

March 16th, 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 , 1045, 1047, 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 by anytime until **30th June 2020 to travel on or before 30th June 2020 can be rebooked anytime within ticket and fare validity for entire unutilized journey.**

REBOOKING OPTIONS - QR / OAL

These Guidelines applies to passengers holding tickets issued on Qatar Airways (157) stock or plate booked on QR and/or OAL flights.

Rebooking on QR:

- Rebook onto QR operated flights, same routing (same origin/destination).
- Can be rebooked 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.

Rerouting on QR:

- QR operated flights, within the same country of 500 international miles radius (different country).
- Rebook into lowest available RBD in the same cabin.
- Rerouting only permitted within 500 TPMs (TPM).
- QR will not cover travel expenses incurred from/to rerouted point.
- May change unutilized outbound & unutilized inbound on the same Ticket within one transaction to match original length of stay.

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.**

Method of Ticket Reissuance:

ENDO BOX "INVOL DUE TO CORONAVIRUS COMM REF 1059V1.2" 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.

General Note:

1. Passengers who do not wish to re-book/reroute, an Unutilized value can be reissued to an EMD valid for 1 year from the date of re-issue.
2. Multiple changes permitted.
3. Applies to changeable, as well as to non-changeable fares (tickets).
4. Unless otherwise specified, rebooking onto a code-share marketing flight number is not permitted. Use QR prime operating flight number at all times.
5. For travel alert updates, please refer to www.qatarairways.com.
6. Any local law / regulations will prevail over Qatar Airways Coronavirus policy.

REFUNDS

Receive a full refund of the unutilized value to an EMD "Good for further transportation". Valid for 1 year from the date of exchange and endorsement box shall be annotated as "NON REFUNDABLE".

- Applies to refundable, as well as to non-refundable fares (tickets).
- Unutilized value shall be calculated based on unutilized 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.
- For complicated refund scenarios, side-trips, end-on-end combinations, partial utilizations (e.g. within fare component), please contact Eticket Support.
- No- show fee, rebooking fee and service fee for ticket exchange/reissue will be waived.
- **Residual value** remains **non-refundable**
- Service fee previously collected is non-refundable at all times.
- 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.

Group Refund/Handling:

- Unutilized value of Ticket issued for ad hoc group, series group, NEGO space may be exchanged to an EMD transaction "**Good for Further Transportation**" valid for 1 year from the date of exchange.
- EMD issued for Group Deposit can be refunded or transferred to the future Groups.

Cancelled PNRs to be updated with the following remarks:

- **Group Cancelled / down payment refunded as per COM REF: 1059 / VER 1.2**
- **Group Cancelled / down payment transferred to new PNR XX as per COM REF: 1059 / VER 1.2 where XX is the QR PNR/RLOC.**

Unutilized EMD ancillary services:

- Preferred seat, Lounge access, AL Maha meet & Assist - EMD value can be exchanged for future travel (if it was issued in connection with impacted flight).
- Pre-Paid Baggage can be rebooked with new journey within the EMD validity.
- For Ancillaries purchased through QR offices, please contact the issuing office for further action.

Redemption Tickets : In case of refund, unutilized QMILES and QCREDITS will be refunded.

OTHERS/MISCELLANEOUS

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

These Guidelines applies to passengers holding tickets issued on Qatar Airways (157) stock or plate booked on QR and/or OAL flights:

1. Which are declared as cancelled due to operational reasons or airport closures.
2. To/from/via any point which is declared as operating, however, passengers are prevented to travel to/from/via these points due to travel restrictions or travel ban imposed by government authorities. Please see “Applicability Appendix” for further details.
3. 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
4. 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. There should be an identifier on the ticket justifying that the ticket is issued in connection with a cruise travel. List of bookings (PNRs, ticket numbers and passenger names) at the end of each week should be forwarded to Commercial Policies & Procedures.
5. That have undergone a Schedule Change in the PNR. This overrides “Reservations & Ticketing Manual (RTM) Section 17 – Schedule Change”. However, for new QR routes that have a delay in launch of operation, please refer to their individual Commercial Policies which have been already published or will be issued shortly.
6. That have prolonged checks at certain airports or increased Minimum Connecting Time (MCT), may cause a misconnection of onward flights.
7. 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.
8. Which are booked as a part of any Stopover product in Doha (standard stopover as part of ticketed Fare Basis, MVP, QR Holidays, Discover Qatar, etc.

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