

Passenger Guidelines - Travel With Confidence

13 May 2020

You can rely on us. More choices and flexibility with the airline you can trust. To support customers and agency partners through the ongoing COVID19 situation, we are enhancing our commercial policy. Your customers can plan now and travel when they are ready. The safety and wellbeing of our customers is of paramount importance to Qatar Airways. This Passenger Guidelines (Ref No. 1059) is our consolidated and most up to date policy which supersedes all others including our 'Travel with Confidence' policy (Ref No. 1052). This document will continue to be updated and shared regularly while the latest travel information will always be available on the Qatar Airways website.

The table below outlines the scenarios covered under this policy, the applicability period and options available.

Summary of Passenger Guidelines Customer Options	
Ticket and travel date	Tickets issued on/before 30 September 2020 for travel on/before 31 December 2020
Voluntary changes	<p>Customers wishing to voluntarily change their itinerary have three options.</p> <ol style="list-style-type: none"> 1. Amend travel date and/or travel route 2. Exchange ticket for a voucher in the amount of the original ticket plus an additional 10% value (of unutilized fare and YQ/YR) 3. Exchange ticket for Qatar Airways Privilege Club Qmiles credit
Involuntary changes	<p>Customers impacted by involuntary changes have four options.</p> <ol style="list-style-type: none"> 1. Amend travel date and/or travel route 2. Exchange ticket for a voucher in the amount of the original ticket plus an additional 10% value (of unutilized fare and YQ/YR) 3. Exchange ticket for Qatar Airways Privilege Club Qmiles credit 4. Exchange ticket for refund
	<p>The below cases causing disruption to itineraries are considered as involuntary changes</p> <ul style="list-style-type: none"> Airport closures Travel restrictions or travel bans imposed by authorities Flight cancellations Schedule changes Any Stopover product in Doha Any STPC hotel cancellations at Doha's Hamad International Airport (DOH) Delayed new QR route launches to/from/via ALA/KIX/LYS/TSE(NQZ)

Option 1: Amend Travel Date and/or Travel Route	
Applicability	<ul style="list-style-type: none"> Rebook to an alternative date with the same routing, origin and destination Rebook on an alternative route
Guidelines	
Core Guidelines	<p>Unutilized tickets:</p> <ul style="list-style-type: none"> Please apply unutilized value within 2 years from original ticket issue date, however, maximum stay must not exceed more than 1 year <p>Partially utilized tickets:</p> <ul style="list-style-type: none"> Please apply unutilized value within 2 years from first travelled sector of entire journey, however, maximum stay must not exceed more than 1 year
	<p>Change entire travel on/before 31 December 2020:</p> <ul style="list-style-type: none"> Rebook into lowest available RBD within same cabin on QR operating flights Waive difference in fare, taxes, fees, charges, surcharges, rebooking penalty Any collection from previously exchanged / reissued tickets remain non-refundable <p>Change entire travel or part of journey on/after 1 January 2021:</p> <ul style="list-style-type: none"> Requote and collect any difference in fare, taxes, fees, charges, surcharges Waive rebooking penalty Any collection from previously exchanged / reissued tickets remain non-refundable
	<p>When rebooking on Qatar Airways (QR) operated flights:</p> <ul style="list-style-type: none"> May change unutilized outbound & inbound on the same ticket within one transaction to up to maximum stay of the fare In case of non-daily flight operation, can extend original length of stay up to the next day of operation Any residual value is non-refundable and non-exchangeable Must be a Qatar Airways operated flight and not a codeshare flight <p>When rerouting on Qatar Airways (QR) operated flights:</p> <ul style="list-style-type: none"> May reroute within same country as original embarkation point and/or within 5,000 (five thousand) mile radius from original disembarkation (turnaround) point Must advise customer that Qatar Airways will not cover travel expenses incurred from/to rerouted point Must be a Qatar Airways operated flight and not a codeshare flight <p>When rebooking on OAL operated flights:</p> <ul style="list-style-type: none"> Must be in combination with a QR operated flight (cannot be exclusively OAL) Kindly contact your local QR sales representative to make OAL related changes
Instructions	
Method 1	<ul style="list-style-type: none"> Must use “INVOL COVID COMM1059” at beginning of Endorsements Box. Must replace “INVOL” with “SKCHG” at the beginning of “restrictions/endorsements” box, as well as include “S” indicator at the

	beginning of the fare construction for flight cancellations or other schedule changes.
Method 2	<ul style="list-style-type: none"> For OAL operated flights and any other queries, kindly contact your local QR sales representative.

Option 2: Exchange Ticket for Voucher	
Applicability	<ul style="list-style-type: none"> Passengers who wish to obtain a credit voucher for future use
Guidelines	
Core Guidelines	<ul style="list-style-type: none"> QR will issue a single EMD for the unutilized value of the ticket and supplement with an additional 10% additional value EMD can be utilized for further transportation within 2 years from date of EMD issuance Applies to refundable and non-refundable fares (tickets), Q and stopover surcharges, YQ/YR charges Refund penalty will be waived Non-refundable unutilized taxes (except YQ/YR charges) remain non-refundable and non-exchangeable
Instructions To Claim EMD on/after 26 March 2020	
Method 1	<ul style="list-style-type: none"> Please submit request using our web form. We are currently experiencing high volumes so processing times may be a longer than normal. Please be rest assured that we will get to each and every one as quickly as possible. http://support.qatarairways.com/hc/en-us/requests/new?ticket_form_id=360000137938 Please include PNR, agency name, agency email, IATA, customer name and customer email details. Qatar Airways will automatically issue a single EMD for the unutilized value of the ticket and supplement with an additional 10% value.
Instructions For EMDs issued on/after 01 March 2020 and on/before 25 March 2020	
Method 1	<ul style="list-style-type: none"> We want all customers to benefit from the new policy. Therefore, starting 1 May 2020, Qatar Airways will proactively re-send new vouchers (EMDs) with the 10% added value to customers who already possess vouchers issued on/after 1 March 2020 and on/before 26 March 2020.

Option 3: Exchange Ticket for Qatar Airways Privilege Club Qmiles Credit	
Applicability	<ul style="list-style-type: none"> Passengers who wish to obtain Qatar Airways Privilege Club Qmiles credit for future redemptions
Guidelines	
Core Guidelines	<ul style="list-style-type: none"> QR will credit the customer's Qatar Airways Privilege Club account with Qmiles in the value of 100 Qmiles per USD 1 based on unutilized ticket value (fare and unutilized refundable taxes) after conversion from selling currency. Applies to refundable and non-refundable fares (tickets), Q and stopover surcharges, YQ/YR charges Refund penalty will be waived Non-refundable unutilized taxes (except YQ/YR charges) remain non-refundable and non-exchangeable Once the option has been elected, Qmiles are non-refundable and non-reversible
Instructions To Claim Qmiles	
Method 1	<ul style="list-style-type: none"> Please submit request using our web form. https://qatarairways.zendesk.com/hc/en-us/requests/new Please include PNR, customer name, customer email and Qatar Airways Privilege Club membership number Qatar Airways will automatically credit the customer's Privilege Club account with the associated Qmiles.

Option 4: Exchange Ticket for Refund (applicable for involuntary changes only)	
Applicability	<ul style="list-style-type: none"> Passengers impacted by involuntary changes and who wish to receive full refund
Guidelines	
Core Guidelines	<ul style="list-style-type: none"> Refund unutilized value to original form of payment Waive refund penalty Applies to refundable and non-refundable fares (tickets), Q and stopover surcharges, YQ/YR charges Non-refundable unutilized taxes (except YQ/YR charges) remain non-refundable and non-exchangeable For voucher refunds (EMD), the 10 percent added value as provided by QR is non-refundable Customers exercising this policy for voluntary purposes are not eligible for refunds – please revert to options 1, 2 and 3 for other available options
Instructions	
Method 1	<ul style="list-style-type: none"> Calculate unutilized value based on unutilized NUC, taxes, fees, charges and surcharges. See example calculation below. <p style="text-align: center;">LON QR X/DOH QR SYZ 461.47 QR X/DOH QR LON 561.47NUC1022.94</p> <p>In example above, outbound has been utilized and inbound remains unutilized. NUC 561.47 of inbound may be refunded to the original form of payment.</p> <ul style="list-style-type: none"> Applies to refundable and non-refundable fares (tickets). Waive refund penalty Waive no-show penalty For complex exchange scenarios, side-trips, end-on-end combinations, partial utilizations, kindly contact a Qatar Airways sales representative.