



QATAR AIRWAYS | PASSENGER GUIDELINES – CORONAVIRUS OUTBREAK: REBOOKING AND REFUND OPTIONS

Dear Valued Partners,

The safety and well being of our customers is of paramount importance to Qatar Airways. We are in this together and in light of the global reach of COVID19 (Coronavirus), we recently issued a number of commercial policies to support our customers and agency partners.

To ensure clarity and transparency for yourselves and your teams, we would like to confirm that this Passenger Guideline is our most up to date policy and supersedes all others. (With the exception of the 'Travel with Confidence' policy which supplements this guideline). Please find all updates to policy 1059 highlighted in yellow

Applicable for following passengers holding tickets issued on Qatar Airways (157) stock or plate booked on certain QR and/or OAL flights:

1. To/from/via cancelled destination
2. To/from/via cities/countries with closed airports;
3. To/from where passengers may face certain travel restrictions;
4. To/from where a connecting cruise travel/special event has been cancelled or changed;
5. That have undergone a schedule change;
6. That have prolonged screenings at airports, which can cause flight misconnection;
7. That have a transit at Doha's Hamad International Airport (DOH) between 8 and 24 hours and cancelled STPC hotel arrangement

Tickets issued by	Anytime until 30 th June 2020, includes tickets issued in the past as well
Travel date affected	On or before 30 th June 2020
New date of travel	Within 1 year from original ticket issue date
Rebook on QR	<p>Rebook onto QR operated flights, same routing (same origin, destination)</p> <p>Rebook into lowest available RBD in the same cabin</p> <p>May change unutilized outbound & unutilized inbound on the same Ticket within one transaction to match original length of stay</p>
Rerouting on QR	<p>Reroute onto QR operated flights, within the same country of 500 international miles radius (different country)</p> <p>Rebook into lowest available RBD in the same cabin</p> <p>Must advise passenger that travel from/to rerouted point is at their expense, including surface transport, hotel, etc.</p> <p>May change unutilized outbound & unutilized inbound on the same Ticket within one transaction to match original length of stay.</p> <p>Examples for 500 international miles radius: Original destination – MXP BKK QR X/DOH QR MIL New destination – VIE Rerouting permitted. Ticketed Point Mileage (TPM) between MIL and VIE is 388 (within 500 miles) New origin - NRT Rerouting not permitted. Ticketed Point Mileage (TPM) between BKK and TYO is 2869 (exceeds 500 miles)</p>
Rebook on OAL	<p>Rebook onto combination of QR operated and OAL operated flights, same origin, destination</p> <p>May change gateway and/or OAL</p> <p>Rebook into lowest available QR RBD in the same cabin and lowest available OAL SPA RBD in the same cabin.</p> <p>Must not rebook exclusively on OAL</p>
Number of waivers	Multiple changes permitted. Applies to changeable, as well as to non-changeable fares (tickets).
Calculations	Must apply unutilized value of ticket within 1 year from original ticket issue date as follows:

	<ul style="list-style-type: none"> • To change for travel on/before 30th June 2020: Waive any difference of fare, taxes, fees, charges, surcharges, including rebooking penalty and service charge (ticketing fee, booking fee) due to ticket exchange/reissue • To change part of journey (e.g. outbound) for travel on/before 30th June 2020 and another part of journey (e.g. inbound) for travel on/after 1st July 2020: Waive any difference of fare, taxes, fees, charges, surcharges, including rebooking penalty and service charge (ticketing fee, booking fee) due to ticket exchange/reissue • To change any part of journey for travel on/after 1st July 2020: Must quote and any difference of fare, taxes, fees, charges and surcharges shall be collected (e.g. due to higher RBD, seasonality, blackouts/travel date restrictions, day of week, MIN/MAX stay, routing, etc.). Waive rebooking penalty and service charge (ticketing fee, booking fee) due to ticket exchange/reissue. <p>For all scenarios given above:</p> <p>Residual value remains non-refundable</p> <p>Must update: "INVOL DUE TO CORONAVIRUS COMM REF 1059V1.3" at the beginning of the Endorsements Box and "I" indicator at the beginning of the fare construction Must replace "INVOL" and "I" indicator by using "SKCHG" and "S" indicator respectively for flight cancellations or other schedule changes</p>
Groups included	<p>Yes, rebooking and exchange for EMD TRNS "Good for Further Transportation" options/conditions apply to ticketed groups or tour operator bookings</p> <p>PNR needs to be updated with appropriate remarks</p>
Refunds of unutilized value allowed	<p>Yes, but because of this situation, ONLY by exchanging for an EMD TRNS "Good for Further Transportation" valid for 1 year from date of exchange and endorsement box shall be annotated "NON REFUNDABLE"</p> <p>Applies to refundable, as well as to non-refundable fares (tickets).</p> <p>Unutilized value shall be calculated based on unutilized NUC, taxes, fees, charges and surcharges</p>

	<p>Example (for illustration purposes) of fare where outbound has been used and inbound remains wholly unutilized, hence NUC 561.47 of inbound may be exchanged for EMD TRNS "Good for Further Transportation": LON QR X/DOH QR SYZ 461.47 QR X/DOH QR SYZ 561.47NUC1022.94</p> <p>Refund the difference of fare in case of cabin class is downgraded</p> <p>Waive refund penalty</p>
<p>Apply original routing</p>	<p>This option is an additional flexibility and is independent from rebooking/rerouting options given above:</p> <p>For passengers holding tickets booked exclusively on QR operating flights who opt to exchange unutilized value of such ticket for EMD TRNS "Good for Further Transportation", may reissue such EMD within 3 months (from EMD issue date) for a new ticket with the original unutilized itinerary. Must follow conditions specified in "Calculations" given above.</p> <p>Example – permitted scenario for fully unutilized or partially utilized tickets:</p> <ul style="list-style-type: none"> • LON QR X/DOH QR BKK QR X/DOH QR LON • Outbound (LON QR X/DOH QR BKK) utilized. • Unutilized value of inbound (BKK QR X/DOH QR LON) exchanged for EMD TRNS "Good for Further Transportation. • May reissue such EMD for new ticket BKK QR X/DOH QR LON on QR operating flights and carry forward original Fare Calculation with INVOL DUE TO CORONAVIRUS COMM REF 1059V1.3" at the beginning of the Endorsements Box and "I" indicator at the beginning of the fare construction • May change flight numbers, departure date and RBD (within the same cabin) as specified in this Passenger Guidelines • Rerouting on alternative QR operating points and rebooking on OALs is not permitted • May provide waiver as specified in the "Calculations" section of this Passenger Guidelines • Must collect additional collection as specified in the "Calculations" section of this Passenger Guidelines and update ticket accordingly (e.g. Fare Basis Code, Fare Calculation, Taxes, NVB/NVA, FBA, etc.)

	<p>Example – scenario not permitted for fully unutilized or partially utilized tickets:</p> <ul style="list-style-type: none"> • LON QR X/DOH QR BKK QR X/DOH QR LON • Outbound (LON QR X/DOH QR BKK) utilized. • Unutilized value of inbound (BKK QR X/DOH QR LON) exchanged for EMD TRNS "Good for Further Transportation. • Must not offer any rerouting, e.g. KUL QR X/DOH QR LON • Must not provide any waiver
No-show	Waive no-show condition and no-show penalty for rebooking or refunds
Groups refunds handling for unutilized values	<p>Unutilized value of ticket issued for ad hoc group, series group, NEGO space may be exchanged for an EMD TRNS "Good for Further Transportation" valid for 1 year from day of exchange</p> <p>EMD issued for group deposit may be refunded or transferred for future Groups.</p> <p>Cancelled PNRs to be updated with the following remarks:</p> <ol style="list-style-type: none"> a) Group Cancelled / deposit refunded as per COMM REF 1059V1.3 b) Group Cancelled / deposit transferred to new group PNR XXXXXX as per COM REF 1059V1.3 where XXXXXX is QR PNR RLOC
Hotel provided	No
Upgrade to higher cabin	Yes, provided difference of applicable fare, taxes, fees, charges and surcharges are collected and fare basis conditions adhered
Unutilized ancillary services (EMD status Open)	<ul style="list-style-type: none"> • Preferred seat, Lounge access, AL Maha meet & Assist - EMD value can be exchanged to TRNS – Good for future travel, provided it has been issued in connection with impacted flight • Pre-Paid Baggage can be rebooked with new journey within the EMD validity
Important information	<ul style="list-style-type: none"> • Travel with Confidence Policy (Commercial Ref 1052) is independent from this Guidelines • Rebooking / rerouting is permitted provided that there are no restrictions imposed by government authorities and must be subject to documentation check, as well as immigration compliance • Encourage passengers to provide contact information via Manage My Booking • May use these Guidelines for rebooking and rerouting options for impacted passengers booked on QR operating flights issued on STA Travel stock or plate (000/STA). • Must not use options (including refunds) and conditions specified in the Schedule Changes Policy.

For further information, please visit our website or contact us through e-mail qrsalessupport@pt.qatarairways.com or to our Reservations Hotline at +351 21 122 1824.

Stay healthy & all the best to you and your teams.

Best regards,
The Management