane but nothing for the thousands of staff recently laid off?

#Priorities

I do recognise the part the 747 played in opening up the skies, and it's a magnificent machine, but without the people it's nothing.

M.D Facebook 22-Jul-20

QANTAS REFUND?

As a customer I am not interested in this self gratifying ego trip. The money could be spent with extra support staff on the refund counter. I've been waiting since march for some action. I gave you my cash over a year ago (July19) for an overseas trip and that is now being slugged a hefty cancellation fee because off the virus shutdown. How about some interest paid for the free loan instead. One very irate customer.

A.W Facebook 22-Jul-20

It's been 17 weeks since our Qantas flights were cancelled on 26th March through our booking with FC . FC keep saying they have not received the refund back from Qantas yet. However I spoke with a Qantas staff member today who told me our tickets are showing as "refunded" on 30th May. I called FC and told them and they said that Qantas are lying to me and they don't have our refund. So Qantas, either your staff are lying or FC are making you look very bad! Which is it??

R.W Facebook 22-Jul-20

Extremely frustrating experience, Qantas in cancelling all Jetstar return domestic flights without informing customers. Despite cancelling the return flights, they're refusing to put customers on alternative flights, unless customers pay hundreds of dollars additionally. Several friends are now stuck with no resolution and no way to get back home. The right approach would be to put them on alternative flights back home rather than leave them stranded for days and ask them for hundreds of dollars to get back!

A.M Facebook 22-Jul-20

Qantas. Answer my phone call instead of planning whatever plane retirement. You've cancelled my flight without telling me and I've been on the line for 53min and still no answer and no staff at the airport.

M.G Facebook 22-Jul-20

Well, your COVID19 refund promise for paid flights that was canceled is a SCAM!!!

R.V Facebook 22-Jul-20

When will I be issued my refund for my cancelled flights in July??????
Refund was requested in April!!! Waiting on around 9k from you. So disappointed that you are taking far too long to refund my money and clearly many others judging from comments on this post. Highly unlikely that I will rebook my trip with Qantas after covid as the way you are treating customers is appalling. Calling your "customer service" line is an absolute joke as you never answer anyway.

S.S Facebook 22-Jul-20

QANTAS REFUND?

Just want to say how disappointed I am in our national airline. There are so many Aussie's struggling to get home from overseas because of Covid and they have chosen to chase profit and abandon them. Some of these people are desperate. They still call Australia home but clearly Qantas does not care.

J.A Facebook 21-Jul-20

Qantas I have just spent 1 hour and 58 minutes on hold waiting to speak to you about a refund which is now 14 weeks and waiting after initially waiting over 3 hours to organise the refund back in June. Please get back to me.

T.C Facebook 21-Jul-20

Why have some people had emails saying international flights are cancelled to March 31, and your website says updated July 15, yet there's actually no change to the info on there? It still says only to Oct 31. It's incredibly frustrating. We are booked for November 18, obviously not going ahead, and I want a refund and I want it now. I don't want a credit, I don't want to be rebooked. I want a refund! You've had my money for 7 months, that's long enough. I want a full refund for the flights and the seat selection. I'm very disappointed in how qantas has handled this, and at this rate, unless you fix this soon, I'm unlikely to ever choose qantas to fly again.

T.K Facebook 15-Jul-20

Still waiting for our refund from Qantas for flights booked from the 31st of May 2020 for Europe. You have had our money since September 2019. Perhaps we should be due a little interest? Flights booked with easyJet have already been refunded.

L.O Facebook 15-Jul-20

How appropriate the "100" is as a mantra for their aircraft since that's how many minutes it takes for them to answer a call; or the same % chance of getting a response on any other media, even for an Emerald Status member.

G.B Facebook 15-Jul-20

I was on hold for over two hours and then you rejected my call...

J.S Facebook 15-Jul-20

Qantas when you will reply No one should buy a flight with them I called before a bought my flight a 2 month ago they said that it was confirmed, they sand me e-mail with my booking confirmation 2 days ago and today send me a e-mail saying that my booking was canceled and to get my refund it can that 20 weeks, if you have a look I'm asking a more than 2 weeks about my flight. I need departure coz my visa will be expired in 1 month so I'm trying a endorsement like the law say but the attendant said that if i want to fly home I should buy i new ticket in other company, that now cost 2 times more then day that I bought with Qantas and wait the refund. Qantas do you

QANTAS REFUND?

think i have a money tree? Why are you selling tickets that can not be delivery. I hate this company. I forgot i told for this guys that other company are flying and i want a compensation, like the law guarantees to the customer but one more time they lied, they told me that are not flight available i went in the same time in the web site and it was available.

V.R Facebook 15-Jul-20

Qantas what about us! Over 3 months since we were told our refund on 1 May was passed on to your tiny Finance team of 3 to process the refund! Still waiting! Not happy, we paid for this in February!

We have been promised this 5 times. Have given you details on PM twice.

A.M Facebook 15-Jul-20

Qantas send my refund! It's ashamed!!!! More than 3 months and you guys haven't processed the refund. Very disappointed!!! One of the worst companies in terms of customer service!!!!!! You guys have no respect at all for the customers!!! Just remember that when the borders reopened, you guys will need the customers back and I'm sure you won't have it!!!!

Disgusting....

M.N Facebook 15-Jul-20

Qantas answer the phone instead of drawing some Qantas logo on the sky. You've cancelled my flight without telling me and now don't answer the phone.

M.G Facebook 15-Jul-20

Qantas I still waiting for my bag from brisbane to fort Lauderdale no email no phone no customers service what a shame company! Here to take the money but not here to find your bag . Dont buy w qantas I will never ever recommend you until you find my bags since a month and 0 following service Bag tag Qf*****

J.L Facebook 13-Jul-20

Yes still waiting for USA flight refunds - 4 months later - how about you fix up the back log of refunds then advertise flights! Pretty atrocious service qantas !

K.Z Facebook 6-Jul-20

Well, work booked a flight for me to return to work last Thursday, Launceston to Melbourne for 6/7, get to airport this morning with other passengers only to be told by the guy sweeping the floor that the flight was cancelled. We wait for someone from your organisation to see what we can do to get another flight, but of course nobody turns up to help. Next thing my flight status changes and I am on 445 flight. Check in at 330 and get told

QANTAS REFUND?

the flight cancelled last week. I should be shocked at this situation, but then I think hang, it is Qantas I'm dealing with...

P.W Facebook 6-Jul-20

Hi Team I need your help! Much as I'd love to take advantage I have been stuck with huge accommodation bills for my parents due to cancelled flight. My parents who are pensioners have been stuck in WA now for nearly five months due to Qantas cancelling their return flights to London THREE times! They were booked on the non stop flight to London in April which was cancelled understandably but were subsequently told by their travel agent that the next flight out was 1 June but only for a further \$2k each! They paid this only to hear a week later that this flight was also cancelled. A few weeks later they were told they were flying home on 1 August and have been informed now that this is also cancelled and no flights until October. They have been stuck in WA paying rent in their holiday apartment for months and have paid Qantas the extra \$4k and they now have to buy a flight home with another carrier as they can't afford to stay here until October. What we need is for Qantas to refund their original return flight plus the additional \$4k to them URGENTLY so they can use this for a alternative flight. They have been held to ransom with this behaviour and it's a cruel way to treat people by taking their money and not delivering three times. Five months of delay and no refund is a disgrace. Please can you get back to me with a resolution urgently and I can provide further information.

C.W Facebook 6-Jul-20

Can someone please contact me. I have been given a credit for a flight although I never received the email I was just told via a PM after sending all my details to contact qantas staff when I wanted to use my credit and they will help which I wasn't happy about as it takes forever to receive a reply. I now want to use my credit and have sent a PM and yet no answer. This is ridiculous.

K.J Facebook 6-Jul-20

Qantas another unhappy customer I've been waiting for my points to be refunded for 12 weeks . Despite emailing all I get is generic reply's telling me 6-8 weeks we are way past that!... There is no excuse for this level of tardiness

S.O Facebook 6-Jul-20

I have been waiting for four months to receive a credit on tickets that were cancelled after our tour company cancelled our trip early and Qantas forced us to pay another \$4,000 to get home instead of transferring the tickets we already held

QANTAS REFUND?

A.S Facebook 6-Jul-20

I paid for extra leg room on my flights and when my flights were changed I wasn't given what I paid for

E.J Facebook 6-Jul-20

Wish we could our honeymoon was cancelled in May (flights cancelled back in March) travel agent says qantas hasn't released the money back to them to be able to process our refund.

S.S Facebook 6-Jul-20

2 hours 40minutes and counting on hold with Qantas

J.E Facebook 6-Jul-20

Hey Qantas it's all very well & good to be promoting great travel deals within Australia but until I get my refund for my business class trip to USA that u cancelled in March...I won't be dealing with Qantas at all.

I have patiently waited 4 months. Enough is enough...pay up!

I've also notice how selective Qantas has been in replying to these posts from concerned ppl waiting for refunds. Only replying when it's points, rebooking or direct refunds...stuff everyone else.

S.K Facebook 6-Jul-20

We booked flights with Qantas that were cancelled on March 16 due to COVID. I have still not had these flights refunded which my auckland travel agent advised would be done within 3 months.

I am now told by our travel agent they are taking 6 months due to laying off staff and there not being enough staff to process the refunds. I have been a member for 25 years. It is not good enough the airline is holding our money and taking this long. When we are able to travel again Qantas needs to remember customers will not support them if they have not been treated well. Consumers will choose to support other airlines. Qantas do the right thing. Give us our money back.

T.L Facebook 6-Jul-20

Booked my daughter a flight to Albury to visit family (within NSW as directed) She is due to fly back tomorrow and I went on to check for any updates to find out out that she was changed onto a flight for this morning!!!

No email, no phone call now waiting on hold for 2 hours to find out what is going on!

N.D Facebook 6-Jul-20

Trying to get a refund for my cancelled flight and havent received a callback from any of my logged calls this week! How am I meant to get a refund if I can't ever speak with anyone

QANTAS REFUND?

M.P Facebook 6-Jul-20

I received \$291.48 of my refund requested mid March and missing \$2,437.23!! I want a full refund ASAP and no credit as I will not be flying again!!

C.S Facebook 6-Jul-20

Qantas your return of money to people is appalling, especially when you have had it already for 8 months will not use again

S.L Facebook 6-Jul-20

On the phone 94 mins & 54 seconds, only to be hung up on without getting to speak to anyone - wanted a number to find out if I had been scammed buying a Qantas ticket.

J.S Facebook 6-Jul-20

You still won't refund my friends cancelled return flight from London to Brisbane. It's been over 8 weeks.

C.S Facebook 6-Jul-20

Hi Qantas, Please honour your refund and stop withholding people's money in this hard time. we have been waiting 3.5 months for a refund. Got confirmation on 25/3/20 that a refund would be processed. my wife was on hold for 2 hours only for someone to pick up gave her the reference no and the operator hung up on her. She called 3 times in the span of 3 months now, every time someone answered she got a different story. first time she was told 4-8 weeks for refund and then second call the operator said it was a flight credit seems to have no idea about refund. Last call was advise will get a refund within that week or latest the week after and up to date still nothing.

This is a hard time for everyone so please start giving the refund back to people who needs it. we have booked it through you (not travel agents) Please have this looked into and refund us asap so we can just move on with our lives.

D.C Facebook 6-Jul-20

What's the point of advertising when we can't book our flights thanks to the convulated online system and a customer service line that never answers phone? Are you guys serious about getting back to business?

B.A Facebook 6-Jul-20

Yeah I'm still waiting for my refund aswell over 15 weeks it's a joke My hawaii trip got canned I know it's not qantas fault with covid 19 but it is your fault not refunding seeing I cancelled flights before lockdown happened was told 10 weeks for refund not over 15 weeks.

I've tried contacting qantas directly via Pm email and calling and nothing and I'm over it

QANTAS REFUND?

M.C Facebook 6-Jul-20

Where is my refund. You advised my travel agent my refund was approved , wow , on a cancelled flight you by law have to refund, but still nothing. 15 weeks. Qantas you are making sure I never fly with you again . I just keep getting automated messages on messenger.. all the smaller airlines worldwide with a lot less equity have refunded customers.

L.R Facebook 6-Jul-20

On hold for 2 hours, you answer and then hang up on us! Great job, Qantas! Would be nice if you called back when that happened, but alas no!

M.D Facebook 1-Jul-20

Theres no point private messaging you Qantas coz u don't reply! I have been waiting for my refund for the last 20 weeks!!!! I need my money back! And my points

R.J Facebook 1-Jul-20

Hi could someone help me i have a internacional flight in 02/08 with Qantas that i bought after call more then 3 times to confirm that it will happening then now all the bookings are canceled and they keep telling that my booking are confirmed but is it impossible because LT should be doing it and I called and my flight is canceled for then i'm requesting a endorsement to qatar to be back to my country safe after this i will be in a Australia illegal and no one give me this option. I really need help. I can stay more here I can't pay more rent and ever thing here and I don't have money to pay other flights please help me

V.R Facebook 1-Jul-20

Less BS Qantas and more customer service. 3 hours to reach a customer support person at the moment. None of your messaging services working. Flight credits for cancelled flights due to Covid 19 not showing up. How about some action and less of the spin.

S.M Facebook 1-Jul-20

Qantas what about us! Over 3 months since we were told our refund on 1 May was passed on to your tiny Finance team of 3 to process the refund! Still waiting! Not happy, we paid for this in February!

We have been promised this 5 times. Have given you details on PM twice.

A.M Facebook 1-Jul-20

I have still not yet received a refund for my trip to Singapore. Refund is being held by Qantas, trip was in March this year. Have tried ringing, emailing messaging.

J.B Facebook 1-Jul-20

QANTAS REFUND?

Still waiting for my \$5000 refund and have been hung up on 3 times when they "check for you". Been told 3 times the money has been processed and every time i call they give me a new date and a new story about some problem. This is dodgy. I am sick of it and making a case with business bureau.

M.J Facebook 1-Jul-20

Qantas answer the phone !!!! 1h and still waiting. You've cancelled my flight without advising me and now you don't answer the phone. Are a business or an April fool ?

M.G Facebook 1-Jul-20

No one should buy a flight with them I called before a bought my flight a 2 month ago they said that it was confirmed, they sand me e-mail with my booking confirmation 2 days ago and today send me a e-mail saying that my booking was canceled and to get my refund it can that 20 weeks, if you have a look I'm asking a more than 2 weeks about my flight. I need departure coz my visa will be expired in 1 month so I'm trying a endorsement like the law say but the attendant said that if i want to fly home I should buy i new ticket in other company, that now cost 2 times more then day that I bought with Qantas and wait the refund. Qantas do you think i have a money tree? Why are you selling tickets that can not be delivery. I hate this company. I forgot i told for this guys that other company are flying and i want a compensation, like the law guarantees to the customer but one more time they lied, they told me that are not flight available i went in the same time in the web site and it was available.

V.R Facebook 1-Jul-20

Qantas when are you going to start refunding us? It's ludicrous to advertise booking other holidays when you are holding onto our money. You cancelled my flights back in March. Still waiting three months later

R.L Facebook 19-Jun-20

Me too. It has been months and in my case \$10k is not a small amount of money.

J.M Facebook 19-Jun-20

Hi Qantas, I have reached out on numerous occasions only to be told that Qantas can't give me any information as I booked through a travel agent. Qantas had no problem contacting me directly to tell me via email my flights were suspended but it's only a one way street. I want to know why this flight has not been refunded when you Qantas suspended our flights for April back in March. I also want to know why you have been holding the money ever since waiting for a refund request.

QANTAS REFUND?

R.L Facebook 19-Jun-20

Surprised to see posts about booking flights when you can't even return money for flights from 12 weeks ago and now I'm being told it'll be another 8 weeks!

M.P Facebook 19-Jun-20

Would be curious to learn if anyone has got a refund yet.....

R.H Facebook 19-Jun-20

You have lucky friends! But refund.of.points isnt quite the same as refund of money paid. Still waiting for qantas to comit to their promise to me.

R.H Facebook 19-Jun-20

At least they gave you a timeline! They won't even respond to my messages now that we are past their original claim of 8-10 weeks for me.

J.D Facebook 19-Jun-20

I booked directly and I've been waiting three months for my refund. 😞

A.M Facebook 19-Jun-20

How do I book a new flight when you still haven't refunded me for the one I had to cancel over two months ago? Still waiting!

C.J Facebook 19-Jun-20

Still waiting for my flight credits of over \$ 7,500 and 314,000 points. Nearly two months now.

I.M Facebook 19-Jun-20

Same here, I cancelled back in mid March so it has been 3.5 months wait for us. Still nothing.

N.T Facebook 19-Jun-20

Still waiting for our refund promised in April, for a flight cancelled by Qantas in March. Refund for a European flight with BA refunded already. Will fly with BA in future after being loyal to Qantas for half a century.

A.D Facebook 19-Jun-20

Hello, I am looking for information on how to get a refund on flights that were cancelled by myself due to the outbreak in Japan back in February March. Qantas has made it impossible to contact them to talk to someone about this. There is little or no information about getting my money refunded. I Ha e been waiting over one hour on 131313. I would appreciate a response so I can resolve this. Thank you.

S.P Facebook 19-Jun-20

How's the refund of mine going from 3 months ago!?

S.H Facebook 19-Jun-20

QANTAS REFUND?

Qantas I received an email on the 23rd June advising that my refund for a cancelled flight had FINALLY been refunded but still no money has been paid into my account????

The fact that no one returns emails, phone wait times are hours long and messaging functionality has been removed from your social media pages makes this impossible to get any answers 😞

Very poor form, will NEVER fly with Qantas again if you survive this pandemic.
R.O Facebook 19-Jun-20

Hi, I've just DM you as I have been waiting for a refund since I cancelled my FF flights to Europe back in March. Thanks

M.B Facebook 19-Jun-20

Hey Qantas! My flight was cancelled, got my points back but not the taxes. When will this be refunded?

A.M Facebook 19-Jun-20

I booked a flight using points for my grandson to let him come home for a week. Qantas cancelled his Saturday flight 27/06/20 and offered him the Friday 26/06/20 instead. He couldn't make this booking due to work commitments so we had to cancel the booking through no fault of our own. Now I still haven't received either my 8,000 points refunded or my \$70 booking fee. When can I expect to see this refunded. The points and money are hard to come by for pensioners.

M.B Facebook 19-Jun-20

It seems I'm not the only one who has been waiting nearly 4 months for a refund, and now you are just ignoring my emails all together. First it was 3 weeks then it was 6-8 now no reply at all. My cancellation and refund was within the terms of my booking so you are not doing me any favours. But I guess if you hold on to everyone's money you can reinvest and collect interest. It's smart, but guess what, everyone is losing money right now, you're not the only one. Very unethical behaviour!

J.B Facebook 19-Jun-20

2 and a half hours on hold and still no one has picked up my phone call, but I HAVE to call if I want a refund. Terrible service

L.D Facebook 19-Jun-20

Hello Qantas, my flight back in April was cancelled. I am still waiting for a refund from you. Sadly I have lost my job and I really need a refund for the flight to get by financially. Can you please, please help me? I have contacted you so many times over the past few months to ask for a refund and nothing has been done.

QANTAS REFUND?

K.K Facebook 19-Jun-20

Hi Qantas, will you be refunding any flight credits given to customers who feel they were tricked into cancelling their flights by your misleading email sent to all ticket holders stating they had a time limit to be eligible to cancel their flight and get compensation or will you be standing by the your ticket is non refundable script? As my flight would of been cancelled by you in July and I would of received a refund if I did not think I would "miss out" if I didn't cancel my flight by April 30. \$4800 worth of credit that I won't use and even more so since you've announced no international flights until after June/ July 2021? Also disgusted that I wasn't offered a refund for my seat selection that cost \$70. Would appreciate some clarification on the matter and don't want to private message as I'm sure I'll receive the same scripted answer as I have before.

T.A Facebook 19-Jun-20

Qantas I am in a similar position, felt completely pressured and yes tricked into taking a credit for flights to the value of over \$10,000 that have now been cancelled. I have also asked for seat selection to the value of \$1,200 to be credited which was refused and I have raised further requests for this to be reconsidered and over three weeks later am still waiting for a reply, having been super patient as I know you are snowed under. Come on Qantas this just isn't good enough!

T.N Facebook 19-Jun-20

Maybe if I had my refund from more than 3 months ago I could think of travelling. No response to PM either. Very poor, Qantas

C.E Facebook 19-Jun-20

Qantas i am waiting on my refund as well... its been 19 weeks!!! i have confirmation that i was going to get my refund and points back - then was told it would take 6-8 weeks...but its 19 + weeks now and no confirmation, no emails, nothing!!! terrible terrible service! considering we use you guys all the time!!

R.J Facebook 19-Jun-20

Qantas don't make it easy to request a refund, you have to call them which of course means a huge wait. I was told it will be up to 45 minutesit took nearly an hour and a half on the phone. Not happy!!!! Surely there is an easier way I think they are trying to discourage people to request a refund but with all the uncertainty I would prefer my money back which you were very happy to take immediately but apparently will keep it for another 8-10 weeks.

A.B Facebook 19-Jun-20

QANTAS REFUND?

Is there an easier process than waiting on the phone for 3 hours to get a refund? Why can't it be just a button?? Why do we need to speak to someone?
O.S Facebook 19-Jun-20

QANTAS flight to Byron (Ballina) I booked for my 2 kids in January to go see their Grandparents on April 13 was cancelled, no communication, no trace of it on my FF profile, I sat on the phone for hours chasing a refund 3 months ago no sign of that yet despite being told it would be done. Only evidence I have the booking ever existed is the charge on my credit card statement and an e-ticket PDF. I've spent many years as a Platinum FF and have Lifetime Gold FF, I fully understand COVID has hit QANTAS hard, but 3 months + waiting for a refund on a cancelled flight is appalling. Only way to get in touch is via phone and a massive wait time.

S.H Facebook 19-Jun-20

I have been waiting for a refund for over 10 weeks, didn't receive the promised email regarding refund. Our trip to the UK was meant to be a trip of a life time, but now we are thousands of \$ out of pocket. Not great PR just an email would have been nice.

S.R Facebook 19-Jun-20

I posted a positive comment on messenger and I got an instant reply. When the promised refund didn't arrive after 10 days I've had no reply to about 60 messenger messages. (That's 10 days after I got through to an agent who took my details and said it had been processed. I'd already waited 12 weeks to get that far).

J.S Facebook 19-Jun-20

We are the same! They cancelled our flight too but won't refund!

A.D Facebook 19-Jun-20

Qantas I am now waiting 12 weeks for flights you cancelled. I don't think I will ever need my Qantas club membership again as it would be better to shop around for best fares and forget Qantas loyalty after the shocking way you are treating you customers

L.R Facebook 19-Jun-20

Hey guys, I cancelled my flight on 23 April. Still no refund and well past the 10 week estimate. Any idea how much longer?

F.K Facebook 19-Jun-20

I would never recommend these guys I just rang to get a refund for flights they cancelled I was on hold for 1 hour 23 mins to then be out back on hold and hung up on worst service ever

A.F Facebook 19-Jun-20

QANTAS REFUND?

I have tried to book flights using my credits. First attempt on phone, I was on hold for 3 hours only to speak for 4 minutes and then got cut off. Second attempt on phone, I have been on hold for 58 minutes and my call got cut off. I need to book flights for Monday. Please help.

S.P Facebook 19-Jun-20

FLIGHT WAS CANCELLED REFUND REQUESTED, NO REFUND OR CREDIT STILL - THAT WAS 25 MARCH. I HAVE SPENT 6 HRS ON 3 CALLS. PLEASE RESPOND/ADVISE. THIS IS RIDICULOUS.

L.G Facebook 19-Jun-20

Qantas I have, I was advised I would be refunded. I wasn't. Can I have a specific reference or name to deal with please? General assistance has been incorrect, wrong, non responsive and ineffective. I understand that this has been difficult for everyone but your system is not working.

L.G Facebook 19-Jun-20

I have been on hold to customer services for over 45 minutes. You owe me a refund from 10 weeks ago, disgusting treatment of customers.

L.H Facebook 19-Jun-20

Qantas I've been waiting 20 weeks now, can you please reply to my PM or online form ?

J.L Facebook 19-Jun-20

Dear Qantas

It has been over two months now and we still have not heard from your Customer care department regarding refund of the cancellation fee you charged us \$885.20. The Customer care number you provide is *****. Due to the Covid 19 pandemic and the fact that Qantas was not able to offer the product or the service we paid for. I refer you to your Conditions of carriage and Australian Consumer Law, I believe that a refund of the cancellation fee is applicable under these two provisions.

M.W Facebook 19-Jun-20

Question for you. How ethical do you think it is for Qantas to allow people to book and pay for tickets, then cancel 24 hours later (obviously no intention of that plane flying to its destination) and then making people wait hours on the phone to speak to a representative to be told they will have to wait 12 weeks for their refund?

K.F Facebook 19-Jun-20

Hi Qantas, I have called up several times to try and speak to someone in relation to obtaining a refund I am entitled to, no one has answered and I have sat on hold for 2+ hours, ridiculous! Why can't this be processed online like other big airlines are doing!? Can someone get back to me please.

QANTAS REFUND?

R.G Facebook 19-Jun-20

Poor customer service. Wedding dates messed up completely as Qantas made mistakes in my bookings, therefore lost money on hotels and flights. Been fighting for the refund since Feb 2020. Qantas tried to blame BA for messing up the flights (as it was a connected flight). I have all the paperwork as proof and easily could take you up for a legal action. Qantas tried to spoil the reputation of another good company, blaming them

For YOUR mistakes. Was giving you a chance to provide a refund without further actions, but you cannot even do that. Refund (amount stated) and amount issued is incorrect. So useless that cannot even do that. Customer service does not reply. Whoever replies via fb - just promising and excuses. Never ever again. DO NOT BOOK WITH Qantas! They disrespect their customers.

Л.Ю Facebook 19-Jun-20

We booked and paid for our trip which was cancelled, it's now been 6 months since we were told we would get a refund and now we're being told it most likely won't be till Nov. Flight Centre is saying it's out of their hands that they've paid in full to Qantas, and you guys are just not refunding due to the number of refunds. Could we have someone to contact??? We're getting nowhere after weeks and weeks of chasing both Qantas and Flight Centre, we desperately need our refund.

M.M Facebook 19-Jun-20

I must say Qantas I am disgusted that I am not entitled to a refund. I am meant to travel to QLD in the next week and restrictions have been applied. After waiting an hour to speak with someone I have been told I am not entitled to a refund, the only way is if you cancel my flight!! I will be taking legal action!! Your loyalty is pathetic!! I will no longer be a frequent flyer and will take my business with another company,

R.C Facebook 19-Jun-20

A friend just posted this:

'NOT HAPPY QANTAS.

When is Flight Credit not credit?

When you go to redeem your flight credit and they charge you twice as much in credit \$\$, than if you were to pay in cash. So a flight costing under \$2000 in cash, has cost me \$3900 in credit and cash.

That's how they keep afloat.' Is this true?

C.T Facebook 19-Jun-20

QANTAS REFUND?

I have called Qantas on 2 occasions. First time after a wait of 3 hours I was advised I would receive a confirmation email and refund. However neither occurred. Called yesterday and was advised the refund may take up to 60 days. After much discussion I was advised a confirmation email would be sent last evening and a refund to my account in 2 to 5 business days. No generated confirmation email. Very disappointing Qantas.

J.C Facebook 19-Jun-20

I have called Qantas on 2 occasions. First time after a wait of 3 hours I was advised I would receive a confirmation email and refund. However neither occurred. Called yesterday and was advised the refund may take up to 60 days. After much discussion I was advised a confirmation email would be sent last evening and a refund to my account in 2 to 5 business days. No generated confirmation email. Very disappointing Qantas.

J.C Facebook 19-Jun-20

Qantas I have now spent nearly 3 hours on hold tonight - we had flights booked to Adelaide departing in April. We became concerned about Covid as we have a young family so we cancelled our flights - we were only offered a travel credit at the time. Qantas subsequently cancelled the flights we had been booked on and we are now being told that had we done nothing we would get a refund for the cancelled flights - but because we took preemptive action and cancelled our flights (which qantas then in any event cancelled) we are not entitled to a refund. This is completely illogical.

Borders were closed by April so we would not have been able to travel in any event.

Please advise when our refund will be processed

T.W Facebook 19-Jun-20

Hi. Qantas, please advise on the delay of refunds to TSA. I had a flight booked through TSA on Qantas and it was cancelled end March. TSA says Qantas has not refunded them and therefore they are unable to refund me as yet. Is this true, it's been 3 months now?

V.K Facebook 19-Jun-20

Hi Qantas, I am waiting for your refund since April. And my chat history with you on facebook has also mysteriously disappeared and there is no longer any trail of your promise to do a full refund for my air tickets. Please respond to my PM.

S.O Facebook 19-Jun-20

WOULD be GREAT to get a refund for our cancelled flights(by Qantas) but they don't even ring you back when they say they will...PURE LIES

E.J Facebook 19-Jun-20

QANTAS REFUND?

Well at last they have rung..after numerous calls and promises to "call back" guess by the comments on FB!!!! BUT it will take take 8 to 10 weeks to refund my money. EVEN THOUGH it took Qantas some 10 seconds to take it out of my account..AND have it for a year or so!!!

E.J Facebook 19-Jun-20

QANTAS, I have not received my refund of payment and frequent flyer points for two flight bookings you cancelled and confirmed with me you would process over six weeks ago. I have been patient, but now its time for you to honor that commitment and process it..Can you please advise me when you do this? I tried calling your contact number but I wasted an hour waiting for a response with no indication when you would respond and your music on hold did my head in. Waiting

P.F Facebook 19-Jun-20

Cancelled my Qantas flight mid March and still waiting my refund. Qantas are one of the worst companies I have ever dealt with. Impossible to call them or send an email. My cancelled Princess Cruises money has been refunded in full plus a full credit for a future cruise. A really professional approach which Qantas should take note of!

M.M Facebook 19-Jun-20

Our flights were supposed to be in April, we were only offered a credit, so we took it rather than lose out totally. I then found out that because we were flying to the USA the carrier MUST give a full refund, it's US law. I contacted Qantas and they told me it would be 28 working days, once that was up I contacted them again to be told it's now 8-10 weeks. It's now that time and Qantas now won't respond to my messages! They've had our money since October last year, earning interest... it's not good enough. I feel for all businesses in this pandemic, but this is beyond a joke now, any patience I had is now gone

K.H Facebook 19-Jun-20

Am curious if any one has received their refund. Like many people we are over the time frame quoted in writing - which was up to 45 working days.....

R.H Facebook 19-Jun-20

April 12 the last I heard about my refund.

G.F Facebook 19-Jun-20

Once I got through it was quick process to request refund but not even an apology for the ridiculous wait time. It is in their interest for us to simply give up and accept flight credit as they get to earn interest on our money so I'm not actually surprised at the 2.5 hour hold time.. awful service!

J.C Facebook 19-Jun-20

QANTAS REFUND?

Qantas it has been 3 months since you promised to refund me for a flight you didnt even have the decency to advise me had been cancelled leaving me stranded overseas and strapped for money to pay for a repatriation flight home. PLEASE I BEG YOU ... GIVE ME MY MONEY BACK AS YOU PROMISED!!

T.R Facebook 19-Jun-20

So apparently I am eligible for a refund but need to wait on the phone for hours to request one. Not really good enough. I will send a PM and hopefully not need to go to Visa for the refund.

E.J Facebook 19-Jun-20

received an email from Qantas saying we are eligible for a refund... but can't get through on the phone, finally got a response in Messenger but they say we will get a penalty if they refund our \$6000. But we cannot fly as they cancelled our flight. Due to fly out Monday! HmMMM

A.D Facebook 19-Jun-20

Thank you for cancelling my Perth trip and not providing a refund of the points and money paid, or even notifying me they had been cancelled. Been chasing you for 4 days and cannot get through to anyone, either via phone or on here. Absolute joke that you can put up posts and offers to try and entice people to book, yet you can't offer even basic customer service for your existing, loyal customers. Poor form Qantas!

J.M Facebook 19-Jun-20

I've had no communication at all regarding my cancelled flight. I only found out because of news reports and then checking in the QA app. I'd now like a refund equivalent to the value of my original credit voucher, please. Thanks!

K.D Facebook 19-Jun-20

Can anybody confirm that they have in fact received a refund from CheckMyFare for flights cancelled by airlines due to COVID-19? Qantas cancelled my flight in March, I have yet to receive a refund and CMF now say Qantas are causing the delay.

S.D Facebook 19-Jun-20

Waiting on hold for over 2 hours now and have been waiting for my refund for 3 months and still can't get hold of them absolutely ridiculous.

#legalactionherewecome.

R.S Facebook 19-Jun-20

Would appreciate if someone could reply to my DM as I've been waiting over 12 weeks for a refund, and have spent hours on hold to only be told someone would call me back.. and no one ever does.

G.T Facebook 19-Jun-20

QANTAS REFUND?

We have been in constant contact with our Travel Agent , TL. TL are still waiting for confirmation of the refund from your refunds department Qantas confirmed with Travel League that the refund was to be made two weeks ago , this has still not been done

This is totally unacceptable as Qantas have been sitting on our money for a considerable time

This has to be urgently escalated to the Qantas refund department Please can you also forward this mail to the Qantas Department that is dealing with this refund

I.B Facebook 19-Jun-20

I was supposed to fly from LAX to Bne on 6 May. Booked directly on Qantas website. Cancelled my flight due to Covid and am still waiting for a refund to my Credit Card...WTH is Qantas doing? Where is my US\$890???? Worst service ever!

L.J Facebook 19-Jun-20

Want my money back Qantas been waiting months and nothing

S.L Facebook 19-Jun-20

Got immediate response to PM when they thought I was booking holiday. I mentioned refund and all quite now

L.R Facebook 19-Jun-20

Have PM'd you 3 days ago. Still waiting on a refund from 2 months ago not properly processed at the time. Am out both dollars and FF points I would really like back. Can someone please respond?

A.E Facebook 19-Jun-20

I dont want flight credits i want refund...I need money...

L.L Facebook 19-Jun-20

QANTAS - YOU HAVE STATED YOU HAVE CEASED ALL INTERNATIONAL TRAVEL UNTIL AT LEAST OCTOBER, BUT YOUR WEBSITE STATES THERE ARE MULTIPLE FLIGHTS TO MULTIPLE COUNTRIES AVAILABLE! AND YOU WILL HAPPILY TAKE PEOPLES MONEY IMMEDIATELY, YET YOU TAKE MONTHS TO REFUND! WHY ARE YOU DOING THIS??? PLEASE BE HONEST AND RESPOND!!!

P.A Facebook 19-Jun-20

Good luck. I've been waiting 13 weeks for a refund. They told me 20 days☹️

S.B Facebook 19-Jun-20

Ok time to complain to the ACA. There's no legitimate excuse for delaying the refund 13 weeks. And it's probably not legal to keep your money for so long after you're entitled to its return. I might have a look into that.

P.M Facebook 19-Jun-20

QANTAS REFUND?

Taking longer than 30 days to issue the refund could potentially be unconscionable conduct within the meaning of s21 of the Competition and Consumer Act particularly if Qantas is deliberately delaying refunds with no legitimate excuse in order to hang onto and use consumers' cash for their own purposes and to the consumers' detriment....

P.M Facebook 19-Jun-20

I see ***** were looking into a class action against Qantas. It might be worth investigating that if you have no luck with your complaints to Qantas and the ACA. The ACCC are now monitoring Qantas closely for misleading consumers over their rights to refunds so keep up the pressure. I have certainly been a victim of misleading and deceptive conduct by Qantas. Very disappointing. I used to like them.

P.M Facebook 19-Jun-20

I have PMd but have had no reply. I am chasing a refund but cannot get thru via phone.

B.D Facebook 19-Jun-20

Please respond to my refund request. I've been waiting for months already. Thanks!

E.K Facebook 19-Jun-20

Qantas ...its so difficult to contact you...i would like to ask for a refund...i know i am entitled to please email me.

L.L Facebook 19-Jun-20

Please Qantas advise re our refund as per my PM. We have been waiting for over 2 months. Thanks

C.W Facebook 19-Jun-20

Give me my money.

J.S Facebook 19-Jun-20

Could you please give me the refund already..? It has been over a month and I have not heard from Qantas. Ref #*****

R.W Instagram 13-Jun-20

@qantas Need refund. girl friend made a \$3000 ticket and used half of it to get to AUS before corona broke out now we need a refund for the other half that will not be used since she is trapped in AUS thanks to corona virus.

B.O Instagram 13-Jun-20

I am still waiting for my refund for my family flights to Montreal. My flights were cancelled by Qantas March 12 and I have called multiple times and have been told the refund is coming, we were told 14 business days back in March, then it was to be in my account latest by the 25th of May, then two weeks ago I spoke to V.T who said she was manually processing my refund

QANTAS REFUND?

and I'd see it in 5 business days. ALL LIES! It's been 13 weeks since my flight was cancelled. I called yesterday and the lady said she would speak to her manager and call me back first thing today. No call returned. PLEASE STOP LYING AND REFUND MY MONEY AND POINTS!

H.K Instagram 8-Jun-20

It's been ridiculous and almost 2 months. I want my refund now. Ref# *****. Answer my email.

R.W Instagram 8-Jun-20

I am still waiting for my refund for my family flights to Montreal. My flights were cancelled by Qantas March 12 and I have called multiple times and have been told the refund is coming, we were told 14 business days back in March, then it was to be in my account latest by the 25th of May, then two weeks ago I spoke to ***** who said she was manually processing my refund and I'd see it in 5 business days. ALL LIES! It's been 13 weeks since my flight was cancelled. I called yesterday and the lady said she would speak to her manager and call me back first thing today. No call returned. PLEASE STOP LYING AND REFUND MY MONEY AND POINTS!

H.K Instagram 6-Jun-20

It's been ridiculous and almost 2 months. I want my refund now. Ref# *****. Answer my email.

R.W Instagram 6-Jun-20

Qantas ... it's been 3 months since you promised me a refund in 7 to 14 days for a flight you didnt even have the decency to advise me had been cancelled... leaving me stuck overseas and strapped for funds to get home on a repatriation flight ... I BEG YOU ... PLEASE GIVE MY MONEY BACK AS YOU PROMISED!!!

T.R Facebook 5-Jun-20

Still waiting for my \$5000 refund and have been hung up on 3 times when they "check for you". Been told 3 times the money has been processed and every time i call they give me a new date and a new story about some problem. This is dodgy. I am sick of it and making a case with business bureau.

M.J Facebook 5-Jun-20

I am still waiting on a refund for a flight cancelled more than 4 months ago (on February 12). I understand there have been a lot of refund requests recently, but I assume most of these were made after my own. Can you contact me to discuss this?

J.L Facebook 5-Jun-20

QANTAS REFUND?

it's been 14 weeks and I still have not gotten my refund for flights which I cancelled in mid-March. Every time I call up, they say that the refund is being processed. When??

M.M Facebook 5-Jun-20

I have pm'd you my query regarding our refund and have had no response and apparently your online chat is not working at the moment!

E.G Facebook 5-Jun-20

Waiting on hold for over 2 hours now and have been waiting for my refund for 3 months and still can't get hold of them absolutely ridiculous.

#legalactionherewecome.

R.S Facebook 5-Jun-20

You ask us to contact you for a refund.. well I've been on the phone for exactly 2 hours and 33 minutes and it seems nobody is picking up my call.. i can't believe that for over 3 months you couldn't sort out the issue with long waiting times on the phone ! Qantas

M.S Facebook 5-Jun-20

Waiting for my airfares to be refunded as promised just like most of the people here. Very bad form - if it's not refunded soon will definitely consider boycotting in the future. We've sat on the phone for hours on multiple occasions, multiple emails and many 'updates' and promises, even contacted the bank to see where the promised refund is - but nothing. Other than this comment I'll not be forwarding my details on to you again as you've requested the other poor people in this thread who've had similar experiences. Extremely poor customer relationship experience.

G.C Facebook 5-Jun-20

Qantas hey Qantas I sent you a PM about this today and no-one has read the message! Also why send out a email saying the airfare has been refunded and 10 days we still don't have a refund????

C.C Facebook 5-Jun-20

I got a reply from CG yesterday our refund is still with Finance as we paid by POLI so apparently this takes longer - no idea why. Seems odd though to get an email on 7th June saying the refund had been processed and we are now at the 20th June and still nothing

C.C Facebook 5-Jun-20

I had my flights cancelled from Melbourne-New Zealand and haven't heard anything about my refund. I've been waiting over 10weeks on the refund. Can I please get an update?

C.G Facebook 5-Jun-20

QANTAS REFUND?

Extremely frustrated & disappointed in you Qantas ! Still waiting on refund since March !!!

S.T Facebook 5-Jun-20

Quantas Airlines How about you drop the stupid poll and answer what we care about. You cancelled my flight and said 8-10 weeks for a refund. 10 weeks was 10 June. So where is my refund? You aren't attracting business from anyone you just screwed over.

M.D Facebook 5-Jun-20

Quantas we have contacted you dozens of times and all we get is runaround. You have my name and contact info. How about you make the refund happen then post here that you did it for all to see?

M.D Facebook 5-Jun-20

I know it's totally unacceptable and frustrating! Hopefully customers will remember this once everything's died down and they don't book with them again! I certainly won't be making that mistake again! Good luck with the refund

L.S Facebook 5-Jun-20

Hey Qantas we just heard from the actual carrier we were flying on and they replied they have already issued the refund to you. So you have the refund from them and are withholding it from us? Way to stick it to the little guy.

M.D Facebook 5-Jun-20

I have called the hotline and requested for a full refund on 21 April. Can I check how long do I have to wait until the refund is made?

C.L Facebook 5-Jun-20

I would love to know when Qantas is going to issue refunds we were meant to fly out for our USA holiday on the 10th of April 2020 and yet to receive a refund. I don't know what takes so long if you guys have taken our money and have it sitting in your bank account it's not hard to refund it's surely doesn't take that long you guys have had weeks upon weeks to do nothing. I'm really really annoyed

A.S Facebook 5-Jun-20

Hi it's been 14 weeks and I still have not gotten my refund for my flight which I cancelled in mid-March. Every time I call up, they say that the refund is being processed but yet I do not see the money. And I've been told that I'm lucky that qantas is even giving refunds but yet I'm not sure that I'll be ever receiving the funds at this rate!

C.L Facebook 5-Jun-20

Still waiting for my refund for my partners and I trip to Japan that was cancelled on March 18th.

QANTAS REFUND?

Understand the state of the world but 3 months is criminal to wait for a refund especially after multiple attempts at claiming the refund.

Still just waiting

K.B Facebook 5-Jun-20

Just pay us our money. Don't ask about where we want to go next. Not with Qantas anyway.

R.A Facebook 5-Jun-20

Two months still no refund *** is going on

D.D Facebook 5-Jun-20

Qantas cancelled my flight 24 hours after it was booked. And guess what? They offer a credit only. Give me my money back. Your practice is blatant theft.

Flight was for four weeks in the future..

P.R Facebook 5-Jun-20

I've been waiting for 12 weeks for my refund! Booked a trip to celebrate my husband's 50th to the UK, cancelled and requested refund on the 19th of March, still waiting!

J.G Facebook 5-Jun-20

We have been waiting since then also. On our third promise that the \$7500 will be refunded. Not holding my breath. Next step can only be lawyers, don't see another alternative.

J.S Facebook 5-Jun-20

Well. If we had our money back we probably could look at travelling but as of this week it's 15 week wait for our refund. I was told 16 weeks max so we expect it next week

C.D Facebook 5-Jun-20

They said they arranged a refund on Sunday but still waiting for it to hit our bank if it's not in the account by Friday guess we go on 17 weeks + of fun and games

C.D Facebook 5-Jun-20

They told me they arranged the refund 2 weeks ago and they just say there's a backlog and they have no ETA on when the refund will arrive. Could never arrive at this rate!

C.L Facebook 5-Jun-20

I've been waiting more than 18 weeks

J.L Facebook 5-Jun-20

I should have been in Australia but due to Covid - I am not, I WAS a Qantas fan but now thoroughly annoyed, I booked the dream holiday for husband's birthday but now we are still waiting for our refund- communication on Qantas part is appalling!Some Australian travel companies have been

QANTAS REFUND?

amazing.. Qantas however have long, long wait times on phones, they say they will email but haven't, a long wait on the phone does confirm that you are due a refund but can't tell you when! As I booked and paid months ago- (last year) I thought I would be entitled to get a prompt refund-nothing has arrived in my account yet. It is not good enough!

S.M Facebook 5-Jun-20

Can you please just answer the request for my refund that flight centre have made, I cannot claim my insurance on all my other holiday booking parts until they know if you are going to honour the refund so at the moment Qantas seems to be the issue with the refund of \$10,000 of my money. I would love to go on a local holiday instead of Central America that I was meant to leave for next week but at the moment I have no holiday and no refund so will be sitting at home?!

L.B Facebook 5-Jun-20

They don't need assistance they have lodged claim with Qantas 4.5 weeks ago after they got flight changes saying that they could make claim. Qantas told them at least 12 weeks for a refund but if you could at least update if it is approved I could make a claim on the rest everything is on hold because of Qantas Qantas are the ones that need help clearly!

L.B Facebook 5-Jun-20

It has a COVID-19 warning on it basically saying it won't help in these matters... Qantas just need to do what is right! I thought they were better than other airlines but will be the last time I will book with them internationally again! My Bali holiday doesn't leave for over another month and that airfare is back in my account already but Qantas cannot even tell me if my Mexico holiday leaving this week will even get refunded yet?!

L.B Facebook 5-Jun-20

ALSO waiting and waiting for a refund for travel that was cancelled back in March! Have tried to be patient and understanding when told the time frames of the refund - however this has passed and still waiting! In recent correspondence they said 2-7 working days ... NOTHING! Reading all these comments of others waiting - certainly makes me wonder if anyone will see their refund?

M.M Facebook 5-Jun-20

All tickets cancelled by flight companies are globally refundable. What are you doing with our money for an even non-operated flight? ?

D.Z Facebook 5-Jun-20

Absolutely disgraceful company. I was advised I would have my refund back in 6 weeks funnily enough 6 weeks has gone and still nothing. This flight was

QANTAS REFUND?

from NZ back home to the U.K, explained to quantas that I needed the money to get back did they care no nothing just kept referring me back to travel agent who's as useful as a stomped toe. Anyone thinking of booking with this airline DONT they have no communication in place can't even get through on the phone. Quantas any chance you could give me my money back like you were meant to??? My bank is now taking this further and I am also going to the regulator absolute joke of a company

L.S Facebook 5-Jun-20

Probably no-where. My refund credit won't pay for a return ticket to anywhere. How can you honestly charge \$438 for a one way ticket Townville to Brisbane when on your web page it's \$180?? Seriously, i want a reply, i want to know how this is allowed?

V.P Facebook 5-Jun-20

I have been waiting more than 10 weeks for a credit for flight to USA. Flight cancelled. No one to speak to or reference number or email response. How do I know this was even actioned?

M.O Facebook 5-Jun-20

Qantas, how can you issue a ticket in our names yet when we try and find out the status of our refund you tell us to go to the Travel Agent. While the travel agent facilitated the purchase you issued the ticket in our name. Why can you email us to tell us you cancelled our flights yet we aren't allowed to find out from you the status of our refund? Pretty shoddy

R.L Facebook 5-Jun-20

Qantas telling me via dm that you can't tell me anything is not a response. Our tickets in our names are issued by STA on behalf of Qantas. Qantas suspended all flights back mid March. We were due to travel 10th of April. Why can you contact us directly to tell us our flight is cancelled but when we are trying to get a refund all we hear from STA is Qantas hasn't refunded our flights. I stand by my claim that Qantas are being very shoddy and passing the buck

R.L Facebook 5-Jun-20

Wish I could get a trip organised but after waiting 1.5 hours on hold x2 attempts today to call Qantas to organise a refund on my cancelled flights, makes it hard

J.W Facebook 5-Jun-20

I have been waiting more than 50+ days for a refund for flight to UK. Flight cancelled. No one to speak to via phone as keep being hung up on no address to email to contact? How do I know this was action and the status of the refund?

QANTAS REFUND?

L.C Facebook 5-Jun-20

I am still waiting for my refund for my family flights to Montreal. My flights were cancelled by Qantas March 12 and I have called multiple times and have been told the refund is coming, we were told 14 business days back in March, then it was to be in my account latest by the 25th of May, then two weeks ago I spoke to ***** who said she was manually processing my refund and I'd see it in 5 business days. ALL LIES! I called yesterday and the lady said she would speak to her manager and call me back first thing today. No call returned. PLEASE STOP LYING AND REFUND MY MONEY AND POINTS!

H.K Facebook 5-Jun-20

Like many others I'm also waiting on my refund. We were originally told two weeks, and then after two weeks we were told 6-8 weeks. Now after this long we're being told 8-10 weeks. I understand you are dealing with a lot of refunds but this is really poor service. Refunds should be automatic through the system & I'm starting to feel that Qantas is purposely holding onto my money.

R.F Facebook 5-Jun-20

Qantas agreed to refund our flights 10 weeks ago, it would be refunded in 30 days they said, 10 weeks later multiple calls and no refund. Air New Zealand refunded in 2 weeks....looks like I'll never be flying qantas again...

A.C Facebook 5-Jun-20

When you get "your flight has been cancelled" email, it should have - refund / credit / other button. It should not be several different emails which basically push you to credit but "contact us" for a refund - I've been hoping for my callback for 4 hours rather than being on hold and I'm still waiting this is absolutely ridiculous as someone who works in an industry that is refunding/crediting tickets. It does not take 8-10 weeks can someone actually get in touch with me Qantas...

P.C Facebook 5-Jun-20

The cat's out of the bag Qantas, endless pissed off customers still waiting for refunds. 🐾

C.S Facebook 5-Jun-20

Either would be lovely if only you weren't taking so long with all our refunds for flights cancelled. Can appreciate the need to be patient but was originally told 45 days, then by the end of May and still waiting. Am currently waiting by the phone for another 30 mins and have noticed you've removed the call back option and estimate of queue length which I assume is a move to continually improve your customer service. Also several erroneous and confusing emails about credit that didn't apply in our case have not helped

QANTAS REFUND?

haven't helped at all. So yes being patient but difficult when the communication is so poor in addition to the service being extremely slow.

G.G Facebook 5-Jun-20

2hrs and counting on a phone call listening to the same terrible music, still with the starting advisement of refunds taking "8-10 weeks". Well that's a crock isn't it.

Requested a refund 12 weeks ago today for a cancelled flight that was dated almost 6 weeks ago now.

I can honestly say if you are the only flight option in future for a trip then I'll plan something different.

Abysmal doesn't even come close to describing how bad the customer service has been through this.

J.G Facebook 5-Jun-20

At home trying to reach Qantas for our \$6000 refund...

A.D Facebook 5-Jun-20

I won't be booking again. I've been waiting over 12 weeks for a refund I was promised in 5 weeks, at the most. How can they hold customers funds and not repay refunds and simply say "we have a backlog and are doing our best to process it ASAP?" What a joke. I can't get a straight answer from anyone- all I get is "thank you for your patience". I am NOT patient anymore! Process my refund now- like you said you were going to 7 weeks ago!!!! I'm a small business owner. I refunded my clients their COVID deposits immediately. I'm SO disappointed in you Qantas terrible lies I've been fed about when I'll receive my refund. Do the right thing, contact me and process it NOW!

M.C Facebook 5-Jun-20

Any word on when we get our refund? Applied for it on 9th April. I have sent a pm. Not happy.

J.R Facebook 5-Jun-20

Qantas it has been over 12 weeks since we were told we would be getting a refund. What are you guys doing?! This is getting to be a joke now. How long do we have to chase you??

R.E Facebook 5-Jun-20

Hi qantas - I've been waiting for a refund for 10 weeks. Booking disappeared from my qantas app about a week ago but I've had no correspondence. How do I know if my request has been processed? Thanks

E.H Facebook 5-Jun-20

Still awaiting my refund. 5 unanswered PMs. Why is this taking so long and why don't you reply?

R.B Facebook 5-Jun-20

QANTAS REFUND?

I've been waiting 12 weeks now for my refund and still no sign of being processed. Called and waited more than 1 hr and no one picked up. That's how you lose customer Qantas

C.O Facebook 5-Jun-20

Is this someone from the 'Resolutions Team' who is 'about to be with me soon'. Have been on hold five time's in last 24 hours for a total of close to three hours, being cut off each time without actually getting through to anyone who could help. Flights cancelled 13 weeks ago and still no refund or credited points back to account. And they want us to know what 'valuable customers' we are. The phone support system for QFF members is a third world disgrace and should be called out for what it is. Booooo

D.B Instagram 30-May-20

4 months and counting on my refund. Not happy @qantas

R.R Instagram 30-May-20

My husband & I are still waiting for our refund for cancelled trip.

Was emailed a BPay refund form which was completed & returned 2 weeks ago - still NO money from Qantas!

K.W Facebook 27-May-20

Lesley Fasala Good luck - Qantas don't answer phones, don't reply to emails & don't refund!

K.W Facebook 27-May-20

Still waiting for refunds for our cancelled trip, the flight credit was of no use because we can't do it within

12 months of the booking date. Went through all the motions on the web site, spoke to Qantas and nothing!

That's 253000 points and about \$400 gone. Thanks for nothing Qantas.

P.W Facebook 27-May-20

We have been waiting for a refund since late March and was told on April 1 I would receive refund within

14 days. My partner has called no less than 3 times since and have been given 2 different dates of when

we will receive payment which have been wrong and still not received payment nearly 2 months later from

the first date. When will we receive this refund????

J.A Facebook 27-May-20

Same have been waiting for a refund since late March and now told they are so busy that we wont get a refund until end of August They are great at taking your money but not so great in refunding...

J.O Facebook 27-May-20

QANTAS REFUND?

Qantas I won't be booking again. I've been waiting over 12 weeks for a refund I was promised in 5 weeks, at the most. How can they hold customers funds and not repay refunds and simply say "we have a backlog and are doing our best to process it ASAP?" What a joke. I can't get a straight answer from anyone- all I get is "thank you for your patience". I am NOT patient anymore! Process my refund now- like you said you were going to 7 weeks ago!!!! I'm a small business owner. I refunded my clients their COVID deposits immediately. I'm SO disappointed in you Qantas terrible lies I've been fed about when I'll receive my refund. Do the right thing, contact me and process it NOW!

M.C Facebook 27-May-20

I have booked 2 x Return flights to the US in October/November using frequent flyer points. At this stage our trip is not looking like we can go. Will I be able to cancel the trip, and have the points reinstated and receive a refund for the fees and taxes that were charged to my card? The booking was made in February 2020 for departure mid October from Brisbane. Thank you

J.G Facebook 27-May-20

I have been waiting for a refund from Qantas for 10 weeks and one of your call centre operators just hung up on me and refused to transfer me to a manager when I requested. She also advised that I am not allowed to call for an update until I have waited 13 weeks for the refund. Is this how you treat customers? Whilst I understand this is exceptional circumstances but I have not had this treatment from other airlines. It is disgusting.

C.J Facebook 27-May-20

..Still waiting on airfare refunds from May & October tho. Was 6-8wks, now 12wks. No excuse QF there should be no hold up or BSP issues airline/tkt/gross fare/tax/comm/net fare should all match automatically.

L.H Facebook 27-May-20

I can honestly say that I would be reluctant to book with Qantas again after cancelling my flight for this Saturday in March this year and being told that I won't get a refund until August this year Flight has been cancelled anyway and I was charged a cancellation fee of \$550 per ticket.. Disgraceful.....

J.O Facebook 27-May-20

Hope you had better luck than me... they got back to me but sorry can't help because I booked through travel agent. Travel agent says QANTAS have advised them not to chase refunds so guess I will just have to wait 5 months to get my money back They're happy to take your money but not so happy to give it back.

QANTAS REFUND?

J.O Facebook 27-May-20

Hi Qantas, we too await our refund 12 weeks and counting. Getting a bit impatient now. Please reply to me about this.

A.D Facebook 27-May-20

I have been waiting for over 13 weeks for a refund. I have sent a Customer Complaint Ref ***** and PM. Please ensure this is looked into.

C.N Facebook 27-May-20

So i book a flight for July, flights get cancelled 3 times and then say none are available even though still advertising them ? Oh then say we will process a refund so you can book with another airline but the refund will take 10 weeks mmmm got a cash flow problem do we Qantas !!

A.D Facebook 27-May-20

How to get into contact with someone from Qantas? Been waiting 4 months for a refund that was meant to take 12weeks.

Sent emails and they said they will get back to me, tried calling been on call waiting for over an hour.

H.N Facebook 27-May-20

Hi Qantas, I'm trying to contact you regarding the process for requesting a full refund for our international flights that have now been cancelled by Qantas. Have PM'd you.

D.D Facebook 27-May-20

Qantas, cancelling flights but then making it impossible to initiate a refund process online is not okay. It's made worse by you requiring customer call a customer care line with an hours-long queue. I for one am not going to sit on a call (whilst overseas) while you muck me about. I would ask you to promptly offer refunds and make it easier for customers to request them.

If you fail to make it easier for your customers to request refunds (required by law), maybe expect us to spend the time we could be in your phone queue writing to our local MPs and making it very clear that the government should not be providing any of our tax-payer funds to help your finances.

If we as tax-payers are going to help out you financially, you should at least promptly refund cancelled flights as required by law.

T.L Facebook 27-May-20

How'd you go with this? I too am chasing a refund and frustrated I can't do it online. I'm sick of sitting on hold on the phone for ages and getting nowhere.

R.B Facebook 27-May-20

I've been waiting around the same time - every time I contact Qantas I get a different answer and I get "please send through your details" WHY?? I have sent them through multiple times!!! absolutely disgusting.

QANTAS REFUND?

K.A Facebook 27-May-20

Qantas we are now almost at the stage of seeking legal advice to get our money back from flights we have booked. We have been informed by Qantas many times over the last few months it will be refunded. All these contacts with Qantas have been documented.

When Qantas when. Maybe I need the \$7500.00 to feed my family in these tough times. I have jumped through hoops doing everything asked. I have received the "you will be refunded shortly" email stating banks may take some time to release funds. Complete stalling tactics by Qantas

The service received is absolutely appalling.

Qantas should be held to account by the federal Government for the treatment of customers.

My guess is that without legal action is that we will never get our money back. Qantas is difficult to contact and will not get back to you to answer questions. I bet there are thousands in the same boat being treated with disrespect for loyalty to a supposedly great Australian Company.

J.S Facebook 27-May-20

We booked a Thailand holiday for last April.. Couldn't go due to COVID 19.

At the time, Qantas gave us the option to rebook but it had to be within one year of our original booking.

But since then, you have offered customers a free change option within two years.

So we booked for the latest time possible, which was this Sept. But no travel allowed.

So Qantas now want to charge us \$880 to change our holiday to a time when we can actually fly - despite promising to not charge a "change" fee.

(You claim that we already changed it so that was our "free" change) Can someone please sort this out for us?

I have tried PM but it won't connect through.

M.B Facebook 27-May-20

Actually I'm looking forward to the day I actually receive my refund from Qantas I've only been waiting best 3 months!!!! #hurryup

K.N Facebook 27-May-20

..Is it because I had multiple people booked that it cost too much for you to pay me back?...

C.S Facebook 27-May-20

QANTAS REFUND?

I have spoken and talked to many of your customer service team members about a refund that I have been waiting from mid March! With very limited answers. I now get told I'll receive it in AUGUST!

I don't want any contact from you guys unless it's about my refund going back into my bank account

C.S Facebook 27-May-20

It would be great to be able to use my points or book a flight but you are still yet to refund my money and points from my cancelled trip.

A.K Facebook 27-May-20

Yes I have spent a lot of money with qantas and very disappointed with their handling of not giving my money or points back in a timely fashion.

A.K Facebook 27-May-20

Help me pls Qantas. I am waiting on a refund from a booking cancelled end March due to COVID and the State shutting down borders. But have heard nothing. I have tried to call and send emails, but no response. This seems like a very long time to wait for any feedback / response from Qantas. Over 12 weeks.

S.T Facebook 27-May-20

I would like a full refund for my flights with qantas - WJ offered a credit - I would like a refund - please get onto it - you can PM me and we will begin the process.

L.L Facebook 27-May-20

STILL waiting for our refund from MARCH ! We've been told 2 weeks, 2 weeks.. repeatedly since early April. WHEN Qantas, WHEN??

L.S Facebook 27-May-20

Still waiting on refunds since early March, what is going on Qantas, you said 6 - 8 weeks?!

R.E Facebook 27-May-20

Flexible? You make it almost impossible to obtain a refund as cannot get through via phone or messenger. Due to Qantas making significant changes to my flight that impacts my travel plans I want a refund not a voucher. My next step is to contact my bank and advise them that you failed to provide the service I paid for

J.K Facebook 27-May-20

Terrible company. Refusing to give me a refund after nearly 5 months despite the ACCC calling them out for their shocking handling of Covid Refunds.

Where is my money Qantas?

A.S Facebook 27-May-20

QANTAS REFUND?

We cancelled our flights from Auckland to Johannesburg more than 10 weeks ago and are still waiting for a refund.

We were originally told via email that it would take 5 days for us to receive our refund, which then moved to 45 working days, then 10 weeks, and now? Each time we phone Qantas (after waiting for hours on hold) the call agent makes us sound like we are a menace for even daring to contact them, when it's Qantas that is still holding our money. Incredibly frustrating and distressing!!!
E.M Facebook 27-May-20

I've been waiting since April 1 QANTAS for a refund & no progress - do you reckon it will be sorted this year please?

B.F Facebook 27-May-20

Just a reminder everyone. Qantas is legally required to give refunds for cancelled flights, not credit. If you feel Qantas is not doing this, I would encourage you to lodge a complaint with the ACCC and send them any correspondence with Qantas.

T.L Facebook 27-May-20

Happy month-aversary Qantas! 3 months since I sent my first email with no response to date with many follow ups from me. Cheers to you. Respond or Refund

N.B Facebook 27-May-20

How about giving your flyers refunds for flights to LA in August which the government said will not be happening???

B.P Facebook 27-May-20

Vouchers useless to me now for flights which I cannot use Please refund my money

G.S Facebook 27-May-20

Well, your COVID19 refund promise for paid flights that was canceled is a SCAM!!!

R.V Facebook 27-May-20

If anyone is still waiting on a refund please report to the ACCC. Takes 10 minutes online!! 👉

S.B Facebook 27-May-20

I'm still waiting on my refund. Since qantas canceled my flight from lax to Sydney for July. I'm hoping for a full refun soon.

J.D Instagram 23-May-20

Still waiting for my refund :(

N.A Instagram 22-May-20

Such a great Australian company...

QANTAS REFUND?

We do have however have out standing \$1500 worth of paid accomodation in August that we purchased through the company which they would appear not interested in reimbursing. It's not our fault that we are unable to travel due to COVID, and yet Qantas couldn't care less! Have been trying to get some assistance from them with no avail. Would think that this large company might try and help the Australian traveler that supports them. Not very Australian I'm thinking!

J.C Facebook 22-May-20

Qantas didn't refund me yet as they cancelled the flight back to NZ .. not satisfied with them

Y.S Facebook 22-May-20

They'll be not flying a lot longer if you keep withholding people's refunds.

J.S Facebook 22-May-20

Still waiting for my refund for my partners and I trip to Japan that was cancelled on March 18th.

Understand the state of the world but 3 months is criminal to wait for a refund especially after multiple attempts at claiming the refund.

Still just waiting

K.B Facebook 22-May-20

Redundancies? Why not make it refundacies?

J.S Facebook 22-May-20

Yahya, your'e lucky. We have been waiting three months for a \$10,000 refund on business class flights to Africa...and still nothing. No wonder Qantas says it has sufficient cashflow to survive. It is our cash not being returned.

C.S Facebook 22-May-20

Had the same problem today trying to get my refund back (cash and points) that was promised via phone call from Qantas on May 4 and due "in 45 days" according to the Qantas rep at the time. Might be time to call the lawyers in.

J.W Facebook 22-May-20

I am still waiting for my refund for my family flights to Montreal. My flights were cancelled by Qantas March 12 and I have called multiple times and have been told the refund is coming, we were told 14 business days back in March, then it was to be in my account latest by the 25th of May, then two weeks ago I spoke to *** who said she was manually processing my refund and I'd see it in 5 business days. ALL LIES! I called yesterday and the lady said she would speak to her manager and call me back first thing today. No call returned.

PLEASE STOP LYING AND REFUND MY MONEY AND POINTS!

H.K Facebook 22-May-20

QANTAS REFUND?

I just want my refund that I have been waiting for for 3 months! That would be a good start,

U.C Facebook 21-May-20

Uh huh. I might care if you would process my refund.

J.S Facebook 21-May-20

I have been waiting months for my refund and I have been promised twice that it has been processed. It is getting harder and harder to contact you to chase this up, and I can only assume I have been lied to about the refund that was supposed to be "on its way" to me.

H.T Facebook 21-May-20

Still waiting for my refund for my partners and I trip to Japan that was cancelled on March 18th.

Understand the state of the world but 3 months is criminal to wait for a refund especially after multiple attempts at claiming the refund.

Still just waiting

K.B Facebook 21-May-20

I am still waiting for my refund for my family flights to Montreal. My flights were cancelled by Qantas March 12 and I have called multiple times and have been told the refund is coming, we were told 14 business days back in March, then it was to be in my account latest by the 25th of May, then two weeks ago I spoke to *** who said she was manually processing my refund and I'd see it in 5 business days. ALL LIES! I called yesterday and the lady said she would speak to her manager and call me back first thing today. No call returned.

PLEASE STOP LYING AND REFUND MY MONEY AND POINTS!

H.K Facebook 21-May-20

No one should buy a flight with them I called before I bought my flight a 2 month ago they said that it was confirmed, they sent me e-mail with my booking confirmation 2 days ago and today send me a e-mail saying that my booking was canceled and to get my refund it can take 20 weeks, if you have a look I'm asking a more than 2 weeks about my flight. I need departure coz my visa will be expired in 1 month so I'm trying an endorsement like the law says but the attendant said that if I want to fly home I should buy a new ticket in another company, that now costs 2 times more than what I bought with Qantas and wait for the refund. Qantas do you think I have a money tree? Why are you selling tickets that cannot be delivered. I hate this company. I forgot I told for this guys that other companies are flying and I want a compensation, like the law guarantees to the customer but one more time they lied, they told me that there were not flights available I went in the same time in the website and it was available.

QANTAS REFUND?

V.R Facebook 21-May-20

Terrible company. Refusing to give me a refund after nearly 5 months despite the ACCC calling them out for their shocking handling of Covid Refunds.

Where is my money Qantas?

A.S Facebook 21-May-20

Been waiting for 10 weeks for a refund.

R.A Facebook 21-May-20

Would love to travel. Still waiting on my refund and credited points. Waited patiently for the suggested 45 days but still nothing. My travelling companion had her refund processed 2 weeks ago. Not happy Qantas

J.S Facebook 19-May-20

Very relevant - customer confidence in Qantas is being damaged by poor management of refunds, poor communication and lack of fairness/ accountability.

E.J Facebook 19-May-20

Qantas keep promising a refund and blaming the banks for the delay. Release the funds Qantas. We could all do with the money in our accounts. Appalling service. The Government should be making them accountable.

J.S Facebook 19-May-20

Qantas put out all these happy shiny everythings fine ads but it hides their dark soul, taking peoples money and not giving refunds. I bought return flights from Tas to Sydney for late May and July and just because I got them from edreams online travel agent Qantas and Jetstar tell me to contact them, but I cant contact them, on my credit card there are clearly withdrawals from Jetstar and Qantas along with edreams small \$50 fee, Qantas and Jetstar took my money, but wont refund me. Criminals. Never again flying with Qantas or Jetstar if I have a choice.

J.T Facebook 19-May-20

Its impossible to contact Qantas by phone, impossible.

J.T Facebook 19-May-20

Still waiting on my refund to come through that's been promised. No desire to sit right next to someone or fly on a packed plane during Covid!

S.A Facebook 19-May-20

A refund for the fares I asked to cancel (which you ignored for weeks) would be wonderful.

E.J Facebook 19-May-20

Qantas thank you, but the response is not a resolution. Credit still not being honoured. Qantas needed to make it clear the value of both refund and

QANTAS REFUND?

credit so an informed choice could be made. A 0 value refund is not "a refund"
N.K Facebook 19-May-20

Qantas Will do until the Qantas 0 refund (not made clear) is a credit. The tax refund is not the Qantas fare. that is airport taxes. Qantas have refunded 0, we need the credit. 0 or credit? of course the credit.

N.K Facebook 19-May-20

Agree and also getting a budget service as I am also still waiting for a refund

K.K Facebook 19-May-20

How about that refund, Qantas?! Been two months already! 🙄

J.E Facebook 19-May-20

Would be great to get a refund instead of a credit for flights to the USA that we can not do now due to the inability to travel as well my own financial issues.

Why is Qantas still trying to sell flights that can not fly internationally till 2023?

C.P Facebook 19-May-20

I called the customer service hotline on 23 Mar and a staff member confirmed that our previous payment will be refunded. Without any sign and refund, I call again on 10 Apr and was told that the request has been approved but needed 45 days for the payment to be processed (to my credit card account). It is now more than 45 days after my request but I haven't got any refund. How long will I have to wait please

C.C Facebook 19-May-20

FEELING YOUR PAIN, I have called multiple times, been left hanging on hold for hours at a time, promised a refund/ credit but still nothing, my flight was cancelled on back in March, pretty poor service from our major airline.

K.L Facebook 19-May-20

Unferstand took ages for ours and oh no refund!!! A credit note only minus a 58 dollar fee!!!..

L.M Facebook 19-May-20

My health would be a lot better if I got a refund without penalty of just under \$14,000....

M.B Facebook 19-May-20

Why don't you actually refund your existing customers before making plans to sell more seats?

A.K Facebook 19-May-20

I'm still waiting on my refund as you promised and then denied.

N.B Facebook 19-May-20

QANTAS REFUND?

You're not alone. It's a very poor reflection on Qantas, and affects consumer confidence more generally.

E.J Facebook 19-May-20

Why should I ever trust Qantas again? No refund yet after waiting 10 weeks.

R.A Facebook 19-May-20

My wellbeing would be greatly increased if I received my refund.

J.S Facebook 19-May-20

Disgusted that you have cut off your staff struggling with cancer. Greedy and I see you aren't bothering to provide customer refunds either.

A.P Facebook 14-May-20

I won't be booking with Qantas again. I've been waiting over 12 weeks for a refund I was promised in 5 weeks, at the most. How can they hold customers funds and not repay refunds and simply say "we have a backlog and are doing our best to process it ASAP?" What a joke. I can't get a straight answer from anyone- all I get is "thank you for your patience". I am NOT patient anymore! Process my refund now- like you said you were going to 7 weeks ago!!!! I'm a small business owner. I refunded my clients their COVID deposits immediately. I'm SO disappointed in you Qantas terrible lies I've been fed about when I'll receive my refund. Do the right thing, contact me and process it NOW!

M.C Facebook 14-May-20

No one should buy a flight with them I called before a bought my flight a 2 month ago they said that it was confirmed, they sand me e-mail with my booking confirmation 2 days ago and today send me a e-mail saying that my booking was canceled and to get my refund it can that 20 weeks, if you have a look I'm asking a more than 2 weeks about my flight. I need departure coz my visa will be expired in 1 month so I'm trying a endorsement like the law say but the attendant said that if i want to fly home I should buy i new ticket in other company, that now cost 2 times more then day that I bought with Qantas and wait the refund. Qantas do you think i have a money tree? Why are you selling tickets that can not be delivery. I hate this company. I forgot i told for this guys that other company are flying and i want a compensation, like the law guarantees to the customer but one more time they lied, they told me that are not flight available i went in the same time in the web site and it was available.

V.R Facebook 14-May-20

More comments on your page are asking for customer care after cancellations and no response from Qantas. No one from Qantas answering phones or emails? Qantas do you think its time to start addressing the 1000s

QANTAS REFUND?

you have left out in the cold some time soon? I bet they had service back when that RFDS plane was flying.

N.K Facebook 14-May-20

Any chance of a refund or are you still ripping people off ?

M.F Instagram 13-May-20

Can't wait for my refund!

T.T Instagram 13-May-20

Exactly 8 weeks today and never heard of my refund. I was first told 2 weeks then up to 8 weeks which has been completed now.

That's disgusting how you are treating customers. All we want is a solid answer, not a bunch of bots copying and pasting the same lame stuff. Shame on you

J.K Instagram 13-May-20

No one should buy a flight with them I called before a bought my flight a 2 month ago they said that it was confirmed, they sand me e-mail with my booking confirmation 2 days ago and today send me a e-mail saying that my booking was canceled and to get my refund it can that 20 weeks, if you have a look I'm asking a more than 2 weeks about my flight. I need departure coz my visa will be expired in 1 month so I'm trying a endorsement like the law say but the attendant said that if i want to fly home I should buy i new ticket in other company, that now cost 2 times more then day that I bought with Qantas and wait the refund. Qantas do you think i have a money tree? Why are you selling tickets that can not be delivery. I hate this company. I forgot i told for this guys that other company are flying and i want a compensation, like the law guarantees to the customer but one more time they lied, they told me that are not flight available i went in the same time in the web site and it was available.

V.R Facebook 9-May-20

Qantas no one solve my problem just give me a big f.. your self but I'm tried to keep in touch with this shift. Thanks Qantas for nothing. I keep hope the money came in the alright day and how i told i need the e-mail to solve my self the problem.

V.R Facebook 9-May-20

I have been waiting for a refund for more than two months. I was advised two weeks ago, that my refund had been processed. I still have not received my refund and communication has been terrible. WHERE IS IT? I need someone to personally follow up about this.

S.R Facebook 9-May-20

QANTAS REFUND?

Can somebody please respond my to refund request via messenger it's been over 24 hours no response

O.G Facebook 9-May-20

Stop wasting time on these posts - how about process the refunds, it shouldn't take 5 weeks.

R.H Facebook 9-May-20

Something fishy about not processing refunds after 10 weeks.

J.S Facebook 7-May-20

So Qantas can cancel your flight email you directly to tell you your flight is in the date range that it will be credited/refunded but as soon as you ask them for clarification on the status of your ticket, they tell you that you have to go back to the travel agent

R.L Facebook 7-May-20

Facebook Messenger takes ages for QF to reply tho plus up to 45 business days for refund!!!!

J.D Facebook 7-May-20

I've been waiting for a refund for more than two months now. Was told it had been processed two weeks ago (finally) but it still hasn't appeared and can't get anyone to get back to me to sort it

S.R Facebook 7-May-20

Do you know what customer service is? I've sent many messages, email and also online customer complaint! No response at all. It's been over a month Qantas

C.L Facebook 7-May-20

People who have been waiting months for refunds from Qantas on fully refundable flights!!

N.B Facebook 7-May-20

Qantas any reason why after 15 days my request to you for an insurance letter has not been met ? I'm over \$1000 down and need to try and put in a claim for monies owed, yet Qantas will not respond to tell me if the refund will come from you or Fly 365. I have sent numerous emails, messages and waited hours on the customer care line to be met with nothing.

S.H Facebook 7-May-20

Hey qantas I have tried 3 times today and been on hold for over 4 hours just to be cut off. I would like a refund for my flight cancellation so I can try and get home to New Zealand.

A.W Facebook 7-May-20

QANTAS REFUND?

I've been waiting for a refund for more than two months now. Was told it had been processed two weeks ago (finally) but it still hasn't appeared and can't get anyone to get back to me to sort it

S.R Facebook 7-May-20

I had my refund issued they've stated 8 to 10 weeks

A.W Facebook 7-May-20

My flight has been cancelled and Qantas does not want to give me a full refund — they want to keep \$400 of my money for the “cancellation” when it wasn't my decision to cancel. I need a full refund in order to book with another airline. I am an international student stuck by myself overseas.

How is this fair?!

I'm so angry. Never booking with Qantas again.

L.D Facebook 7-May-20

Why are you charging cancellation fees on flights that you cancelled.....

L.F Facebook 7-May-20

Hello @qantas please can you tell me an email address I can use to request a refund rather than a credit voucher for my cancelled flight? Thanks

S.C Instagram 7-May-20

Maybe it's impossible to reach them!

A.B Instagram 7-May-20

Still waiting on my refund. Medical certificate provided and not a whisper from Qantas on where my money is

R.R Instagram 2-May-20

When is qantas going to refund me when it was already confirmed via the link on 7 apr 2020?! I am even paying for the 300 dollars cancellation fee, but qantas isn't refund me the balance yet! WHEN?!

B.T Instagram 2-May-20

Like so many of the commentators below we are waiting on refunds for cancelled trips. Multiple emails not responded to and next to useless call centres. Standard Covid19 excuses about delays (it will be the stock standard excuse for everything for sometime) but certainly not noticing any delays in marketing emails being sent. One has to wonder if Qantas is delaying refunds due to solvency issues? As to accountability have a look at the web site and corporate information to see if there is any officer of the company with any contact details. The faceless and unaccountable. In the meantime the customers are left lamenting calling overseas call centres with inexcusable delays and most often without resolution.

T.D Facebook 1-May-20

QANTAS REFUND?

All you have done is said the refund is being processed. No commitment as to when. I'm sure you will have noticed the common thread of commentators as to the lack of performance by Qantas in attending to these matters. Maybe as I queried there are issues of solvency here?
T.D Facebook 1-May-20

I received a refund today of a third of what I paid. No explanation. No contact. I have called several times and has dropped out or have waited too long it gets cut off. Sent an email to customer service and no response. I would like to be contacted to discuss. Very poor customer service thus far.
K.R Facebook 1-May-20

Hello please advise where my refund is for my flights I cancelled on Feb 21. As confirmed with flight centre part refund will be process within 3mths!
Now it's 5month already!!!!
A.F Facebook 1-May-20

Qantas Qantas no one solve my problem just give me a big f.. your self but I'm tried to keep in touch with this shift. Thanks Qantas for nothing. I keep hope the money came in the alright day and how i told i need the e-mail to solve my self the problem.
V.R Facebook 1-May-20

Still waiting on a refund to be "processed" from the 17th of March. Perhaps spend less time on marketing and more time on giving your customers back their money.
A.W Facebook 1-May-20

So Qantass, you finally returned my flight refund yet you think you can also just keep the \$99.55 I paid for the extra leg room seat. Please process and pay this, it was charged to my Amex on 28 February 2020. Your ref # for the flights was ***** in my name, *****. Cheers.
W.S Facebook 1-May-20

I'm still waiting after 3months..
D.S Facebook 1-May-20

Hey please quantis what's happening about our refunds? It was cancelled because I was supposed to fligh today to NZ. Can you please give me a answer
E.S Facebook 1-May-20

I'm dreaming of the time Qantas will respond to my email regarding incorrectly issuing a refund the dream has been going for three weeks, it has turned into a nightmare.
G.L Facebook 1-May-20

QANTAS REFUND?

I am exactly the same as you. Cancelled and asked for a refund in mid March (for travel during travel ban period) told I would get refund. tried to contact various ways, eventually got a response on messenger on 21 April confirming a full refund but no money refunded yet.

H.A Facebook 1-May-20

Lucky you! I've been waiting 10 weeks after being told i would receive a refund in 10 days

J.E Facebook 1-May-20

7 weeks ago, due to COVID-19, our flights were cancelled. We were given confirmation from head office with regard to a full refund, via phone after multiple calls and hours trying to get through to anyone from Qantas. We are still waiting for our refund. Qantas has had our \$2996.00 since 3rd June 2019. I feel the delay in refund is now unreasonable. Very disappointed to say the least!

S.S Facebook 1-May-20

Keeping the Qantas dream alive for itself while its customers are given a credit voucher which may be worthless in 12 months time! You deserve a class action and you are going to get one, you will not refund customers and you cannot guarantee to provide a service so refund our money!

D.B Facebook 1-May-20

How about refunding the money we were ripped off when we paid for business class fares from Mumbai to Sydney, which we were unable to use as the tour company cancelled our tour early and instead of you transferring our trip, we were forced to pay out another \$4,000 to fly economy from Delhi to Sydney

A.S Facebook 1-May-20

Qantas I STILL HAVE NOT received my refund after 3 Mon the now.

D.S Facebook 1-May-20

Qantas

You cancelled our March flight without any notification. We have been stuck in Asia since then.

Now we are trying to redeem our return ticket which you cancelled and you are trying to extort an exorbitant amount of money from us to get on that return flight which we already paid for. Not only that, you cant even confirm the return flight but you are asking money for it..

You didnt even give us the redeem code but asked us to contact you after which you dont answer any emails or phone calls.

We've been stuck in a foreign country for months now and all we want to do is to get home to Australia.

QANTAS REFUND?

Do you have any compassion Qantas?

J.M Facebook 1-May-20

Hello please advise where my refund is for my flights I cancelled on March 19th. I also rang to follow up on March 24th and was told my refund was confirmed in the system (an agent named Sam confirmed he could see the full amount and no cancellation fees deducted which is correct) and that it would be refunded in 10 days. I still do not have the refund even after supplying further confirmation on my choice of wanting said refund on April 9th (no idea why you asked for this again). Please advise as waiting for a refund for nearly 7 weeks is shocking.

A.H Facebook 1-May-20

Like others, I also dream of the time #Qantas will refund my thousands of dollars they owe me. I have spoken to people at #Qantas but told to wait, wait, wait. Started at 10 days six or seven weeks ago, and now up to 10 weeks. Ahhh I love to dream.

J.D Facebook 1-May-20

How about committing to the refunds you were suppose to pay and stop charging ridiculous cancellation fees when we weren't allowed to travel?

G.J Facebook 1-May-20

I requested a refund 8 weeks ago for flights that were cancelled! I was told 10 business days! I am owed over \$5000 and I am pretty annoyed at this point. I saved for a long time to take my two boys on this trip and now you are holding onto my money that I paid for a service that didn't happen. I understand why we didn't fly, but I want money back please! I just phoned for about the 4th time and was on hold for 45 minutes and then disconnected. Terrible customer service.

S.L Facebook 1-May-20

I dream of a time when you refund the thousands of \$\$\$ of mine you have been holding onto for over 8 weeks. I also dream of a day when its possible to actually speak to someone at Qantas. We're all dreamers...

G.A Facebook 1-May-20

They are an absolute disgrace. We are waiting on thousands back and got an email saying it's been accepted and will be refunded into your bank which may take a while to be processed by the bank. It's been almost three weeks now since that email. The bank assures me they don't hold the funds it is just Qantas not delivering.

The part that I find the hardest is you can't get an honest answer from them. I hope customers remember this appalling service.

J.S Facebook 1-May-20

QANTAS REFUND?

I was told 6-8 weeks for my refund, 10 weeks now and nothing except constant emails about shopping to accrue more points how about my cash Qantas!

D.S Facebook 1-May-20

Would love to get my refund first. Been 8 weeks.

W.K Facebook 1-May-20

I requested a refund 8 weeks ago and after finally having it confirmed via chat (which I have the transcript) on 2nd April and being advised 10 business days to process I am still waiting for the refund. I understand the current climate and issues and have patiently waited allowing extra time to process. I have also followed up with 2 emails with no reply. Can someone @ Qantas please get in contact asap.

W.J Facebook 1-May-20

I am also awaiting a refund that I requested months ago. I have received conflicting messages and emails and am forced into calling to confirm if my refund has in fact been placed. I am on hold at the moment it's been over an hour wait so far with no indication of wait times. I would love to know when this refund will be processed??!

M.O Facebook 1-May-20

No refund shame on you

H.H Instagram 1-May-20

No refund shame on you

B.L Instagram 1-May-20

Really disappointed.

The latest information states that you can cancel your international flights up to 30th September and get a full credit.

However when I called Qantas I was told that we can get a credit note but when we re book we will be charged a \$225 change fee for each person in our booking.

I was also told that if we just cancel and don't re book it would cost us \$500 per person.

We will now have to wait and hope that Qantas cancel our international flights for August nearer the time. Then request a refund.

We would have been really happy to re book through Qantas for next year using the credit note, but not now that we know we will get slugged with a \$225 each change fee when we rebook ! Shame on you Qantas !

R.I Instagram 1-May-20

QANTAS REFUND?

COMPLAINT --- I have lodged several requests by phone, each time waiting in excess of 3 hours! for a REFUND since our flights in MAY - JUNE 2020, from Sydney to Northern Territory and back to Sydney were of course cancelled. I requested a refund and have now TWICE been assured that a refund is on the way. It is now late November, and that is simply not good enough. My Booking Ref code was is *****. My surname is***. The flights were in the names of **** and ****. WHEN CAN I EXPECT THE REFUNDS? Do I need to contact the ombudsman ?

C.H Facebook 30-Apr-20

Well, your COVID19 refund promise for paid flights that was canceled is a SCAM!!!

R.V Facebook 30-Apr-20

Still waiting for a refund. QFF call centre initially said 45 days, and then they changed it to 8-10 weeks. But, according to a 7news article today, you say that "most customers are receiving their refunds within six weeks". Qantas, why are you hanging onto my money? My flight was straightforward. It wasn't partially flown, it wasn't code share, it wasn't thru a travel agent. You keep pushing grog and other products by email, but no refund. I recommend people still waiting for a refund delete all their preferences for Interests and subscriptions.

M.M Facebook 30-Apr-20

Still waiting for my refund for my partners and I trip to Japan that was cancelled on March 18th.

Understand the state of the world but 3 months is criminal to wait for a refund especially after multiple attempts at claiming the refund.

Still just waiting

K.B Facebook 30-Apr-20

Instead of taking advantage of others misfortune to advance your brand ... why don't you refund your customers for a service you never provided?

B.B Facebook 28-Apr-20

Qantas told me I wasnt entitled to a refund . Got \$60 back for a flight I paid \$310 for that was canceled because I'd covid . Waited 6 weeks for this reply

G.M Facebook 28-Apr-20

Give people back their money you crooks!

G.R Facebook 28-Apr-20

You cancelled our flight home so we rebooked for the following day. You then cancelled that 24 hours later. Still no response except a standard 'we are very busy' email. Where is our refund???

K.P Facebook 28-Apr-20

QANTAS REFUND?

I have twice received confirmation via the app messaging service that I will receive a full refund due to flight cancellation.

This was more than a month ago.

This morning I received an email telling me I had not made contact regarding my flights and as such my flight has been put in to credit.

UNACCEPTABLE Qantas.

J.S Facebook 28-Apr-20

QF how about making it easier for customers to get refunds? I've just received an email telling me I'm getting a voucher instead. Sorry not good enough, I bought a ticket, I expect the service and if not my money back. Wait times on the phone are currently 4+ hours. No online method to ask for a cash refund. Disgusted with this, thieves.

M.P Facebook 28-Apr-20

Dear Qantas, you cancelled my flights, I've tried to call several times to seek a refund, but I can't get through. I can't email you as you don't have an email address. You sent me a (no reply) email over a month ago to say the value of my tickets was stored in 'credit' and you would get back to me again that week - but no contact since then. I would like a refund please.

D.R Facebook 28-Apr-20

Would it not be more prudent to update your customers on the status of their flight refunds & reinforce efforts being made (or not) to revert back to the endless backlog of enquiries? Reviewing the latest string of social media posts, customer concerns seem to be peripheral?

G.K Facebook 25-Apr-20

Qantas please reply me message of the refund because you cancelled my flight. Been waiting for over 6 weeks

H.J Facebook 23-Apr-20

I won't be booking again. I've been waiting over 12 weeks for a refund I was promised in 5 weeks, at the most. How can they hold customers funds and not repay refunds and simply say "we have a backlog and are doing our best to process it ASAP?" What a joke. I can't get a straight answer from anyone- all I get is "thank you for your patience". I am NOT patient anymore! Process my refund now- like you said you were going to 7 weeks ago!!!! I'm a small business owner. I refunded my clients their COVID deposits immediately. I'm SO disappointed in you Qantas terrible lies I've been fed about when I'll receive my refund. Do the right thing, contact me and process it NOW!

M.C Facebook 23-Apr-20

Qantas love the spirit but perhaps you could direct it into refunding people for their cancelled flights....

QANTAS REFUND?

Five weeks later I'm still waiting (and I'm sure there's others that are worse off).

Singapore Air manages refunds in 24 hours... get it together please!

E.P Facebook 23-Apr-20

Qantas I am also still waiting for my refund

K.C Facebook 23-Apr-20

Give me my refund. Then we'll talk about flying

A.L Facebook 23-Apr-20

Like a lot of people here I'm fed up with Qantas lies. I received a response weeks ago saying my refund would be paid. If it wasn't by 7 days to restate my claim for a refund they make it so hard to contact them what a joke they owe me \$3000 plus dollars since March. I feel so helpless as there is no one to turn to except a class action.

G.K Facebook 17-Apr-20

No one should buy a flight with them I called before I bought my flight a 2 month ago they said that it was confirmed, they sent me e-mail with my booking confirmation 2 days ago and today send me a e-mail saying that my booking was canceled and to get my refund it can take 20 weeks, if you have a look I'm asking a more than 2 weeks about my flight. I need departure coz my visa will be expired in 1 month so I'm trying a endorsement like the law say but the attendant said that if I want to fly home I should buy a new ticket in other company, that now cost 2 times more than day that I bought with Qantas and wait the refund. Qantas do you think I have a money tree? Why are you selling tickets that can not be delivery. I hate this company. I forgot I told for this guys that other company are flying and I want a compensation, like the law guarantees to the customer but one more time they lied, they told me that are not flight available I went in the same time in the web site and it was available. @Qantas no one solve my problem just give me a big f.. your self but I'm tried to keep in touch with this shift. Thanks Qantas for nothing. I keep hope the money came in the alright day and how I told I need the e-mail to solve my self the problem

V.R Facebook 17-Apr-20

Have been waiting for four weeks for a refund or credit voucher for a cancelled flight. No communication whatsoever. No replies to messages or emails. Could you redeploy some of your flight or ground staff to help with customer service? And keep them in a job as well?

G.B Facebook 17-Apr-20

QANTAS REFUND?

Team I'm chasing a refund, not credit voucher, for booking ref *****. Travel was due to commence 21 May. Was placed in the queue on 10 April, still no reply.

J.G Facebook 17-Apr-20

This whole industry has collapsed, what do you expect? Of course they're not going to follow the rule book re. refunds etc. We will be lucky if we still have a national carrier at the end of it. Just stop whinging about flight refunds and be happy to at least get a flight credit. It's a mess out there.

P.L Facebook 17-Apr-20

How about you nationally carry my refund back to me as it's been like a month and then some

C.R Facebook 17-Apr-20

Since you own jetstar and want tax payers money too float your business, how about doing the right thing and repaying money on canceled flights first. I've been waiting three weeks. I have in writing confirmation of a refund in seven days this is over fourteen days now. C'mon Qantas do the right thing by individuals doing it tough

B.P Facebook 17-Apr-20

Qantas I have been trying to solve an issue with refund and no luck. Can you please reply to my PM

L.R Facebook 17-Apr-20

I am another who has had their return flight back to the UK cancelled, with no refund and no offer of any help with getting me home. There is a duty of care involved here. At the very least, a little Qantas customer care by responding would help to start with. I've flown Qantas UK-Aus 5 round trips every year since 2006 and used to believe you were the best. Sad that you are abandoning your customers now. Don't you see how you are damaging your brand?

R.R Facebook 17-Apr-20

Take taxpayer cash and yet you owe me thousands in refunds over 2 months old.

G.R Facebook 17-Apr-20

I have been emailing for a refund since 24th March for a refund used 2 different email addresses as of yet no reply I haven't been able to find a contact number the only one on their site is automated . Qantas you need to make it easy to refund your customers.

J.L Facebook 17-Apr-20

Been waiting 4 weeks for my refund and then I get a second form to fill out, saying I am going to lose \$200.00 of my money, even though it was over 4

QANTAS REFUND?

weeks before the flight and being told that we wouldn't lose anything because of the COVID-19.

Pack of liars and I won't be using them again! Still waiting for my refund, QANTAS!

Have been loyal to QANTAS for a long time, but not anymore!

C.B Facebook 17-Apr-20

I'm in the same boat as you. First they said I'd get a refund minus cancellation fees (\$300). They told me today on the phone I am not eligible for a refund at all. Pack of ****!

G.R Facebook 17-Apr-20

I am about at that stage too, booked a holiday before any of the COVID19 situation took place, including flights for my grandmother-in-law who is over 80, and they refuse to offer anything but a refund despite tourists visas being denied entry. What is an 80+ year going to do with a flight credit with COVID19...

C.C Facebook 17-Apr-20

Why don't Qantas just refund cash when they cancel a flight with no other option and how about improving your call system by increasing its capacity and using the option for call back all the time instead of only every now and then. It is absurd that it takes two or more hours to get through to someone.

Concerned because our flight from Brisbane to Melbourne (where we have seats on a repatriation flight out to London) has just been cancelled (April 17 Th) and no alternative offered despite the fact that today we hear and read that Qantas has been paid to keep flights open between capital cities.

We would appreciate hearing from someone in a position of authority. Thank you

J.A Facebook 17-Apr-20

As a resident of a regional town, how about you refund my monies for my June flights instead of "forcing" me to take a credit for them. June is my son's birthday month hence the trip to see him at uni..he's now home so your credit is useless to me with its use by date...and your ONE flight a week to my hometown is insulting..you impose restrictions and cutbacks on flights but won't refund??!!!!

S.S Facebook 17-Apr-20

So how about you start refunding peoples monies that are owed and earn your reputation back by looking after your passengers ?? That's what will get you back in the air again not a government bail out ..

S.A Facebook 17-Apr-20

QANTAS REFUND?

I've been waiting almost two months since I cancelled my flights, no contact from them, no response to messages

A.C Facebook 17-Apr-20

Qantas you are absolutely shameless. First offering me a refund. Then offering a refund minus cancellation fees. Then today on the phone advising me that you wouldn't be providing a refund but a flight credit. GIVE ME BACK MY MONEY YOU CROOKS.

After this debacle I will never fly with you again plus I will be getting my department to redirect millions in \$ to other airlines. You're gone!

G.R Facebook 17-Apr-20

I booked a flight on April 10th , you took my payment then cancelled it the following day how long do I have to wait for my refund

L.H Facebook 17-Apr-20

Qantas you took my points, and said you would refund them, then changed your mind. You need to honour what you tell your customers. I've been trying to resolve this for 2 months now. Very disappointed.

N.T Instagram 15-Apr-20

Give me back my money and answer your phone!

K.J Instagram 15-Apr-20

Worst airline and customer service!!! They cancelled two of my flights then wouldn't refund me!!! I'm back in is and they said by law they need to refund us!!!..

K.S Instagram 15-Apr-20

Waiting 4 weeks for a refund .. what's happening with accounts payable..

J.R Facebook 15-Apr-20

Great post Qantas! 😊 Next, would you mind addressing your reasons behind charging your customers cancellation fees on refunds for cancelled flights due to COVID-19?

G.B Facebook 15-Apr-20

Waiting 4 weeks for a refund .. what's happening with accounts payable..

J.R Facebook 15-Apr-20

refund now.

B.O Facebook 15-Apr-20

Still waiting for our refunds on two business class tickets to Europe which were cancelled last month. Told we would have to pay cancellation fees on flights that no longer exist.

D.H Facebook 15-Apr-20

We are also waiting for our refund. Had to fork out extra money to fly back to SA after our flight was cancelled

QANTAS REFUND?

R.W Facebook 9-Apr-20

When are you refunding all the cancelled flights? Maybe some of those laid off staff can answer the phone calls!!!!

P.S Facebook 9-Apr-20

Hey qantas I cancelled a booking on the 23rd March for departure on friday 27th March I have had no correspondence what so ever in regard to a credit voucher or refund I've been FF for along time how long do I have to wait before I hear from you. I'm sure I'm not alone

S.C Facebook 9-Apr-20

I cancelled my 27th March booking in mid February because of Coronavirus and re-booked for 19th May. Although I was allowed to change my booking free of charge, I was charged a large chunk to change the date ostensibly because that day's flight was more expensive... Qantas then cancelled my May flight and now does not recognise my booking number. I have heard they will not give refunds but are giving credits but I cannot get a human on the phone or in fb chat...

L.N Facebook 9-Apr-20

Are you guys serious?!?! My mother and I have been waiting to talk to someone at your call centre to confirm her refund and twice now the operator just pushed the call through to the end of call survey!?! I can't believe this terrible customer service from a usual A+ company?!?! Honestly, what is going on with your systems? How can you make us wait for HOURS, then hang up on us? Shame on you!!!

J.S Instagram 9-Apr-20

#qantas 3 months now since you cancelled our flight to return to where we work overseas and still no refund! Hours of online chats, emails between you, me and the agent and still you fob me off - this ain't the time to lose customers, you'll rely on us and we have many other options of airlines - sort yourselves out - my situation happened long before the borders closed and there was lockdown!

L.F Instagram 9-Apr-20

I am very disappointed with your unhelpful no refund policy during this period. There are plenty of airlines out there I will not fly with Qantas once I've used up my credit.

T.D Instagram 9-Apr-20

Give me my refund. The aviation industry is done

I.P Instagram 9-Apr-20

Less Washing. More refunding chumps

J.L Instagram 9-Apr-20

QANTAS REFUND?

Waiting for our refund after flight was cancelled without notice

S.M Instagram 9-Apr-20

The worst airline ever!!!.They are refusing to refund us after THEY CANCELLED TWO OF MY DAUGHTERS FLIGHTS!!! They keep sending me messages for credits but we live in USA and can't use a credit ever again!!! Totally unacceptable!!!! L.L has two vouchers now we can never use!!!! EVERY OTHER AIRLINE GAVE US REFUND!!!!

K.S Instagram 9-Apr-20

Hi, i already opt for Refund since last month, and nobody is updating me, on how Qantas will be going to refund the money. Please check both email, DM at FB and even on the Instagram.

M.A Facebook 9-Apr-20

Hi there, we cancelled our trip a few weeks ago and requested a refund. I haven't heard anything and would appreciate the funds. Is it still in the backlog or has something happened? The communication still says we'll be refunded within 7 days. I'm very keen to get the funds right now. Any assistance much appreciated. G

G.F Facebook 9-Apr-20

I rang about the same thing and was initially told a week for refund, now told on the phone it will take up to 6 weeks !!!, told them I was told 7 days, and they said that was incorrect

R.F Facebook 9-Apr-20

same as us. Qantas cancelled our flights and said we would get a refund but haven't heard anything. That was about 4 weeks ago.

D.J Facebook 9-Apr-20

When will qantas be replying to customers.. the "we appreciate your patience" line is getting old, I've waited for 3 and bit weeks now with no reply or communication, all I want is my refund processed so I can pay rent next week and buy food

J.R Facebook 9-Apr-20

You're not wrong. I put in the dispute form to the bank today. After qantas didn't come through. Originally told up to 10 days..

C.R Facebook 9-Apr-20

I was told 7 days, from back on 19th of March, ridiculous.. especially after I paid \$1000 extra to get new flights home..

J.R Facebook 9-Apr-20