

Passenger Guidelines

Updated 25 March 2020

The safety and wellbeing of our customers is of paramount importance to Qatar Airways. We are in this together and to support you through the rapidly changing COVID19 situation, we issued a number of commercial policies to support our customers and agency partners. To ensure clarity and transparency for you and your teams, this Passenger Guidelines (Ref No. 1059) is our consolidated and most up to date policy which supersedes all others. This document will be updated and shared regularly while the latest travel information will always be available on the Qatar Airways website. Our 'Travel with Confidence' policy (Ref No. 1052) is a supplement to this guideline.

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

Applicability of Passenger Guidelines (Ref No. 1059)	
Itineraries impacted by	<ul style="list-style-type: none"> • Airport closures – listed in Appendix 1 • Travel restrictions or travel ban imposed by authorities – listed in Appendix 2 • Flight cancellations • Schedule changes • Changes and/or cancellations of cruises • Changes and/or cancellations of special events • Any Stopover product in Doha • Any STPC hotel cancellations at Doha's Hamad International Airport (DOH)
Ticket and travel date	Tickets issued on/before 30 September 2020 for travel on/before 30 September 2020
Options available	<p>We are pleased to offer impacted customers with three options.</p> <ul style="list-style-type: none"> • Amend travel date or travel route • Exchange ticket for a voucher in the amount of the original ticket plus receive an additional 10% value (of fare and YQ/YR) • Refund <p>Please refer to the following pages for details.</p>

Option 1: Date / Route Change		
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>Change unutilized tickets:</p> <ul style="list-style-type: none"> Please apply unutilized value within 1 year from original ticket issue date or within maximum stay of the fare, whichever comes later <p>Change partially utilized tickets:</p> <ul style="list-style-type: none"> Please apply unutilized value within 1 year from first travelled sector or within maximum stay of the fare, whichever comes later 	
	<p>Change for travel on/before 30 September 2020:</p> <ul style="list-style-type: none"> Rebook into lowest available RBD within same cabin Waive difference in fare, taxes, fees, charges, surcharges, rebooking penalty, service charge <p>Change for travel on/after 1 October 2020:</p> <ul style="list-style-type: none"> Requote and collect any difference in fare, taxes, fees, charges, surcharges Waive rebooking penalty, service charges <p>Change for outbound travel on/before 30 Sep 2020 & inbound on/after 1 Oct 2020:</p> <ul style="list-style-type: none"> Rebook into lowest available RBD within same cabin Waive difference in fare, taxes, fees, charges, surcharges, rebooking penalty, service charge 	
	<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 match original length of stay Any residual value is non-refundable <p>When rerouting on Qatar Airways (QR) operated flights:</p> <ul style="list-style-type: none"> Must be within same country as original embarkation and/or disembarkation point Or if internationally, within 500 mile radius from original embarkation or disembarkation point Must advise customer that Qatar Airways will not cover travel expenses incurred from/to rerouted point <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 COMM1059V1.4" at beginning of Endorsements Box. Must use "SKCHG" at the beginning of the "restrictions/endorsements" box and "S" indicator for flight cancellations or other schedule changes at the beginning of the fare construction.
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 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 to be utilized for further transportation within 1 year from date of EMD issuance Applies to refundable, as well as to non-refundable fares (tickets) Refund penalty will be waived Non-refundable unutilized taxes 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 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.
Method 2 (in development)	<ul style="list-style-type: none"> We are also developing a new web form to support these requests and will communicate details as quickly as possible. Please do not make these requests using any other web form as Qatar Airways will not be able to process them.

Option 3: Refund	
Applicability	<ul style="list-style-type: none"> Passengers who prefer 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, as well as to non-refundable fares (tickets) Non-refundable unutilized taxes remain non-refundable and non-exchangeable
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>LON QR X/DOH QR SYZ 461.47 QR X/DOH QR SYZ 561.47NUC1022.94 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.