



Statement to Australian Securities Exchange - October 31, 2011

Qantas Grounding Not Expected to Materially Affect Flight Centre Results

FLIGHT Centre Limited (FLT) does not expect the Qantas industrial action and subsequent flight groundings to materially affect its 2011-12 results.

FLT managing director Graham Turner said while the company and its people had been working round-the-clock to help customers, FLT was unlikely to incur significant additional expenses if flight schedules were restored relatively quickly, as now appeared likely.

"Our priority has been to help our customers and other travellers who have been affected by these disruptions," Mr Turner said.

"To do this, we have:

- Boosted our 24-7 after-hours customer assistance service for both corporate and leisure travellers
- Ensured as many shops as possible throughout Australia were open yesterday (Sunday); and
- Proactively contacted affected customers, where possible, to ensure they were not subjected to the lengthy waiting times that some other travellers experienced when they attempted to change their plans or discuss options

"More than 5000 people have phoned the company's after-hours assist teams, with a similar number speaking to our shops yesterday.

"This includes travellers who booked directly or with online travel agencies and who needed help finding options or rebooking flights and other travel requirements.

"In terms of travellers' intentions, most of the affected customers have switched to alternative airlines and continued to travel.

"In addition to this, we believe that most of those who deferred trips are likely to travel in the upcoming months and will now be revisiting their travel plans in light of last night's ruling."

Mr Turner said the dispute had damaged the domestic tourism industry, which has struggled in recent years.

He said Fair Work Australia's ruling to terminate the industrial action was a positive outcome, as it should minimise future disruption.

Travellers wanting to rebook or reschedule travel plans are asked to phone their Flight Centre Limited travel agent in the first instance.

Flight Centre's 24-7 customer assistance teams can also help travellers with urgent requirements outside working hours.

Ends Media and investor enquiries to Haydn Long 0418750454