

March 11th, 2020

Dear Trade Partner,

In view of Coronavirus outbreak in many countries, Qatar Airways has issued a number of Commercial Policies due to the 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 these dynamic circumstances.

SCOPE AND APPLICABILITY

This policy applies for rebooking and refunds to those passengers who hold a confirmed reservation and a confirmed QR (157) stock/plate booked on certain QR and/or OAL flights for tickets issued on or before 12th March 2020 for travel on or before 31st May 2020 can be rebooked anytime on or before 30th June 2020.

Exception for Kuwait: On or before 31st March 2020.

REBOOKING OPTIONS - QR / OAL

- **Max. 2 rebooking/rerouting changes permitted. However, 2nd change shall be permitted within 3days from the 1st change.**

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

Method of Ticket Reissuance:

ENDO BOX "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. Replace "INVOL" and "I" indicator by using "SKCHG" and "S" indicator respectively for flight cancellations or other schedule changes.

Rebooking on QR: QR operated flights, same routing and in the lowest available RBD in the same cabin.

Rerouting on QR: 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.

Rerouting only permitted within 500 TPMs (TPM).

Rebooking on OAL: Rebook onto combination of QR operated and OAL operated flights, same origin/destination.

May change gateway and/or OAL.

Rebook into **lowest available QR RBDs within the same cabin and lowest available OAL SPA RBDs in the same cabin.**

Cannot be rebooked exclusively on OAL.

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.

1. 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.
2. For travel alert updates, please refer to www.qatarairways.com.
3. Any local law / regulations will prevail over Qatar Airways Coronavirus policy.