

March 11th, 2020-QATAR

Dear Trade Partner,

Several countries have started restricting entry of passengers who have visited China and other countries affected by the Corona Virus outbreak. The number of such restrictions is rapidly increasing.

Due to the Corona Virus outbreak, many countries have started to cancel regional and/or international meetings, conferences, exhibitions, sporting events etc.

The objective of this Commercial policy is to cover all such restrictions and cancelled events in order to offer rebooking and refund to the affected passengers.

SCOPE AND APPLICABILITY

This policy applies for rebooking and refunds to those passengers who hold a confirmed reservation and a confirmed QR (157) & STA/000 tickets issued on or before **10th March 2020 for travel between 03rd February 2020 up to 30th April 2020.**

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 re-issued 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:

1. Max 2 FOC rebooking's are permitted on QR operating flights from/to the same origin/destination on or before **31 May 2020**.
2. Max 2 FOC rebooking's permitted on QR operating flights from/to a different origin/destination within the same country on or before **31 May 2020**.
3. Max 2 FOC rebooking's permitted on to a QR operating flight from/to a different origin/destination within 500 international miles radius (in a different country) on or before **31 May 2020**.
4. 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.
5. Max 2 FOC re-booking onto a combination of QR operating and OAL(s) operating flights from/to the same origin/destination. Re-booking should be made with a departure date on or before **31 May 2020** within 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. Re-booking completely on OAL flight(s) is not permitted at all times. No difference of fare or taxes are to be collected from passenger or refunded to passenger. Penalties due to re-booking are waived. It is strictly not allowed to re-protect point-to point segment(s) impacted by schedule change on full OAL connection(s).

Note: For points 1-5, No-show fee and rebooking penalty will be waived and fare difference will not be collected.

6. 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 should be collected from the passenger or where applicable refunded by QR. New Fare Basis rules must be complied with. Penalties due to rebooking will be waived.

Note: Rebooking 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

Method of Ticket Reissuance:

ENDO BOX "INVOL DUE TO CORONAVIRUS REF COM 1045 VERSION 1.3" with the "I" indicator at the beginning of the fare construction.

Note: Please use “S” with SKED in case of flight cancellation.

General Note:

1. Unless otherwise specified, rebooking onto a code-share marketing flight number is not permitted. Use QR prime operating flight number at all times.
2. 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.
3. For travel alert updates, please refer to www.qatarairways.com
4. Any local law / regulations will prevail over Qatar Airways Coronavirus policy.
5. NO Surface Transportation will be provided.
6. Rebooking and refund options for Groups/conditions apply to Ticketed Groups, Tour Operator Bookings, and Groups where Deposit has been collected through an EMD or a Group Contract has been signed.

REFUNDS

Receive a full refund of the unutilized value back 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

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.

1. For complicated refund scenarios, side-trips, end-on-end combinations, partial utilizations (e.g. within fare component), please contact Eticket Support.
2. No- show fee, rebooking fee and service fee for ticket exchange/reissue will be waived.
3. Service fee previously collected is non-refundable at all times.
4. Re-booking and refund options/conditions as per this policy also apply to Group Tickets and tour operator bookings. In addition, this policy is applicable to groups and tour operators’ bookings where deposit has been collected and contract has been signed. PNR needs to be

updated with appropriate remarks.

For Group Refund Handling:

- a. Ticket issued for ad hoc group, series group, negotiated space may be refunded.
- b. EMD issued for group deposit may be refunded. Such refund may be processed directly as per this Commercial Policy.
- c. Transfer of group deposit to a new Group PNR is also an option. Such transfer of deposit may be processed directly as per this Commercial Policy.
- d. Cancelled PNRs to be updated with the following remarks:

i. Group Cancelled / deposit refunded as per COM REF: 1045 /VER1.3

ii. Group Cancelled / deposit transferred to new group PNR XXXXXX as per COM REF: 1045 / VER1.3 where XX is QR PNR RLOC.

STPC - Stopover for the Purpose of Connection:

STPC stands temporary suspended at worldwide level, therefore passengers with longer connections between 8 and 24 hours with confirmed STPC will have to stay at Hamad International Airport with no exit to Doha city with immediate effect.

- Passengers can choose to rebook on an alternative flight in line with the options permitted in this Policy.
- Passengers holding unutilized paid STPC bookings effective 09th March 2020, the normal process of refund will be applied by the QR Network Offices as long as the STPC e-ticket coupon status remains O (Open).
- Passengers holding unutilized paid STPC booking may request refund via STPC QR (stpc@qatarairways.com.qa).

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