

March 03rd, 2020

Dear Trade Partner,

Due to significant operational challenges caused by entry restrictions imposed by various countries QR is temporarily suspending flights to/from Iran. However, Qatar Airways will continue to operate 1 daily flight to/from Tehran (IKA) as per details below schedule:

From 26Feb2020 to 14Mar2020 QR498/DOH-IKA STD 17:00 STA 19:10
From 27Feb2020 to 15Mar2020 QR491/IKA-DOH STD 00:10 STA 02:20

Please be advised that this Commercial Policy is issued to give QR passengers the flexibility to rebook their respective flights travelling to/from Iran to an alternative date/destination.

The options provided under this policy are also applicable to customers travelling on a point to point basis e.g. the operational flight from Doha to Tehran and vice versa (QR 498/491).

STPC and voluntary STOPOVERs will not be permitted at Doha. Passengers should be booked on the immediate connections as much as possible to avoid extended transit times.

QR Operating flights to/from Iranian cities of Esfahan/Shiraz/Tehran/Mashad) have been cancelled with the exception of

In addition, flights to/from Tehran have also been cancelled with the exception of QR 498/491 DOH/IKA/DOH. All flight cancellations will be effective until 14 March 2020. The situation will be reviewed periodically with a view to reinstate/resume the flights.

This policy applies for rebooking and refunds to those passengers who hold a confirmed reservation and a confirmed QR (157) QR (157) plate/document and STA (000) issued on or before 25th February 2020 for travel between 26th February 2020 to 31st Mar 2020

QR (157) stock/plate document and STA (000)

Note to STA stock issued document:

a. In case of rebooking on alternative QR flight(s) only, affected 000 (STA) e-ticket will have to be re-issued for another 000 (STA) document by the STA Travel Agent.

b. In case of rebooking involving at least one alternative OAL flight (according to

conditions in this Commercial Policy), affected 000 (STA) e-ticket will have to be reissued for a 157 document by a QR Office.

Definition of QR Office for assistance with E-Ticket reissue as below:

Prior commencement of travel: QR Office in charge of STA Travel Agent original document (000/STA) issuing location.

After commencement of travel: QR Office in charge of STA Travel Agent rebooking location QR Offices shall only reissue e-ticket and submit new 157 e-ticket to STA Travel Agent which shall act as contact point with passenger and provide him/her new 157 E-Ticket. If QR ticketing office is not available, then respective Customer Contact Centre shall be contacted for assistance.

REBOOKING OPTIONS - QR / OAL

One of the following options can be offered to the affected passengers and Fare Basis rules shall be adhered:

Max 2 FOC rebooking change permitted on QR operating flight(s) from/to the same origin/destination. New dates of travel must be on or before 15th May 2020. Rebooking should be made in the lowest available QR booking class within the same cabin. Penalties due to rebooking are waived.

Max 2 FOC rebooking permitted on QR operating flights from/to a different origin/destination within the same country. New date of travel must be on or before 15th May 2020. Rebooking should be made within fare and ticket validity in the applicable selling class within the same cabin according to ticketed Fare Basis Rules. No difference of fare or taxes to be collected from passenger or refunded to passenger. Penalties due to rebooking are waived.

Max 2 FOC rebooking change permitted on QR operating flight(s) from/to the same origin/destination for rebooking on or before 15th May 2020. New dates of travel must be within fare validity and should not override Min/Max stay rule, Seasonality, Travel date/days restrictions in the fare basis, as well as ticket validity. Rebooking should be made in the original QR booking class within the same cabin or max 2 higher RBDs up within the same cabin. Penalties due to rebooking are waived.

Max 2 FOC rebooking permitted onto a QR operating flight from/to a different origin/destination within 500 international miles radius (different country). New date of travel must be on or before 15th May 2020 and should not override Min/Max stay rule, Seasonality, Travel date/days restrictions in the fare basis, as well as ticket validity. Rebooking should be made in the lowest available QR booking class within the same cabin. Penalties due to rebooking are waived.

Max 2 FOC rebooking permitted onto an applicable combination of QR and/or

OAL(s) flights and routing from/to the same origin/destination according to ticketed Fare Basis Rules.

Rebooking should be made within fare and ticket validity in the applicable selling class within the same cabin according to ticketed Fare Basis Rules. Penalties due to rebooking are waived.

Max 2 FOC rebooking onto a combination of QR operating and OAL(s) operating flights from/to the same origin/destination. Rebooking should be made on or before 15th May 2020 in the lowest available QR selling class within the same cabin and in the lowest applicable available OAL SPA selling class within the same cabin. New routing must be in combination of QR operating and OAL(s) operating flights. Rebooking completely on OAL flight(s) is not permitted at all times. No difference of fare or taxes to be collected from passenger or refunded to passenger. Penalties due to rebooking are waived. It is strictly not allowed to re-protect point-to point segment(s) impacted by schedule change on full OAL connection(s).

7. Customer can choose to travel from/to a different origin/destination. Rebooking should be made in the applicable selling class of the new Fare Basis. Any difference of fare or taxes to be collected from passenger or, where applicable, refunded by QR. New Fare Basis rules have to be met. Penalties due to rebooking are waived.

Method of Ticket Reissuance:

E-ticket to be reissued and annotated in ENDO BOX “INVOL DUE TO IRAN FLT CANCELTION REF COM 1043 VERSION 1.1” with “I” indicator at the beginning of the fare construction.

REFUNDS

1. Receive a full refund of unutilized value to the original form of payment or by reissuing unutilized value to an EMD “Good for further transportation”. Unutilized value shall be calculated based on unutilized NUC, taxes, fees and charges. No show fee and refund penalty shall be waived.

Example (for illustration purposes) of fare where outbound has been used and inbound remains wholly unutilized, hence highlighted 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

2. Refund the difference of fare in case of cabin class downgrade.

3. For complicated refund scenarios, side-trips, end-on-end combinations, partial utilizations (e.g. within fare component), please contact Eticket Support.

4. Rebooking fee and service fee for ticket exchange/reissue will be waived.

5. Service fee previously collected is non-refundable at all times.

General Note:

Unless otherwise specified, rebooking onto a code-share marketing flight number is not permitted. Use QR prime operating flight number at all times.

It is permitted for passenger(s) to change unutilized outbound & unutilized inbound on the same Ticket within one transaction to match the original length of stay. However, rebooking of connections involving OAL segments or rebooking on OAL is not permitted.

Rebooking with transit/transfer via KWI is not permitted.

Customers must be encouraged to visit QR website for latest updates and request to update their contact details using Manage my booking tab.

Rebooking and refund options/conditions also apply to Group Tickets or tour operator bookings and to groups or tour operators' bookings where deposit has been collected or contract signed. PNR to be updated with remarks accordingly

NO STPC or Surface Transportation will be provided.

NEED TO KNOW MORE?

For further assistance and for destination-specific details, please contact our Trade Desk at +1-844-442-2787 or customers can call our Call Center at +1-877-777-2827.

Yours sincerely,