



**Unaccompanied Minor, Young Passenger and Qantas
Escort Policy**
Qantas and QantasLink

Unaccompanied Minor, Young Passenger and Qantas Escort Policy

**Qantas and QantasLink services
Private and Confidential**

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1. Definitions

	Term	Definition
1	CM	Customer Management
2	Domestic	A domestic flight is a flight between two or more Australian ports with no international sectors. A domestic flight may be part of an international service.
3	DPNA	IATA standard code for Disabled Passengers with cognitive or non-visible disability Needing Assistance.
4	International	An international flight is a flight that has a stopping place outside the country of departure and includes any domestic sectors on the same itinerary.
5	Main Contact	The Responsible Adult nominated by the Parent or Guardian (8) who is to be contacted regarding the UMNR.
6	Medication	Medication is defined as any medicine from a doctor or dentist (on prescription) and from a pharmacist or over-the-counter.
7	Minor	Customs classification of Passengers under 18 years of age.
8	Parent/Guardian	Biological parent (regardless of age), foster or adoptive parent of UMNR/or a Legal guardian of an UMNR.
9	PNR	Passenger Name Record, being the record for travel created in a passenger's name in a Global Distribution System.
10	Policy	This Unaccompanied Minor, Young Passenger and Qantas Escort Policy.
11	PTS	Precision Timing Schedule, being a sequence of events from the point in time when an aircraft is on blocks (when the park brake is set) to the point when it departs again (when the park brake is released) and what specific time each event is to occur for the aircraft during this period.
12	Qantas Direct	Qantas Contact Centres and Qantas.com
13	Qantas Escort	A member of Qantas Cabin Crew assigned to accompany and care for an UMNR in accordance with Section 3.Customer Journey Operations .
14	Responsible Adult	Person over the age of 18 years or older who has been nominated by the Parent/Guardian as being responsible for the UMNR
15	Short daylight flight	Under two (2) hours flying time during daylight hours

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16	UMNR	<p>Unaccompanied Minor, being a child travelling alone (whether commercial passengers or on staff travel) - without the supervision of a sibling of 15 years or older or a Parent or Guardian. This includes a child travelling in a different class or cabin to the sibling, Parent or Guardian.</p> <p>When the child is in the charge of his/her Parent and the Parent is under 15 years of age, the minimum age requirement for the person travelling with (i.e. supervising) the child is waived.</p> <p>International Services of 6 hours or more flying time:</p> <ul style="list-style-type: none"> - 6 to 11 years (inclusive) <p>International Services of less than 6 hours flying time:</p> <ul style="list-style-type: none"> - 5 to 11 years (inclusive) <p>Domestic Services:</p> <ul style="list-style-type: none"> - 5 to 11 years (inclusive) <p>Exception: Thailand (CAAT Regulation)</p> <p>5 – 12 years(inclusive) if not accompanied by a person 16 years or older</p> <p>A Parent or Guardian may request a person between 12 years and 15 years to travel as an Unaccompanied Minor. They would not be classified as a Young Person.</p>
17	UMNR Travel Documentation	<p>Consists of:</p> <ul style="list-style-type: none"> - completed Qantas UMNR Declaration Travel Form printed version; - ticket or itinerary receipt; - boarding pass; - UMNR badge attached to the UMNR's clothing (to be provided by the airport); - passport – International flights and connections only; - arrival documentation – International flights and connections only; and - When the UMNR carries an Adrenalin Auto Injector, Ventolin Inhalers or other prescribed or over the counter medication, a letter from the UMNR's registered doctor (See Section 2.6 Information to be provided to Qantas.)
18	UMNR Declaration Travel Form	<p>A document to be completed by the Parent/Guardian prior to check-in that contains UMNR details, flight details and the details of the person who is dropping off the UMNR and the person who is picking up the UMNR.</p>

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		The UMNR Declaration Travel Form is available online on Qantas.com and is required for Domestic and International travel.
19	Young Person YP/YNGP	<p>Young Passenger, being a passenger older than 12 years of age and not yet 18 years of age, travelling alone, where Qantas has been notified that they are travelling alone.</p> <p>Young Passenger aged 12 to 15 years inclusive, may travel as an UMNR only if requested by their Parent or Guardian.</p>

2. General

- **Policy:** Qantas and QantasLink will carry UMNRs subject to the terms and procedures set out in this Policy.
- **Country Specific:** For overseas countries, refer to Travel Information Manual (TIM) under Passport (PA) > Minor (MI).
- **Limit on numbers:** There is no limit to the number of UMNRs that can be carried on a flight operated by Qantas, however there is a cap on UMNR when travelling on a wet lease flight operated for Qantas
 - Finnair and Alliance wet lease

There is a cap on the number of UMNRs that can be carried on our wet lease flights operated by Finnair (AY) for Qantas and on wet lease flights operated by Alliance.

Flights operated by Finnair (AY) - cap of 8 UMNR allowed, we may submit a request for consideration to increase to 12 with written approval from Finnair

Flights operated by Alliance – cap of 6 UMNR per flight

Disability/medical condition: If a UMNR has a disability, medical condition or any other condition that impacts on the suitability of the UMNR to travel unaccompanied, Qantas may refuse carriage or insist that a Qantas Escort accompany the UMNR (see [Section 3. Customer Journey Operations](#)).

Intellectual disability: If an UMNR has an intellectual, developmental or learning disability, they would need to be noted as both an UMNR and a DPNA in the PNR. Passengers with an intellectual disability can travel as an UMNR at the request of their Parent or Guardian up to the age of 15 and must meet the independent travel requirements.

2.1 Independent Travel Requirements

Children travelling alone need to meet the independent travel requirements to be eligible to travel. They must be able to:

- eat and drink without assistance, we can assist with opening packaging where necessary; and
- attend the toilet independently; and
- if travelling with medication, be able to identify the need and self-administer their own prescribed or over the counter medication; and

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- be willing to travel as an unaccompanied child and be handed over to the designated pick-up person; and
- be able to follow the instructions given by our Qantas Staff both at the airport and onboard and follow safety instruction.

2.2 Changes to reservations: Reservations for UMNRs may only be changed by the following persons provided that the fare rule permits changes:

- **the Main Contact; or**
- **the Parent/Guardian or,**
- **the travel agent or person acting on behalf of any of the above; or**
- **Qantas airport customer service staff (in the event of a disruption).**

2.3 Baggage: UMNRs are entitled to the full adult baggage allowance for the class of fare in which they are travelling, even if they are travelling on a child fare.

2.4 Security: UMNRs are subject to the same security screenings (which may include the use of body scanners) and quarantine procedures as other passengers. If a frisk search is warranted by security, consent must be obtained either verbally or in writing from the Parent, Guardian or Main Contact. If a frisk search is declined, the police are called (as per normal procedures).

2.5 UMNR Travel Documentation: The Parent/Guardian is required to complete the Qantas UMNR Declaration Travel Form Online prior to check-in for both Domestic and International travel. One UMNR Declaration Travel Form may be completed for a maximum of two UMNRs with the same surname. When the surname is different, a separate UMNR Online Travel Form must be completed.

2.6 Escorted through airport: UMNRs will be escorted through the airport by Qantas Customer Service Agents.

Flights departing from an International Terminal (include Domestic flights from International Terminal) - All UMNRs must be escorted through both inwards and outwards clearance points by Qantas Customer Service Agents. On departure, the UMNR will be escorted from check-in to the aircraft, and on arrival, from disembarkation to an area where the UMNR will be met by the person identified in the UMNR Declaration Travel Form

The UMNR is required to present the completed UMNR Declaration Travel Form and any other applicable documentation, from a parent or guardian.

2.7 Acceptable forms of Identification

- Acceptable forms of Photo Identification: One (1) form of acceptable photo ID is required for verification of the identity of person dropping off and person picking up. These are:
- a valid national passport;
- a valid motor vehicle Driver's Licence issued under a law of the Commonwealth of Australia, or of a State or Territory of Australia;

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- a current document issued by the Commonwealth of Australia, or an Australian State or Territory, or by an authority of the Commonwealth of Australia, or a State or Territory of Australia, that identifies the person;
- a current Aviation Security Identity Card issued by the operator of the aircraft, or the operator of an airport in Australia; and
- other documents issued by the Commonwealth or authority of Australia, or an Australian State or Territory, which can include:
 - current University Photo Identification Card;
 - current TAFE Identity Cards; and
 - current APEC card – Australian issued only.
- Acceptable forms of Non-Photo Identification: Where the parent/guardian or pick up/drop off person does not have access to photo ID due to specific state limitations, two (2) forms of acceptable non-photo ID are required for verification of identity of person dropping off and person picking up. These are current:
 - Medicare Card;
 - ATM/Credit Card;
 - Government Issued Card;
 - Library Card;
 - Qantas Frequent Flyer Card;

3.Sales

3.1 Fares

All fares are available for sale for UMNR bookings.

3.2 Supervision Fees

A Supervision Fee applies to all bookings and will be applied per origin and destination.

The Supervision Fee charged will differ by booking channel as below:

Exception: Travel on QantasLink Regional regulated routes to and from, Longreach, Barcaldine and Blackall

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Travel	Pre-Booked via QF.com Contact Centres or Travel Agents booking via QF NDC/QDP	Pre-purchased through Travel Agents booking via the GDS (EDIFACT)	At the Airport
Domestic Bookings made until 17 April 2024	AUD50.00 per UMNR per direction	AUD50.00 per UMNR per direction	AUD100.00 per UMNR per direction
Domestic (Bookings made from 18 April 2024)	AUD55.00 per UMNR per direction	AUD60.00 per UMNR per direction	AUD110.00 per UMNR per direction
International	AUD90.00 per UMNR per direction	AUD90.00 PER direction	AUD180.00 per UMNR per direction

3.3 Booking Process and Eligible Travel

Bookings for UMNR travel can be made through Qantas Contact Centres, Qantas.com or a travel agent.

- All segments in the itinerary must be confirmed prior to departure. Booking Conditions

3.3.1 The following conditions apply to UMNR bookings:

- The UMNR must not be booked on an itinerary where connecting flights involve a night stopover or where the arrival airport is closed during transit;
- The UNMR should generally not be booked on the last flight of the day, except where there is only one flight per day in order to minimise the likelihood of a UMNR being stranded at a port where they have failed to meet a connecting flight;
- When an itinerary requires a Qantas to Qantas transfer, the transfer must be to the first connecting flight to the destination with the transit time not exceeding four (4) hours;
- After the booking has been made, the PNR will be automatically queued to Yield Operations for pre-seating.

3.3.2 Codeshare and Interline Itineraries

Codeshares: UMNR Bookings cannot be made on codeshare or interline itineraries. Flights must be booked with the operating carrier only to ensure their policy and associated fees are considered.

Qantas will not transfer UMNR to or from another airline.

Exception: Wet lease flights operated by Finnair (AY) or Alliance for Qantas are exempt and can carry UMNR.

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3.3.3 Travel to/from the US

If travelling to/from the United States, a person nominated by, or the Parent or Guardian must drop the UMNR off at the Qantas check-in for departure and must pick up the UMNR from the Qantas arrival hall.

3.3.4 Travel not eligible for UMNR bookings

UMNRs must not be booked in the following situations:

- when transit times between flights exceeds four (4) hours;
- bookings with connecting flights to another carrier
- where the itinerary includes a connection to/from another airline in the United States, including codeshare and oneworld partners; and
- where the itinerary involves connecting flights that depart from different airports within the same city (e.g. LHR-LGW, NRT-HND, JFK-LGA-EWR, CDG-ORY); and
- flights which include:-an overnight stop; or
- last flight of the day (unless there is only one flight a day); or
- interline transfer

3.3.5 Changes to itinerary

Changes to itinerary (routing/dates changes) may only be made if:

- there is no applicable fare restriction; and
- the person has identified themselves as the Parent/Guardian or Main Contact; or the travel agent or personal assistant/secretary acting on behalf of such person, and who is identified in the PNR as authorised by the Parent/Guardian or Main Contact as a person who can make changes; or
- by Qantas airport customer service staff in the event of a disruption. In the event of a flight disruption, refer to disruption handling procedures (see [Section 6.2.1 Delays](#) and [Section 7.7 Unscheduled Delay/Diversion](#)).

3.4 UMNR Travel Documentation

A UMNR Declaration Travel Form will be provided to the Parent/Guardian or Main Contact at the time of ticketing.

The UMNR Declaration Travel Form may be downloaded from Qantas.com at the time of booking, for domestic and international travel/flight(s). The UMNR Declaration Travel Form must be signed by the Parent/Guardian, confirming that all necessary arrangements have been made for drop off and pick-up of the UMNR. The completed and signed UMNR Declaration Travel Form must be presented at the time of check-in.

If the UMNR Declaration Travel Form has not been completed by the day of departure, the Parent/Guardian will need to complete the UMNR Declaration Travel Form prior to the check-in process, provided that contact has been made with the booking owner and they have provided verbal confirmation accepting this.

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UMNR Declaration Travel Forms will only be held behind the counter at the Airport Service Desk. When a customer requests a UMNR Declaration Travel Form, the Qantas Customer Service Agents will check if UMNR has been noted as such in CM, if not, the PNR must be updated to reflect UMNR and all necessary details collected. Acceptable forms of identification must be advised to the person making the booking at the time of booking.

3.5 Information regarding drop-off and pick-up

- The pick-up person must be a Responsible Adult or a sibling of the UMNR who is over 15.
- The person picking up the UMNR must present an acceptable form of identification (see [Section 2.7 Acceptable forms of Identification](#)) to Qantas staff and the details must match the details in the UMNR Declaration Travel Form before the UMNR can be released into their care.
- The person dropping off the UMNR must be made aware they are unable to leave the airport until the flight is airborne.
- Exception – Flights to and from Thailand – in addition to the above, the Parent/Guardian dropping off or picking up will be required to allow their identification to be copied as per Civil Aviation Authority of Thailand requirements. The copy of ID will be kept securely and disposed of in 90 days.

3.5.1 Person nominated for drop off does not remain at the airport

In the event that the person nominated by the Parent/Guardian to drop off the UMNR does not;

- accompany the UMNR to check in at the service desk and
- remain at the airport until the flight is airborne

Qantas will:

1. Contact the Main Contact and advise that the drop off person must return to the airport or an alternative must be arranged. If unable to reach the Main Contact, the Parent/Guardian must be contacted.
2. Notate in the PNR to that effect, to ensure that it is clear that Qantas is not assuming responsibility for the UMNR.

If the drop off person does not return to the airport and Qantas Customer Service Agents cannot contact the Main Contact or Parent/Guardian, the UMNR must be handed over to the Police after two hours or at close of business, whichever occurs first. Should this occur, the Police details (i.e. name, contact number, and location) must be noted in the UMNRs PNR.

3.5.2 Person nominated for pick up refuses pick up

If the pick-up person notifies Qantas that they will not pick up the UMNR, Qantas will:

1. Advise the person to communicate with the Parent/Guardian or Main Contact so that an alternative must be arranged.
2. Notate in the PNR to that effect, to ensure that it is clear that Qantas is not assuming responsibility for making alternative arrangements.
3. If the notification is received prior to departure, refuse uplift of the UMNR until confirmation of an alternative from the Parent/Guardian or Main Contact is received.

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4. Once confirmation is received, amend the UMNR Declaration Travel Form details and notify the person dropping off that confirmation has been received.

If the notification is received while the UMNR is in the air, in addition to the steps above, Contact Centre Consultants must contact Customer Journey Operations who will send a telex and/or email to the Airport Duty Manager at the arrival airport advising the new information. Qantas Customer Service Agents will update the UMNR Declaration Travel Form with the correct pick-up person's details once the UMNR arrives at the destination.

In the event that the nominated person cannot pick up the UMNR, refer to [Section 6.3 Arrival](#).

3.5.3 Parent refuses to provide their residential address on the UMNR Form

Occasionally, a parent/guardian/responsible adult may be reluctant to hand over their residential address due to a complex family situation. To accommodate these circumstances, a silent handover protocol may be applied. This protocol should be followed in circumstances where either the receiving or dispatching parent/guardian/responsible adult has a genuine concern about providing their address details on the UMNR Declaration Form.

In this situation, it is not mandatory for the address details to be provided, as two forms of non-photographic identification are acceptable for handover in lieu of photographic identification that requires address validation. However, the contact number of both the receiving and dispatching parent/guardian/responsible adult, along with the main contact, remain mandatory and can be stored as follows.

Silent Handover Protocol
Parent/guardian/responsible adult advises of genuine concern to share address details due to sensitivity.
Customer Service Agent is to ensure all contact numbers are completed on the 'UMNR Declaration Travel Form' and address field is to be noted as 'Silent Handover' under the applicable section (dispatching or receiving). <ol style="list-style-type: none"> i. Where the parent/guardian/responsible adult is reluctant to provide a contact number on the 'UMNR Declaration Travel Form'; CSA is to connect the customer to Contact Centres to have their contact number added to their booking as a private remark in the PNR. Where required upline, this can be retrieved by viewing the PNR. ii. 'UMNR Declaration Form' is to be notated in the contact number field as 'PRIVATE – Within PNR'.
Where possible, a warm handover to Cabin Crew should occur to anticipate any concerns/queries.

3.6 The following information is to be provided to Qantas at the time of booking:

- Itinerary information and method of payment;
- Name, address and telephone number of the Parent/Guardian or Main Contact (or an alternative contact nominated by the Main Contact) and the persons dropping off and picking up the UMNR must be provided in the PNR and in the UMNR Travel Declaration Form; and
- Name, address and telephone number of the Main Contact who will be available during and after the flight if there is an issue, including if the pick-up person has not arrived to collect the UMNR or there is a diversion.

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3.6.1 Medication

Medication is defined as any medicine from a doctor or dentist (on prescription) and from a pharmacist or over-the-counter.

If the Parent/Guardian advises that the UMNR travels with any medication, including an Adrenalin Auto Injector or a Ventolin Inhaler, the booking can be accepted only if:

- the UMNR is capable of identifying the need for the medication; and
- the UMNR is capable of self-administering their medication; and
- a letter (dated within two years) from the UMNR’s registered doctor needs to be carried on the child at all times confirming the above. The doctor’s letter needs to be written in English.

Otherwise, the child cannot travel unaccompanied and must be accompanied by a person aged 15 years or older who is willing and able to administer the medication, including via Adrenalin Auto Injector or Ventolin inhaler, if required.

On **Qantas mainline services**, in the event that a UMNR suffers severe life-threatening anaphylaxis or is in serious respiratory distress and there is no medical assistance available onboard (onboard doctor or immediate Medlink contact), trained onboard Customer Service Managers are able to administer an Adrenalin Auto Injector. Medlink should be contacted as soon as possible.

On **QantasLink services**, there are **NO** trained onboard QantasLink Customer Service Managers or Cabin Crew to administer Adrenalin Auto Injectors. In the event that a UMNR suffers a severe life-threatening anaphylaxis, or is in serious respiratory distress, the Cabin Crew member should ask for onboard medical assistance. A doctor onboard may ask if any other passengers are carrying an EpiPen/anapen which they may use. Otherwise, Cabin Crew would provide first aid/oxygen and seek medical assistance as soon as possible.

There are **NO** other situations where Qantas or QantasLink staff can administer oral medications or hypodermic needles without Medlink/onboard medical assistance.

4. Customer Journey Operations – Specific Needs

4.1 Qantas Escort

The Specific Needs team can provide assistance in organising a Qantas Escort for UMNRs, if required. The requirements and procedures are as follows:

- At least five days’ notice is required for a Qantas Escort to be arranged.
- Aircrew Operations will provide Specific Needs team with availability of a Qantas Escort together with total costs, within 24 hours of a request being received by Aircrew Operations.
- Specific Needs team will contact the Main Contact to confirm the Qantas Escort together with total charges applicable (including airfare, Qantas Escort fees and any additional fees involved e.g. overnight expenses).
- The Main Contact must confirm to Specific Needs Team if the Qantas Escort costs are acceptable and if they will proceed with the booking.
- Specific Needs team will confirm to the Aircrew Operations Duty Manager that the Qantas Escort will proceed.

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- The Parent/Guardian or Main Contact will be contacted by Specific Needs and advised to contact Qantas Direct or their Travel Agent for payment, which is required five days prior to travel.

5 Seating

5.1 Domestic and International

After the booking has been made, the PNR will automatically be queued to Yield Operations for allocation of seating. The sales agent enters the SSR UMNR code into the PNR at the time of booking. Final allocation of seats are checked by Airports during pre-flight editing, utilising the [Pre Flight Editors Checklist manual](#).

5.2 Location

On Qantas services, special requirements apply regarding the allocation of seats to UMNRs. These include:

- all UMNRs should be pre-allocated a seat prior to their flight;
- UMNRs should be seated in the aisle seat (except where other UMNRs occupy the row) as this enables the child to be observed by Cabin Crew and provides easier access for the Cabin Crew to assist the UMNR. These positions also allow Cabin Crew to give the UMNR the safety demonstration with greater ease (see Section [7.3 Inflight](#));
- when two UMNRs are travelling together, an aisle seat and the adjacent seat must be allocated;
- when three UMNRs are travelling together, depending on aircraft type, class and configuration, the following seating must be allocated:
 - an aisle/window and aisle seat adjacent or in the row behind; or
 - three seats in the centre seat block; or
 - aisle/centre seat/window.

For Economy class travel, seating is allocated near the galley, but not in exit rows; and seating is main deck only except for A380 aircraft where Business and Premium Economy cabins are only available on the upper deck.

CASA safety regulations do not permit any passengers under 15 years of age to be seated in an exit row.

UMNRs should not generally be seated next to an adult male passenger or young male passenger (YP/YNGP). This may require blocking seats (if available) and double checking at flight close. The onboard Customer Service Manager or Cabin Crew (in the case of QantasLink) may use discretion on Short Daylight Flights.

A suggested sequence when pre-seating UMNRs is to:

- seat UMNRs with a vacant seat adjacent;
- if unavailable, then seat next to a female passenger;
- if unavailable, then seat next to a female and male passenger travelling together;
- if unavailable, then seat next to a male passenger.

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Cabin Crew should pay attention to the passenger sitting next to the UMNR:

if it is necessary to move an UMNR, reasons for moving should not be discussed with any passenger or the UMNR. Any move should be done after take-off, unless for safety purposes (for example, if the UMNR is seated in an exit row); and

if a passenger moves into the seat adjacent to a UMNR, crew must politely explain that the seat is blocked and they will need to return to their allocated seat as per their boarding pass.

Refer to [Pre Flight Editors Checklist manual](#) for appropriate seating for UMNRs dependent on aircraft type.

5.3 Different Class of Travel

- When a child is seated in a different class of service to his/her Parent or Guardian, the child will be considered as an UMNR inflight and the procedures for UMNR bookings must be followed (e.g. completion of the UMNR Declaration Travel Form). Supervision fees will apply.
- The Parent or Guardian must escort the child to/from airport(s).
- The Parent or Guardian must supervise the child at all times during boarding/disembarkation and transits.
- It is recommended that children under 12 years of age be seated next to their Parent or Guardian when they travel in the same class of service. Children are not considered to be an UMNR if they are seated in the same class of service but not together.
- UMNRs travelling in a lower class of service to their accompanying Parent or Guardian are not permitted access to the higher cabins.
- If an upgrade is requested (on departure or prior) by a Parent or Guardian accompanying a child under 12 years of age but over the minimum age for an UMNR, and the upgrade will result in the child travelling alone in a different cabin, the passenger may only be upgraded if the UMNR Declaration Travel Form is completed for the child and the PNR is updated to reflect the change. A supervision fee will apply. If there is insufficient time to process the UMNR request, the passenger must be advised that they cannot be upgraded and an explanation provided.

6. Airport

6.1 Check-in

UMNRs are required to check-in:

at least 2 hours prior to departure for International services (including a domestic sector from an international port); and

at least 60 minutes prior to departure for Domestic services within Australia.

At check-in or at the Service Desk the Qantas Customer Service Agents must:

check that the UMNR Declaration Travel Form has been correctly completed.

If the UMNR Declaration Travel Form is not properly completed, the UMNR may be transferred to the next available flight if the completion of the UMNR Declaration Travel Form will result in the UMNR missing the flight originally booked.

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However, the Main Contact must rearrange the pick-up of the UMNR and confirm to Qantas that it has been done, prior to Qantas being able to accept the UMNR for uplift. Service fees are to be waived; and

ensure that a UMNR badge is attached to the UMNRs clothing.

For all International travel or Domestic travel departing from an International terminal, the UMNR must be escorted through the airport, including Customs and Security, by Qantas Customer Service Agents.

When a YP/YNGP is travelling on a domestic sector of an International flight, and is not carrying an accepted form of photo ID (see [Section 2.7 Acceptable forms of Identification](#)), they must be escorted through the airport, Immigration and Security by Qantas customer service agents.

The person dropping off the UMNR must not leave the airport until the flight is airborne.

6.2 Handover

If the UMNR does not wish to be handed over to Qantas staff as they do not wish to travel, the drop-off person has to contact the Main Contact (if they are not this person) to resolve the issue. If the drop-off person does not resolve the issue, the police must be called, as Qantas staff are not to become involved to resolve the issue.

Qantas accepts responsibility for the UMNR at:

For International travel: the time of handover after check-in for International flights.

The check-in agent will advise the person dropping the UMNR off what time the UMNR is required to meet a Qantas Customer Service Agents for handover. The Qantas Customer Service Agents will escort the UMNR through Customs and Immigration to the departure gate.

For Domestic travel: the time of the UMNR boarding for Domestic (Australia) flights.

For Qantas flights (not QantasLink), the check-in agent will advise the person dropping the UMNR off that the UMNR must be at the departure gate 30 minutes prior to departure to meet the Cabin Crew.

For QantasLink flights, Qantas/QantasLink Airport Customer Service Agents will walk the UMNR to the door of the aircraft to be handed to Cabin Crew .

Qantas surrenders responsibility for the UMNR to:

the individual nominated by the Parent/Guardian listed in the UMNR Declaration Travel Form at the final destination.

6.2.1 Delays

In the case of a Domestic delay of more than 45 minutes and an International delay of more than 60 minutes of any flight on which an UMNR is booked, Qantas Customer Service Agents (as delegated by the Airport Duty Manager) will advise the person dropping off the UMNR and the Main Contact (if different) of changes to routing/airlines or diversions.

In the event of a delay or disruption, on either a Domestic or International flight, YP/YNGPs will be treated as UMNRs.

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6.2.2 Extended Delay involving Overnight Accommodation

Where an extended delay occurs at the point of origin, the Parent/Guardian or Main Contact must be contacted to make arrangements for the UMNR.

Where an extended delay in a transit port involves overnight accommodation, two (2) Qantas Customer Service Agents will be nominated by the Airport Duty Manager to escort the UMNR(s) to the hotel and remain with the UMNR(s) at the hotel for the duration of the delay.

In the event of a delay or disruption, on either a Domestic or International flight, YP/YNGPs will be treated as UMNRs.

6.3 Arrival

Upon arrival, the UMNR must be handed over to:

- the person listed in the UMNR Declaration Travel Form as picking the UMNR up; or
- the Parent/Guardian or Main Contact (if not the person listed in the PNR), provided that identification can be verified and the reason provided as to why the Parent/Guardian or Main Contact is picking up in the place of the nominated person.

Identification must be matched with the details in the UMNR Declaration Travel Form prior to the UMNR being handed over.

An UMNR can only be handed over to the person(s) noted in the UMNR Declaration Travel Form or to the Parent/Guardian or Main Contact unless otherwise arranged with Parent/Guardian or Main Contact.

If the nominated person cannot pick-up the UMNR, the Parent/Guardian or Main Contact must be contacted. If they cannot be reached, the UMNR must be handed over to the Police after two hours or at close of business, whichever comes first. Should this occur, the Police details (i.e. name, contact number, and location) must be noted in the UMNRs PNR.

If the UMNR does not wish to go to the pick-up person, the UMNR will need to be handed over to the Police to resolve the issue. Qantas staff are not to become involved in resolving the issue.

Refer to [Section 7.6 Transit](#).

6.4 Diversion

Refer to [Section 7.7 Unscheduled Delay/ Diversion](#)

6.5 Supervising UMNRs in Airports

When only UMNRs are being escorted through the terminal, there should be one (1) Qantas Customer Service Agent per four (4) UMNRs.

When UMNRs are being escorted through the terminal with Special Handling customers, there should be one (1) Qantas Customer Service Agent per two (2) UMNRs.

When UMNRs are in transit or in waiting rooms in the terminal, there should be one (1) Qantas Customer Service Agent per six (6) UMNRs.

A separate room for UMNRs is available, across some airports. The minimum requirement in the room is for secure access; CCTV; adequate and comfortable seating and water.

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When supervising or escorting UMNRs through the terminal, the Qantas Customer Service Agents should:

keep them in sight at all times;

remind and assist them to collect all belongings following the security process;

escort them to the door of the Persons with Restrictive Movement (PRM) toilets when required;

not allow them to visit food or retail outlets without the supervision of Qantas customer service agent;

as far as practicable, be vigilant about their safety and well-being at all times; and regularly monitor UMNRs while in UMNR rooms.

7 Cabin Crew

7.2 Boarding

7.2.2 General

- It is essential that all paperwork for UMNRs is completed before boarding the aircraft and before the UMNR is handed over to Cabin Crew .
- UMNRs are the responsibility of Cabin Crew from the time they are handed over to Cabin Crew to the time they reach their destination and are signed for by the person nominated to collect the UMNR or Qantas Customer Service Agents.
- The onboard Customer Service Manager or Cabin Crew (in the case of QantasLink) has overall responsibility for UMNRs and all UMNR Travel Documentation until disembarkation.
- UMNRs must be handed to the relevant Cabin Crew by the person dropping the UMNR off or Qantas Customer Service Agents with the UMNR Travel Declaration Form and any relevant Documentation. The Cabin Crew must check that the necessary details are all present, being:
 - **name of child; and**
 - **name, telephone number and address of the Parent/Guardian; and**
 - **name, telephone number and address of the person dropping off and the person picking up (if either is different from the Parent or Guardian); and**
 - **name, telephone number and address of the Main Contact (if different from the above).**
 - **Details for alternate contact**
 - **Flight details**

7.2.3 International

UMNRs will be pre-boarded as per the PTS.

The onboard Customer Service Manager will sign the UMNR Declaration Travel Form , and the signed copy is then given to the Qantas Customer Service Agents.

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The onboard Customer Service Manager will designate a crew member (preferably the person in whose zone of responsibility the UMNR is seated) to board the UMNR.

7.2.4 Domestic

UMNRs should be boarded last as per the PTS and accompanied to the aircraft by a crew member. The boarding pass must not be swiped until the UMNRs are ready to board.

The onboard Customer Service Manager or Cabin Crew (in the case of QantasLink) may delegate the responsibility for UMNR Travel Documentation to the Cabin Crew member responsible for handing over the UMNR(s) at disembarkation.

7.3 In-flight

- Cabin Crew must provide UMNRs with a personal safety briefing and indicate the location of the exits, oxygen mask, life jacket, seat belt and 'Safety On Board' card, as well as instructions on disembarkation procedures. A general orientation of the aircraft, service and facilities is to be given.
- The onboard Customer Service Manager or Cabin Crew (in the case of QantasLink) is to provide Flight Crew with UMNR numbers and any special requirements. Flight Crew will confirm this information with the arrival port ground staff via radio.
- All Cabin Crew are responsible for the UMNRs in-flight, especially those in whose area of responsibility the UMNRs are seated.
- The monitoring of the UMNR should be handed over to another Cabin Crew member during rest breaks.
- Cabin Crew must not serve alcohol to UMNRs or Young Persons.
- The crew member responsible for the UMNR should check prior to landing that all appropriate documentation (such as Customs and immigration forms) is properly completed. If documentation is not completed, the crew member should notify the Customer Service Manager, who will advise Qantas Customer Service Agents on arrival.
- The crew member responsible should remind the UMNR to remain seated after landing until they are collected by the Cabin Crew member once all passengers have disembarked.
- Cabin Crew must regularly monitor the UMNRs on night flights and provide extra vigilance with the seating arrangements.
- Cabin Crew must personally brief the UMNR on any flight delays and diversions in addition to any public announcements made.
- Cabin Crew must not approach other passengers to assist with the supervision of the UMNR (for example, assisting the UMNR with eating or toileting).
- Cabin Crew cannot administer medication to UMNRs. This includes oral medications and the administration of hypodermic needles, including Adrenalin Auto Injectors; except that some specifically trained onboard Qantas Customer Service Managers are able to administer Adrenalin Auto Injectors to UMNRs. There are no trained staff on QantasLink services to administer medication, needles or injectors of any type. As such, QantasLink staff are not able to administer any medication (including Adrenalin Auto Injectors) to UMNRs.

7.4 Disembarkation

UMNRs are to disembark last on all Qantas and QantasLink services.

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7.4.1 Domestic

The crew member responsible will collect the UMNRs for handover.

7.4.2 International

The crew member responsible will collect the UMNRs and then take them to the onboard Customer Service Manager for handover.

7.5 Handover

7.5.1 Domestic

Cabin Crew are responsible for handing over the UMNRs and all UMNR Declaration Travel Form and Documentation to the person identified in the booking as picking the UMNR up once acceptable identification has been produced. Acceptable identification includes one (1) form of photo identification or two (2) forms of non-photo identification.

In order for the Cabin Crew to hand over the responsibility of the UMNR to the Qantas airport customer service staff Qantas Customer Service Agents or the person picking up, the UMNR Declaration Travel Form must always be signed.

The Cabin Crew member then places the signed UMNR Declaration Travel Form in the designated location in the Cabin Crew base.

Before handing over UMNRs, the Cabin Crew member must sight and verify identification of Qantas Customer Service Agents or the person collecting the UMNR(s). The identification of the person collecting must match the details in the UMNR Declaration Travel Form.

The person collecting the UMNR must complete the UMNR Travel Declaration Form prior to taking the UMNR into their care and return the signed form to the Cabin Crew .

Should concern be indicated by the child and/or via the documentation that a person collecting the child is not the authorised person on the documentation or identification, the Cabin Crew should immediately seek the assistance of the Airport Duty Manager or the Qantas Customer Service Agents. If the person collecting the UMNR has no identification, they should be immediately referred to Qantas Customer Service Agents.

In the event of an UMNR failing to be met or where the UMNR is transferring to another aircraft, the Cabin Crew will take them to the Service Desk to hand them over to a Qantas Customer Service Agents. A signature must be obtained from the Qantas Customer Service Agents when handing over the UMNR.

7.5.2 International

The onboard Customer Service Manager is responsible for:

ensuring the UMNR Declaration Travel Form is completed when accepting the UMNR; and

handing over UMNRs and all UMNR Travel Documentation to Qantas Customer Service Agents once disembarked.

Qantas Customer Service Agents must not complete any arrival documentation on behalf of the UMNR. Where the UMNR is unable to complete the arrival documentation, the UMNR and incomplete arrival documentation must be presented to the Customs official at the primary line.

Either the Qantas Escort or Qantas Customer Service Agents is responsible for ensuring the UMNR clears Customs and is correctly reconciled with the person collecting landside.

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Before handing over UMNRs, the Qantas Customer Service Agents must sight and verify identification (see [Section 2.7 Acceptable forms of Identification](#)) of the person collecting the UMNR(s). The identification of the person collecting must match the details in the UMNR Declaration Travel Form.

The person collecting the UMNR must sign the UMNR Declaration Travel Form prior to taking the UMNR into their care and return the signed the UMNR Declaration Travel Form to the Qantas Customer Service Agents.

7.6 Transit

During transits, Qantas Customer Service Agents are responsible for the UMNR and must ensure that the UMNR does not meet with persons (e.g. friends or relatives) in transit ports, unless permission has been provided by the Parent/Guardian.

If the UMNR becomes sick while in transit, the Qantas Customer Service Agents should contact the Main Contact to make appropriate arrangements for a responsible adult to look after the UMNR. If the Main Contact is contacted but unwilling to make appropriate arrangements then the Main Contact can be notified that we will need to call the Police to arrange for the child to be picked up. If unable to contact the Main Contact, then the Police can be contacted to pick the child up (all contact details must be entered in the UMNR's PNR).

Cabin Crew responsibilities in transit include:

if the UMNR remains onboard, then the UMNR remains the responsibility of Cabin Crew;

when a crew change occurs in transit, the appropriate crew boarding the aircraft are to be made fully aware of the UMNR locations and information; and

in unplanned circumstances, the onboard Customer Service Manager or Cabin Crew (in the case of QantasLink), liaises with airport staff via the company frequency prior to landing.

7.6.1 Domestic

If the UMNR disembarks (or there is a change of crew), then the onboard Customer Service Manager or Cabin Crew (in the case of QantasLink), must complete the UMNR Declaration Travel Form and handover the UMNR to Qantas Customer Service agent.

The crew member then places the signed coupon in the designated location at a crew base.

Where Cabin Crew change during transit, the UMNRs are to disembark last and are to be placed in the care of the Service Desk, who will ensure the UMNRs are reboarded. The crew member must ensure all appropriate UMNR Declaration Travel Form is signed.

7.6.2 International

If the UMNRs disembark (or there is a change of crew), the onboard Customer Service Manager must sign them over and give all UMNR documentation to Qantas Customer Service Agents (or the oncoming crew). The onboard Customer Service Manager records the number of UMNRs and their location on the CSM handover form.

7.7 Unscheduled Delay/Diversion

Cabin Crew responsibilities in a diversion include:

During a diversion where passengers remain onboard, Cabin Crew remain responsible for the UMNR(s).

During a diversion where passengers disembark to airport lounges:

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Qantas Customer Service Agents will take responsibility for the UMNR, and standard handover procedures should be followed (see [Section 7.5 Handover](#)).

If a Qantas Customer Service Agents is not on duty at the time of disembarkation or it is a non-Qantas port, Cabin Crew must retain responsibility for the UMNR. The onboard Customer Service Manager should liaise with IOC/CJM about the ongoing responsibility for the UMNR in this scenario.

In the event of an overnight delay, the same practice should be followed. If a suitable member of staff is not available to supervise UMNRs on an overnight stop, staff should contact IOC/CJM to make arrangements.

When passengers are transported by other means, such as coach or train, the same seating procedure should be followed as for flight seating, with Cabin Crew or Qantas Customer Service Agents remaining aware and watchful of any UMNRs on the journey.

Note: YPs must be treated as UMNRs where there is a delay or diversion.

8 Retention of UMNR Documentation

All UMNR Travel Documentation is to be securely retained for ninety days at the UMNR's final destination by Qantas. Documentation must be securely disposed of after 90 days.

Thailand – Due to CAAT Regulations, copies of photo identification will also be stored securely and retained for ninety days.

9 Young Passenger (YNGP)

A Young Passenger is a child older than 12 years of age and not yet 18 years of age who is travelling alone, Qantas will need to be notified that they are travelling alone and request the booking to be updated with YNGP.

Young Passengers aged 12 to 15 years inclusive, are also eligible to travel as an UMNR only if requested by their Parent or Guardian.

A YNGP:

- will be listed as such on the passenger's manifest so they are clearly identified to crew;
- should not be seated with UMNRs;
- must not be served alcohol;
- does not need to be escorted on or off aircraft and through the terminal unless they are travelling on a domestic sector of an International Flight and they are not carrying an accepted form of photographic identification, in which case, they must be escorted by Qantas Customer Service Agents through the airport, Customs and Security;
- is not required to complete or carry the UMNR Declaration Travel Form or Documentation, unless travelling as an UMNR; and
- is not required to be met by a Parent/Guardian on arrival.

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If Qantas is made aware of a Young Passenger travelling on a domestic flight on an international sector, the following must be adhered to:

All Minors travelling unaccompanied must be escorted through both inwards and outwards clearance points by Qantas Customer Service Agents if the child is not carrying photo ID.

If no request is made by the Parent or Guardian for the Young Person to travel as an UMNR, there will be no special arrangements made.

Note: On Qantas services, a Young Person aged 12 to 15 (inclusive) may travel as an UMNR only if requested by their Parent or Guardian. They will then be treated as a UMNR and noted in the booking as a UMNR (not YNGP), and then the UMNR procedures will apply.

Refer to Section [1. Definitions](#), [5.3 Different Class of Travel](#), [6.1 Check-in](#), and [7.3 In-flight](#).

10 Qantas Escort

Children over three months of age but below the applicable UMNR age (as per the Definition) must be accompanied by an adult.

Refer to [Section 4. Customer Journey Operations](#) for further details.

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Version Control Table

	Version	Release Date	Policy Owner	Reference	Change	Description
1	UMNR Policy Version 0.8	12 September 2008	Vanessa Clayton/ Kim Thurbon	1. Introduction	<i>Deleted</i>	<ul style="list-style-type: none"> All
				2. Definitions	<i>Deleted</i>	<ul style="list-style-type: none"> Booking Owner PTA Staff Travel
					<i>Edited</i>	<ul style="list-style-type: none"> PNR PTS Qantas escort UMNR UMNR Travel Documentation Young Person
				3. General	<i>Edited</i>	<ul style="list-style-type: none"> Various
				4.1 Fares	<i>Deleted</i>	<ul style="list-style-type: none"> 'UMNRs are entitled to purchase children fares or adult fares'
				4.2.1 Qantas.com	<i>Deleted</i>	<ul style="list-style-type: none"> All
				4.2.2 Qantas Direct Channels or Travel Agent	<i>Deleted</i>	<ul style="list-style-type: none"> All Specific wording moved into new section
				4.2.3 Information that must be advised to a passenger	<i>Deleted</i>	<ul style="list-style-type: none"> All Specific wording moved into new section
				4.2.4 Information that the passenger must advise Qantas	<i>Edited</i>	<ul style="list-style-type: none"> Requirement for details of a reliable contact inserted
				4.2.5 Codeshare and Interline Itineraries	<i>Edited</i>	<ul style="list-style-type: none"> Codeshare: Bookings cannot be made on codeshare services (inserted) Interline: UMNRs must be booked on the operating carrier's flight number (inserted) UMNRs cannot be accepted for travel when transit times exceed four hours (inserted) Note removed
5. Special Handling	<i>Edited</i>	<ul style="list-style-type: none"> Retitled and wording changes Moved to 4. Direct Customer Operations 				
6. Seating	<i>Edited</i>	<ul style="list-style-type: none"> Entire section edited and rearranged with new subheadings 				

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				6.4 Different class of travel	<i>Edited</i>	<ul style="list-style-type: none"> Additional wording and requirements placed on Parent or Guardian when a child is seated in a different class of service
				6.5 Seating Location	<i>Edited</i>	<ul style="list-style-type: none"> Table edited and arrangements for different configurations inserted Addition of QantasLink table
				7.1 Check in	<i>Edited</i>	<ul style="list-style-type: none"> Wording deleted
				7.2 Boarding	<i>Edited</i>	<ul style="list-style-type: none"> Moved into 6.2 Handover
				7.3 Delays	<i>Edited</i>	<ul style="list-style-type: none"> Delay times edited; Domestic delays of more than 45 min and International delays of more than 60 min must be communicated to the drop off person or main contact
				7.3.1 Extended delay involving overnight accommodation	<i>Edited</i>	<ul style="list-style-type: none"> Increase made to the number of Qantas airport customer service staff members (2) nominated to escort and remain with the UMNR at the hotel for the duration of the delay.
				7.4 Arrival	<i>Edited</i>	<ul style="list-style-type: none"> Wording changes
				8.1.1 General	<i>Deleted</i>	<ul style="list-style-type: none"> The CSM or Cabin Crew must be advised of the number of UMNRs and their destinations Subject to the flight and destination, UMNR Travel Documentation will consist of: <ul style="list-style-type: none"> UMNR Online Declaration Form Ticket Boarding Pass UMNR badge attached to the UMNRs clothing Passport Arrival Documentation
				8.2 In-flight	<i>Edited</i>	<ul style="list-style-type: none"> Crew must not serve alcohol to UMNRs or Young Persons

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				8.4 Handover	<i>Deleted</i>	<ul style="list-style-type: none"> All Specific wording moved into new section
2	UMNR Policy Version 2 (draft)	5 August 2014	Alexandra Ward	1. Definitions	<i>Inserted</i>	<ul style="list-style-type: none"> Definitions inserted for <ul style="list-style-type: none"> CM Domestic DPNA Guardian International Main Contact Minor Parent Policy Qantas Direct Responsible Adult Short Daylight Flight Sponsor UMNR Wallet or Online Form UMNR Online Declaration Form
				2. General	<i>Inserted</i>	<ul style="list-style-type: none"> Escorted through the airport Domestic flights on international service Acceptable forms of Photo Identification Acceptable forms of Non Photo Identification
				3. Sales	<i>Inserted</i>	<ul style="list-style-type: none"> UMNRs can access Red e-deals for domestic online bookings only.
				3.1 Fares	<i>Inserted</i>	
				3.2 Booking process and eligible travel	<i>Inserted</i>	<ul style="list-style-type: none"> Qantas.com is now an acceptable booking engine
				3.2.1 Booking Procedure	<i>Inserted</i>	<ul style="list-style-type: none"> Procedures applicable to UMNR bookings
				3.2.2 Travel to/from US	<i>Inserted</i>	<ul style="list-style-type: none"> All
				3.2.3 Travel not eligible for UMNR bookings	<i>Inserted</i>	<ul style="list-style-type: none"> Forms of travel not eligible for UMNR bookings
3.2.4 Changes to Itinerary	<i>Inserted</i>	<ul style="list-style-type: none"> Limitations on changes to itinerary 				
3.3 UMNR Wallet/ Online UM Form and Identification	<i>Inserted</i>	<ul style="list-style-type: none"> All 				

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			3.4 Information regarding drop off and pick up	<i>Inserted</i>	<ul style="list-style-type: none"> All
			3.4.2 Person nominated for pick up refuses pickup	<i>Inserted</i>	<ul style="list-style-type: none"> All
			3.4.2 Person nominated for pick up refuses pickup	<i>Inserted</i>	<ul style="list-style-type: none"> All
			3.5.2 Medication including Adrenalin Auto Injectors	<i>Inserted</i>	<ul style="list-style-type: none"> All
			4. Direct Customer Operations	<i>Inserted</i>	<ul style="list-style-type: none"> Renamed and additions
			4.1 Qantas Escort	<i>Inserted</i>	<ul style="list-style-type: none"> All
			5. Seating 5.2 Location	<i>Edited</i>	<ul style="list-style-type: none"> Table edited and additions made for varying configurations, addition of QantasLink table and relocated to Appendix 1.
			5.3 Different class of travel	<i>Edited</i>	<ul style="list-style-type: none"> Additional wording and requirements placed on Parent or Guardian when a child is seated in a different class of service
			6. Airport 6.1 Check In	<i>Inserted</i>	<ul style="list-style-type: none"> Sponsor or main contact required to rearrange pickup if delay occurs due to incomplete travel documentation and confirmed with Qantas prior to uplift The person dropping off the UMNR must not leave the airport until the flight is airborne
			6.2 Handover	<i>Inserted</i>	<ul style="list-style-type: none"> If the UMNR does not wish to be handed over to Qantas staff the drop off person has to contact the main contact (if they are not this person) to resolve the issue. If this issue is not resolved, the police will be called.
			6.3.1 Extended delay involving overnight accommodation	<i>Inserted</i>	<ul style="list-style-type: none"> Where an extended delay occurs at the point of origin, the Sponsor or main contact will be contacted to make

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					<p>arrangements for the UMNR</p> <ul style="list-style-type: none"> Where an extended delay in a transit port involves overnight accommodation, two Qantas airport customer service staff members will be nominated by the Airport duty manager to escort the UMNR(s) to the hotel and remain with the UMNR(s) at the hotel for the duration of the delay In the event of a delay or disruption, on either a Domestic or International flight, YP/YNGPs will be treated as UMNRs.
			6.4 Arrival	<i>Inserted</i>	<ul style="list-style-type: none"> If the nominated person cannot be contacted, or unable to be reached the UMNR must be handed over to the police after two hours or at close of business, whichever comes first. If the UMNR does not wish to be handed over to the pick-up person the police are to be called
			6.6 Supervising UMNRs in Airports	<i>Inserted</i>	<ul style="list-style-type: none"> When escorted through the terminal there should be one customer service staff member for every four UMNRs When escorted through the terminal with special handling customers, there should be one customer service staff member for every two UMNRs When UMNRs are in transit or a waiting room in the terminal, there should be one customer service staff member for every six UMNRs
			7. Cabin Crew 7.1.1 General	<i>Inserted</i>	<ul style="list-style-type: none"> Ground staff from other airlines are not able to accept UMNRs if the UMNR Travel Documentation is not completed correctly, even though the UMNR

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					<p>may have already flown a sector operated by Qantas crew.</p> <ul style="list-style-type: none"> Qantas airport customer service staff are unable to accept UMNRs if the UMNR Travel documentation is not completed correct when accepted UMNRs from other carriers
			7.1.3 Domestic	<i>Edited</i>	<ul style="list-style-type: none"> Updated to make reference to the Online Form and that carbon copy no longer available.
			7.2 In-flight	<i>Edited</i>	<ul style="list-style-type: none"> Crew must not serve alcohol to UMNRs or Young Persons Only specifically trained CSMs are able to administer Auto Adrenalin Injectors to UMNRs
			7.4.2 International	<i>Inserted</i>	<ul style="list-style-type: none"> Qantas airport customer service staff must not complete any arrival documentation on behalf of the UMNR. Where the UMNR is unable to complete the arrival documentation, the UMNR and incomplete arrival documentation must be presented to the Customs official at the primary line, Before handing over UMNRs, the Qantas airport customer service staff member must sight and verify identification of the person collecting the UMNR(s). The identity of the person collecting must match the details in the UMNR Wallet UMNR Online Declaration Form.
			7.5 Transit	<i>Inserted</i>	<ul style="list-style-type: none"> If the UMNR becomes sick while in transit, the Qantas airport customer service staff should contact the Sponsor or Main contact to make appropriate arrangements for a responsible adult to look after the UMNR. If the

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						<p>Sponsor or Main Contact is contacted but unwilling to make appropriate arrangements then the Sponsor or Main Contact can be notified that we will need to call the police to arrange for the child to be picked up. If unable to contact the Sponsor or Main contact then the Police can be contacted to pick the child up (all contact details must be entered in the UMNRs PNR).</p>
				7.6 Unscheduled Delay/ Diversion	<i>Inserted</i>	<ul style="list-style-type: none"> In the event of an overnight delay, the same practice (as for a diversion 7.6) should be followed. If a suitable member of staff is not available to supervise the UMNR on an overnight stop, staff should contact IOC/ CJM to make arrangements, e.g. professional child care services. When passengers are transported by other means, such as coach or train, the same seating procedure should be followed as for flight seating, with Cabin Crew or Qantas airport customer service staff remaining aware and watchful of any UMNRs on the journey.
				8. Retention of UMNR Documentation	<i>Inserted</i>	<ul style="list-style-type: none"> Wording moved and new section created
				9. Young Passenger (YNGP)	<i>Inserted</i>	<ul style="list-style-type: none"> All
				10. Qantas Escort	<i>Inserted</i>	<ul style="list-style-type: none"> Wording moved and new section created
3	UMNR Policy Interim Version	16 th September 2014	Naivasha Safaya	Title: version	<i>edited</i>	<ul style="list-style-type: none"> Final Interim (previously draft v 2)
4	UMNR Final	20 th October 2014	Naivasha Safaya	Title: version	<i>edited</i>	<ul style="list-style-type: none"> Final UMNR Policy (previously Final Interim)

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Policy v3	Definitions	<i>edited</i>	<ul style="list-style-type: none"> Guardian aligned with Parent to “Parent/Guardian” throughout entire Policy Sponsor deleted throughout entire Policy UMNR Wallet or online UMNR Form “Parent/Guardian” replaced “responsible adult”
	2. General	<i>Inserted</i> <i>Edited</i>	<ul style="list-style-type: none"> “changes to reservation” inserted “main contact; or the parent/Guardian” Replaced “UNMR Wallet or Online UMNR Form” to “UMNR Travel Documentation” throughout entire Policy. Replaced “the UMNR is required to present a letter of authority from a parent, guardian or responsible adult proving..” with “UMNR is required to present the completed UMNR Travel Documentation, from a Parent/Guardian”
	3. Sales	<i>inserted</i>	All
	3.2 Supervision Fees		
	3.3.1 Booking Conditions	<i>edited</i>	<ul style="list-style-type: none"> Booking procedure to booking conditions
	3.3.2 Codeshare and Interline Itineraries	<i>edited</i> <i>deleted</i>	<ul style="list-style-type: none"> Such flights may be booked directly with the operating carrier – not specified by whom. “UMNR’s cannot be accepted for travel when transit times between flights exceeds four hours” – as it is repetitive in the Policy.
	3.3.3 Travel to/from the US	<i>edited</i>	<ul style="list-style-type: none"> Parent/Guardian to pick up UMNR arrival hall Parent/Guardian to drop off UMNR at Qantas check-in
	3.3.4 Travel not eligible for UMNR bookings	<i>edited</i>	<ul style="list-style-type: none"> Updated to “UMNRs must not be booked for following reasons”
3.4 UMNR Travel Documentation	<i>edited</i>	<ul style="list-style-type: none"> UMNR wallets may be used for Domestic travel Sponsor or main contact removed, “the 	

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					person making booking at the time”	
				3.5 Information regarding drop-off and pick-up	<i>edited</i>	<ul style="list-style-type: none"> • QF Digital Sales to send reminder emails • Responsible adult and sibling placed
				3.5.1 Person nominated for drop off does not remain at the airport	<i>edited</i>	<ul style="list-style-type: none"> • Both points listed will be a requirement from person nominated by the Parent/Guardian • Qantas Customer Service Agents replaced throughout Policy • Guardian amended to “drop off person”
				3.5.2 Person nominated for drop off does not remain at the airport	<i>edited</i>	<ul style="list-style-type: none"> • Qantas to advise nominated person to inform parent/guardian of alternative arrangement • Notification of refusal for pick up, whilst UMNR is in air, process simplified
				3.6 The following information is to be provided to Qantas at the time of booking	<i>edited</i>	<ul style="list-style-type: none"> • Update of heading and Main contact within the paragraph
				3.6.1 Medication including Adrenalin Auto Injectors	<i>edited</i>	<ul style="list-style-type: none"> • Update to Parent/Guardian advising bookings of UMNR medication requirements
				4. Direct Customer Operations 4.1 Qantas Escort	<i>edited</i>	<ul style="list-style-type: none"> • Sponsor removed from all sections
				5. Seating 5.3 Different Class of Travel	<i>edited</i>	<ul style="list-style-type: none"> • Supervision fee applies when child is seated in a different class/different deck on board the same aircraft but in same class of service to child’s parent/guardian, child will be considered an UMNR • If upgrade by Parent/Guardian accompanying child results in child travelling alone in a different cabin, the UMNR travel documentation must be completed, PNR updated to show UMNR

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						and supervision will apply.
				6.0 Airport 6.1 Check-in	<i>edited</i>	<ul style="list-style-type: none"> Sponsor removed from all sections “Main Contact” to rearrange pick up of UMNR
				6.2 Handover	<i>edited</i>	<ul style="list-style-type: none"> Qantas surrenders responsibility for the UMNR to individual nominated by the Parent or Guardian
				6.3 Delays	<i>edited</i>	<ul style="list-style-type: none"> Qantas Customer Service Agents advise person dropping off the UMNR and the Main Contact of changes to routing/airlines or diversions
				6.3.1 Extended Delay involving Overnight Accommodation	<i>edited</i>	<ul style="list-style-type: none"> If external delay occurs at point of origin then parent or Guardian or Main Contact must be contacted
				6.4 Arrival	<i>edited</i>	<ul style="list-style-type: none"> All “Sponsor” replaced with “Parent or Guardian”
				6.6 Supervising UMNRs in Airports	<i>edited</i>	<ul style="list-style-type: none"> Qantas Customer Service Agents who supervise and escort UMNRs through the terminal, should keep them in sight at all times; and Regularly monitor UMNRs whilst in UMNR rooms
				7.0 Cabin Crew 7.2 In-Flight	<i>edited</i>	<ul style="list-style-type: none"> Cabin crew must regularly monitor the UMNRs on night flights and provide extra vigilance with the seating arrangements – updated to reflect a scheduled monitoring of UMNRs.
				7.5 Transit	<i>edited</i>	<ul style="list-style-type: none"> Sponsor replaced with Main Contact and Parent/Guardian
5	UMNR Policy Final v 4.0	1 st November 2016	Naivasha Safaya	Definitions	<i>Inserted</i>	<ul style="list-style-type: none"> Medication definition added
				2.0 General	<i>Inserted</i>	<ul style="list-style-type: none"> Security screening could include the use of body scanners

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				3.6.1 Medication	<i>Inserted</i>	<ul style="list-style-type: none"> Addition of Ventolin puffers Addition of Medication definition
				5.0 Seating	<i>Inserted</i>	<ul style="list-style-type: none"> Removal of appendix 1 due to insertion of Pre Flight Editors Checklist Manual link
				8.0 Documentation	<i>Inserted</i>	<ul style="list-style-type: none"> Documentation to be retained by final destination by Qantas.
6	UMNR Policy V 5.0	30 March 2017	Stephanie Pemberton	3.6.1 Medication	<i>Inserted</i>	<ul style="list-style-type: none"> Children Traveling with Medication Amendment
7	UMNR Policy V 6.0	19 March 2020	Stephanie Pemberton	3.2 Supervision Fees	<i>Inserted</i>	<ul style="list-style-type: none"> Fee structure amendment
8	UMNR Policy version 7.0	18 May 2021	Stephanie Pemberton	3.5.3 Parent refuses to provide their residential address on the UMNR Form	<i>Inserted</i>	<ul style="list-style-type: none"> Introduction of Silent Handover Protocol
9	UMNR Policy Version 8.0	July 2023	Nicholas Gardner Lori McKay	Definition	<i>Removed</i>	<ul style="list-style-type: none"> 17. Remove reference to UMNR Wallet and replace with 'Form' Updated medical information to include over the counter medication 18. Removed reference to Wallet
				General	<i>Removed</i>	<ul style="list-style-type: none"> Reference to wallet
					<i>Inserted</i>	<ul style="list-style-type: none"> Digital UMNR form for Dom and Int
					<i>Removed</i>	<ul style="list-style-type: none"> Reference to D to I leaflet is no longer valid at airports
					<i>Amended</i>	<ul style="list-style-type: none"> Limit on numbers for UMNR updated to provide specific cap for wet lease flights operated by Finnair and Alliance
				Intellectual Disability	<i>Amended</i>	<ul style="list-style-type: none"> Amended to highlight customer with intellectual disability must align with UMNR/YNGP age only
				Independent Travel Requirements	<i>Added</i>	<ul style="list-style-type: none"> Children need to meet the independent travel requirements to be eligible for travel.
				2.1 Acceptable forms of identification	<i>Amended</i>	<ul style="list-style-type: none"> Clarification on use of non-photo ID when parent/guardian/pick up and drop off person does

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						not have access to photo ID.
				3.1 Fares	<i>Amended</i>	<ul style="list-style-type: none"> Information on fares clarified and removed reference to red e deals only valid on domestic fares
				3.2 Supervision Fee	<i>Removed</i>	<ul style="list-style-type: none"> Applies to bookings ticketed in Australia and New Zealand
					<i>Replace</i>	<ul style="list-style-type: none"> A supervision fee applies to all bookings and will be applied per origin and destination.
					<i>Add</i>	<ul style="list-style-type: none"> Increase in UMNR Domestic Supervision Fees for bookings made from 18 April 2024
				3.3.1 Booking Conditions	<i>Removed</i>	<ul style="list-style-type: none"> When the itinerary requires an interline transfer, the connection must not exceed four hours
				3.3.2 Codeshare and Interline Itineraries	<i>Amended</i>	<ul style="list-style-type: none"> Change to exclude bookings with codeshare or interline itineraries. Booking to contain QF flights only
				3.3.4 Travel not eligible for UMNR booking	<i>Added</i>	<ul style="list-style-type: none"> Bookings with connections to other carriers
				3.4 UMNR Travel Documentation	<i>Amended</i>	<ul style="list-style-type: none"> Updated information to remove reference to a UMNR travel wallet
					<i>Removed</i>	<ul style="list-style-type: none"> The UMNR Wallet may be mailed to the supplied address for completion before the international travel/flight
					<i>Removed</i>	<ul style="list-style-type: none"> The UMNR Travel Documentation can be re-sent to Parent/Guardian if it is not received by them
					<i>Amended</i>	<ul style="list-style-type: none"> Add detail to include international travel as eligible to use online form
				5.3 Different Class of Travel	<i>Removed</i>	<ul style="list-style-type: none"> Removed reference to same class of travel but different deck (A380) as no longer relevant
				6.2 Handover	<i>Removed</i>	<ul style="list-style-type: none"> Reference to handover to interline carrier
				7.1.1 Cabin Crew, General	<i>Removed</i>	<ul style="list-style-type: none"> Reference to other airline staff acceptance of UMNR

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				7.5.1 Domestic Transit	<i>Removed</i>	<ul style="list-style-type: none"> Reference to retention of coupon
				7.5.2 Transit International	<i>Removed</i>	<ul style="list-style-type: none"> Reference to retention of coupon
				8. Retention of UMNR Documentation	<i>Amended</i>	<ul style="list-style-type: none"> Significant change to time required to store UMNR documents when travel is completed. Reduced from 7 years to 90 days
				9.Young Passenger	<i>Added</i>	Overview of Young Passenger
					<i>Removed</i>	Removed reference to 'Letter of authority for YNPG to travel as not required.
						Above updated as a result of UMNR working group meeting, Legal review and sign off from all stakeholders
Update due to Regulatory Changes by CAAT – Thailand – Approval not required due to regulatory changes (advised by Legal)						
10	UMNR V9.0	1 July 2025	Lori McKay	1.Definition – 16 UMNR	<i>updated</i>	Changes made to include regulatory changes to Civil Aviation Authority Thailand. UMNR age for flights to and from Thailand must be 5 – 12 years of age inclusively. (QF is 5 – 11 years)
				5. Information regarding drop-off and pick-up	<i>added</i>	Photo identification shown at drop off and pick up will need to be photocopied by QF staff in support of CAAT regulations. This applies to flights arriving in Thailand and Departing.
				3. Retention of Customer Documentation	<i>Updated</i>	Updated to advise that photocopies of Parent/Guardian photo identification will be stored with UMNR form for 90 days for Thailand only

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