

Qatar Airways

March 09th, 2020

Dear Trade Partner,

In light of the ongoing situation pertaining to COVID-19 (Coronavirus). Qatar Airways recognizes that some passengers may wish to alter their existing travel plans. This Travel Confidence Policy is being issued to assure our customers that QR will extend its flexibility by waiving the change fee when customers decide to change or delay their travel plans.

Where tickets issued outside of the dates not covered by this policy, then ticketed fare rules shall apply for re- bookings or cancellations.

SCOPE AND APPLICABILITY

All QR & OAL (codeshare & interline) flights booked on QR Published and Private Fares. This policy applies for rebooking to those passengers who hold a confirmed reservation and a confirmed QR (157) tickets issued on or before 27th June 2020 to travel until 30th June 2020.

REBOOKING OPTIONS - QR / OAL

Changes are permitted provided they are done no later than 3 days before departure. This also applies to non-changeable fares as well.

All Fare Basis conditions must be adhered similar to that when voluntary changes are handled.

New dates of travel must be within fare and ticket validity and should not override fare basis conditions. Rebooking should be made in the applicable RBD (within the same cabin).

Penalties due to rebooking are waived.

Any change beyond ticketed Fare Basis (e.g. higher RBD, seasonality, week vs weekend, MIN/MAX stay, routing, fare, etc.) will be subject to collection of difference in applicable fare, taxes, fees, charges and surcharges.

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Method of Ticket Reissuance:

E-ticket to be reissued and annotated in **ENDO BOX “INVOL DUE TO COVID REF COM VERSION 1.2”** with “**I**” indicator at the beginning of the fare construction.

REFUNDS

1. Reissue unutilized value for an EMD “Good for further transportation” valid for 1 year from date of reissue for such EMD with endorsement (EMD ENDO BOX) “INVOL DUE TO COVID REF COM 1052 VERSION 1.2“. Unutilized value shall be calculated based on unutilized NUC, taxes, fees, charges and surcharges. Refund penalty shall be waived in case that cancellation is done at least 3 days prior to departure.

Example is (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 ROM 461.47 QR X/DOH QR LON561.47NUC1022.94

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

General Note:

- Rebooking fee as well as Service Fee (ticketing fee / booking fee) for ticket exchange/reissue shall be waived.
- No-show penalty shall not be waived as changes are permitted at least 3 days prior to departure only.
- Service Fee / Ticketing Fee / Booking fee previously collected by QR is non-refundable at all times. Unless otherwise specified, rebooking onto a code-share marketing flight number is not permitted. Use QR prime operating flight number at all times.
- Redemption tickets are included in the policy. In case of refund of Unutilized QMILES and QCREDITS will be refunded.
- Group tickets are not included in this policy.
- For travel alert updates, please refer to www.qatarairways.com
- Any local law / regulations will prevail over Qatar Airways Coronavirus policy.
- NO STPC or Surface Transportation will be provided.

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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,

Qatar Airways - USA Team