



QATAR AIRWAYS | PASSENGER GUIDELINES - CORONAVIUS OUTBREAK

Dear Partners,

In view of Corona virus outbreak in many countries, Qatar Airways has issued number of Commercial Policies due to evolving situation. In order to simplify rebooking and refund process, we are issuing this Passenger Guidelines which supersedes previous Commercial Policies (Reference No. 1033 - 1038, 1040 - 1041, 1043 - 1049 and 1051) released due to this dynamic circumstances.

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

- To/from/via Iran, Italy and Mainland China which are declared as cancelled.
- To/from/via certain cities or countries where airports have been closed (e.g. Kuwait).
- Where due to certain travel restrictions passengers cannot travel and/or prevent to travel to/from/via these points due to travel restrictions imposed by government authorities. Restrictions and conditions vary from country to country.*
- Which are declared as operating to/from/via China (OAL/interline), Hong Kong (QR), Iran (QR/IKA), Italy (QR/FCO) and South Korea (QR/ICN), however, passengers wish to amend their travel plans in view of the current situation
- Which are declared as operating to/from/via any point, but cruise travel or a special event booked in connection with flights has been changed or cancelled due to Coronavirus outbreak.
- With transit through Hamad International Airport (HIA) and an onward connection between 8 and 24 hours and at the same time holding a confirmed STPC hotel arrangement which has been cancelled.

***Countries imposing restrictions include:**

(Countries may change anytime with immediate effect)

Azerbaijan, Armenia, Australia, Austria, Bangladesh, Bhutan, Canada, Chinese Taipei, Croatia, Cyprus, Egypt, Ethiopia, Greece, Hong Kong, Hungary, Iraq, India, Indonesia, Japan, Jordan, Kazakhstan, Kenya, Korea, Kurdistan, Kuwait, Lebanon, Malaysia, Maldives, Myanmar, Nepal, New Zealand, Oman, Qatar, Philippines, Romania, Russia, Rwanda, Singapore, Serbia, Seychelles, Slovak Republic, Sri Lanka, Taiwan, Thailand, Turkey, Uganda, Vietnam

These countries have travel restrictions and some of them prohibit entry for certain nationalities. Please obtain the latest information from the relevant foreign ministry.

Tickets issued by 12th March 2020

Travel date affected On or before 31st May 2020

Exception for Kuwait: On or before 31st March 2020
New date of travel anytime on or before 30th June 2020

- Rebook onto QR operated flights, same routing, Rebook into lowest available RBD in the same cabin

May change unutilized outbound & unutilized inbound on the same Ticket within one transaction to match original length of stay

- Reroute onto QR operated flights, within the same country of 500 international miles radius (different country)

Exception for restrictions to/from Egypt: Reroute onto QR operated flights to/from ADA / ADB / AMM / BEY / ESB / IST / KWI* / LCA / MCT / OHS / SAW / SLL

*Subject to flight operation

Rebook into lowest available RBD in the same cabin

Must advise passenger that travel from/to rerouted point is at their expense, including surface transport, hotel, etc.

May change unutilized outbound & unutilized inbound on the same Ticket within one transaction to match original length of stay

Rebook onto combination of QR operated and OAL operated flights, same origin, destination

May change gateway and/or OAL

Rebook into lowest available QR RBD in the same cabin.

Must not rebook exclusively on OAL

Number of waivers: Max. 2 rebooking/rerouting changes permitted, however, 2nd change shall be permitted within 3 days from 1st change

If the changed itinerary is further impacted due to this situation, another change will be permitted.

Calculations

Waive any difference of fare, taxes, fees, charges, surcharges, including rebooking penalty and service charge (ticketing fee, booking fee) due to ticket exchange/reissue

Residual value remains non-refundable

Must update: "INVOL DUE TO CORONAVIRUS COMM REF 1059V1.1" 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

Redemptions included: Yes

In case of refund, unutilized QMILES and QCREDITS will be refunded

Groups included: Yes, rebooking and refund options/conditions apply to:

1. Ticketed Groups / Tour Operator Bookings
2. Groups where Deposit has been collected through an EMD
3. Groups where a contract has been signed

PNR needs to be updated with appropriate remarks

Refunds of unutilized value allowed: Yes, to the original form of payment or by exchanging for an EMD TRNS "Good for Further Transportation" valid for 1 year from day of exchange

This shall be calculated based on unutilised NUC, taxes, fees, charges and surcharges

Example (for illustration purposes) of fare where outbound has been used and inbound remains wholly unutilized, hence NUC 561.47 of inbound has to be refunded:

LON QR X/DOH QR SYZ 461.47 QR X/DOH QR SYZ 561.47NUC1022.94

Refund the difference of fare in case of cabin class is downgraded

Service charge (ticketing fee, booking fee) previously collected by QR remains non-refundable

No-show: Waive no-show condition and no-show penalty for rebooking or refunds

Groups refunds handling for unutilized values

Ticket issued for ad hoc group, series group, NEGO space may be refunded by exchanging for an EMD

TRNS "Good for Further Transportation" valid for 1 year from day of exchange

EMD issued for group deposit may be refunded. Such refund may be processed directly as per this Guidelines

Transfer of group deposit to a new Group PNR is also an option. Such transfer of deposit may be processed directly as per this Guidelines

Cancelled PNRs to be updated with the following remarks:

1. Group Cancelled / deposit refunded as per COMM REF 1059V1.1
2. Group Cancelled / deposit transferred to new group PNR XXXXXX as per COM REF 1059V1.1 where XXXXXX is QR PNR RLOC

Upgrade to higher cabin: Yes, provided difference of applicable fare, taxes, fees, charges and surcharges are collected and fare basis conditions adhered

Important information

- **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

For further information, please visit our website or contact our Reservations Hotline at +351 21 122 1824.

Best regards,
The Management