



24MAR/THR-QR-911-TSS-20

Passenger Guidelines - Coronavirus Outbreak

Due to significant operational challenges caused by entry restrictions imposed by various countries Qatar Airways has temporarily suspended flights to/from Iran. However, Qatar Airways will continue to operate 1 daily flight to/from Tehran (IKA) as per details below:

QR 498/491 DOH-IKA-DOH Until 31 May 2020

This Guidelines applies to following passengers holding tickets issued on Qatar Airways (157) stock and supersedes all previous flyers:

- Which are declared as cancelled due to operational reasons or airport
- 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.
- 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.
- Which are booked as a part of any Stopover product in Doha

Ticketed issued by	Anytime until 30 June 2020, includes tickets issued in the past as well
Ticketed date affected	On or before 30 June 2020
New date of travel	Within 1 year from original ticket issue date
Rebook on QR	<p>Rebook onto QR operated flights, same routing (same origin, destination)</p> <p>Rebook into lowest available RBD in the same cabin</p> <p>May change unutilized outbound & unutilized inbound on the same Ticket within one transaction to match original length of stay</p>



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<p>Rerouting on QR</p>	<p>Reroute onto QR operated flights, within the same country or 500 international miles radius (different country)</p> <p>Rebook into lowest available RBD in the same cabin</p> <p>May change unutilized outbound & unutilized inbound on the same Ticket within one transaction to match original length of stay</p>
<p>Rebook on Other Airline</p>	<p>For complicated reissue scenarios on Qatar Airways combined with Other Airlines operating flights, please contact our town offices in Iran.</p>
<p>Number of waivers</p>	<p>Multiple changes permitted. Applies to changeable, as well as to non-changeable fares (tickets).</p>
<p>Calculations</p>	<p>Must apply unutilized value of ticket within 1 year from original ticket issue date as follows:</p> <ul style="list-style-type: none"> • To change for travel on/before 30 June 2020: Waive any difference of fare, taxes, fees, charges, surcharges, including rebooking penalty and service charge (ticketing fee, booking fee) due to ticket exchange/reissue • To change part of journey (e.g. outbound) for travel on/before 30th June 2020 and another part of journey (e.g. inbound) for travel on/after 1 July 2020: Waive any difference of fare, taxes, fees, charges, surcharges, including rebooking penalty and service charge (ticketing fee, booking fee) due to ticket exchange/reissue



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	<ul style="list-style-type: none"> • To change any part of journey for travel on/after 1 July 2020: Must quote and any difference of fare, taxes, fees, charges and surcharges shall be collected (e.g. due to higher RBD, seasonality, blackouts/travel date restrictions, day of week, MIN/MAX stay, routing, etc.). Waive rebooking penalty and service charge (ticketing fee, booking fee) due to ticket exchange/reissue. <p>For all scenarios given above:</p> <p>Must update: “INVOL DUE TO CORONAVIRUS COMM REF 1059V1.3” at the beginning of the Endorsements Box and “I” indicator at the beginning of the fare construction</p> <p>Must replace “INVOL” and “I” indicator by using “SKCHG” and “S” indicator respectively <u>for flight cancellations or other schedule changes</u></p>
<p>Upgrade to higher cabin</p>	<p>Yes, provided difference of applicable fare, taxes, fees, charges and surcharges are collected and fare basis conditions adhered</p>
<p>No-show</p>	<p>Waive no-show condition and no-show penalty for <u>rebooking</u></p>
<p>Refunds of unutilized value</p>	<p>1-By exchanging for an EMD TRNS “Good for Further Transportation” (to be issued by QR Reservation Offices) valid for 1 year from date of exchange and endorsement box shall be annotated ‘NON REFUNDABLE’</p> <p>Send your EMD request to following QR Reservation email addresses:</p> <p>THR: thrvoucherdesk@ir.qatarairways.com tehranres@ir.qatarairways.com</p> <p>MHD: MashadRes@ir.qatarairways.com</p> <p>SYZ: syzreservation@ir.qatarairways.com</p> <p>IFN: ifnreservation@ir.qatarairways.com</p>



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	<p>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 may be exchanged for EMD TRNS "Good for Further Transportation" (to be issued by QR Reservation Offices): SYZ QR X/DOH QR VIE 461.47 QR X/DOH QR SYZ 561.47NUC1022.94</p> <p>Waive refund penalty Waive no-show condition and no-show penalty</p> <p>Refund the difference of fare in case of cabin class is downgraded</p> <p>2-Unutilized value of such EMD remains non-refundable. However, if such EMD remains fully unutilized and ticket was refundable, you may refund such EMD by deducting refund penalty of the ticket.</p> <p>3-All Fare Basis conditions must be adhered similar to that when voluntary refunds are handled. Must collect Refund or No-show penalty.</p>
<p>Important information</p>	<ul style="list-style-type: none"> • Travel with Confidence flyer is independent from this 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.