

23 Mar 2020

Dear Travel 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 the 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 this dynamic circumstances.

Please be advised that available information and responses are being implemented and updated on urgent basis. This is becoming more frequent due to local/ national authorities response to coronavirus outbreaks around the world. Therefore, this update is not intended to be exhaustive but should be considered current at present time (**March 23, 2020 5:30 pm ET**)

SCOPE AND APPLICABILITY

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

Which are declared as cancelled due to operational reasons or airport closures.

1. 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.
2. 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.
3. 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.
4. That have prolonged checks at certain airports or increased Minimum Connecting Time (MCT), may cause a misconnection of onward flights.
5. 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.
6. 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.).

Tickets issued by:

Anytime until 30th June 2020, includes tickets issued in the past as well.

Travel date affected:

On or before 30th June 2020

New date of travel:

Within 1 year from original date of issue.

REBOOKING OPTIONS

Rebook on QR:

- Rebook onto QR operated flights, same routing (same origin, destination).
- Rebook 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.

Reroute on QR:

- Reroute onto 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**
- May change unutilized outbound & unutilized inbound on the same Ticket within one transaction to match original length of stay.

Rebook 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 RBD in the same cabin and lowest available OAL SPA RBD in the same cabin.**
- **Cannot rebook exclusively on OAL.**

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 exchanged to an EMD Transaction "**Good for Further Transportation**"

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**" options/conditions apply to ticketed groups or tour operator bookings.
- EMD issued for Group Deposit can be refunded or transferred to the future Groups.
- PNRs to be updated with appropriate remarks.

Cancelled PNRs to be updated with the following remarks:

- **Group Cancelled / down payment refunded as per COM REF: 1059 / VER 1.3**
- **Group Cancelled / down payment transferred to new PNR XX as per COM REF: 1059 / VER 1.3 where XX is the QR PNR/RLOC.**

Unutilized EMD ancillary services:

- Preferred seat, Lounge access, AL Maha meet & Assist - EMD value can be exchanged to transactions-"Good for future travel" (provided it has been 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.

Important information:

- **Travel with Confidence Policy (Commercial Ref 1052) is independent from these Guidelines.**
- Rebooking / rerouting is permitted provided that there are no restrictions imposed by government authorities and must be subject to documentation check, as well as immigration compliance.
- May request refund for a paid unutilized STPC hotel accommodation via STPC QR (stpc@qatarairways.com.qa).
- Encourage passengers to provide contact information via Manage My Booking.
- May use this Guidelines for rebooking and rerouting options for impacted passengers booked on QR operating flights issued on STA Travel stock or plate (000/STA). Please refer to RTM Section 17.3.2 for clarification when and how QR should assist with such re-protection.
- **Must not use options (including refunds) and conditions specified in the Reservations & Ticketing Manual (RTM) Sections 17 and 18 (Schedule Change and Irregular Operations respectively).**

NEED TO KNOW MORE?

For more information you can contact our trade desk at [+1 844 442 2787](tel:+18444422787).

If you have been forwarded this email you can sign-up to our trade newsletter directly [here](#).

Sincerely,

Qatar Airways

ABOUT QATAR AIRWAYS

OUR AWARDS
