

## Passenger Guidelines

Updated 02 April 2020

Please refer to 'Tracked Changes' in the appendix which summarises changes between v1.4 and v1.5.

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"> <li>• Airport closures – listed in Appendix 1</li> <li>• Travel restrictions or travel ban imposed by authorities – listed in Appendix 2</li> <li>• Flight cancellations</li> <li>• Schedule changes</li> <li>• Changes and/or cancellations of cruises</li> <li>• Changes and/or cancellations of special events</li> <li>• Any Stopover product in Doha</li> <li>• Any STPC hotel cancellations at Doha's Hamad International Airport (DOH)</li> </ul>
Ticket and travel date	Tickets issued on/before <b>30 September 2020</b> for travel on/before <b>30 September 2020</b>
Options available	<p>We are pleased to offer impacted customers with three options.</p> <ul style="list-style-type: none"> <li>• Amend travel date or travel route</li> <li>• Exchange ticket for a voucher in the amount of the original ticket plus receive an additional 10% value (of fare and YQ/YR)</li> <li>• Refund</li> </ul> <p>Please refer to the following pages for details.</p>

Option 1: Date / Route Change	
Applicability	<ul style="list-style-type: none"> <li>• Rebook to an alternative date with the same routing, origin and destination</li> <li>• Rebook on an alternative route</li> </ul>
<b>Guidelines</b>	
Core Guidelines	<p><b>Change unutilized tickets:</b></p> <ul style="list-style-type: none"> <li>• Please apply unutilized value within 1 year from original ticket issue date or within maximum stay of the fare, whichever comes later</li> </ul> <p><b>Change partially utilized tickets:</b></p> <ul style="list-style-type: none"> <li>• Please apply unutilized value within 1 year from first travelled sector or within maximum stay of the fare, whichever comes later</li> </ul>
	<p><b>Change for travel on/before 30 September 2020:</b></p> <ul style="list-style-type: none"> <li>• Rebook into lowest available RBD within same cabin</li> <li>• Waive difference in fare, taxes, fees, charges, surcharges, rebooking penalty, service charge</li> </ul> <p><b>Change for travel on/after 1 October 2020:</b></p> <ul style="list-style-type: none"> <li>• Requote and collect any difference in fare, taxes, fees, charges, surcharges</li> <li>• Waive rebooking penalty, service charges</li> </ul> <p><b>Change for outbound travel on/before 30 Sep 2020 &amp; inbound on/after 1 Oct 2020:</b></p> <ul style="list-style-type: none"> <li>• Rebook into lowest available RBD within same cabin</li> <li>• Waive difference in fare, taxes, fees, charges, surcharges, rebooking penalty, service charge</li> </ul>
	<p><b>When rebooking on Qatar Airways (QR) operated flights:</b></p> <ul style="list-style-type: none"> <li>• May change unutilized outbound &amp; inbound on the same ticket within one transaction to match original length of stay</li> <li>• In case of non-daily flight operation, can extend original length of stay up to the next day of operation</li> <li>• Any residual value is non-refundable and non-exchangeable</li> </ul> <p><b>When rerouting on Qatar Airways (QR) operated flights:</b></p> <ul style="list-style-type: none"> <li>• Must be within same country as original embarkation and/or disembarkation point</li> <li>• Or if internationally, within 500 mile radius from original embarkation or disembarkation point</li> <li>• Must advise customer that Qatar Airways will not cover travel expenses incurred from/to rerouted point</li> </ul> <p><b>When rebooking on OAL operated flights:</b></p> <ul style="list-style-type: none"> <li>• Must be in combination with a QR operated flight (cannot be exclusively OAL)</li> <li>• Kindly contact your local QR sales representative to make OAL related changes</li> </ul>
<b>Instructions</b>	
Method 1	<ul style="list-style-type: none"> <li>• Must use "INVOL COVID COMM1059V1.5" at beginning of Endorsements Box.</li> <li>• 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.</li> </ul>

Method 2	<ul style="list-style-type: none"> <li>For OAL operated flights and any other queries, kindly contact your local QR sales representative.</li> </ul>
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### Option 2: Exchange for Voucher

Applicability	<ul style="list-style-type: none"> <li>Passengers who wish to obtain a credit voucher for future use</li> </ul>
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#### Guidelines

Core Guidelines	<ul style="list-style-type: none"> <li>QR will issue a single EMD for the unutilized value of the ticket and supplement with an additional 10% additional value</li> <li>EMD to be utilized for further transportation within 1 year from date of EMD issuance</li> <li>Applies to refundable and non-refundable fares (tickets), Q and stopover surcharges, YQ/YR charges</li> <li>Refund penalty will be waived</li> <li>Non-refundable unutilized taxes remain non-refundable and non-exchangeable</li> </ul>
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#### Instructions To Claim EMD on/after 26 March 2020

Method 1	<ul style="list-style-type: none"> <li>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. <a href="http://support.qatarairways.com/hc/en-us/requests/new?ticket_form_id=360000137938">http://support.qatarairways.com/hc/en-us/requests/new?ticket_form_id=360000137938</a></li> <li>Please include PNR, agency name, agency email, IATA, customer name and customer email details.</li> <li>Qatar Airways will automatically issue a single EMD for the unutilized value of the ticket and supplement with an additional 10% value.</li> </ul>
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#### Instructions For EMDs issued on/after 01 March 2020 and on/before 25 March 2020

Method 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Method 2 (in development)	<ul style="list-style-type: none"> <li>We are also developing a new web form to support these requests and will communicate details as quickly as possible.</li> <li>Please do not make these requests using any other web form as Qatar Airways will not be able to process them.</li> </ul>

Option 3: Refund	
Applicability	<ul style="list-style-type: none"> <li>Passengers who prefer to receive full refund</li> </ul>
<b>Guidelines</b>	
Core Guidelines	<ul style="list-style-type: none"> <li>Refund unutilized value to original form of payment</li> <li>Waive refund penalty</li> <li>Applies to refundable and non-refundable fares (tickets), Q and stopover surcharges, YQ/YR charges</li> <li>Non-refundable unutilized taxes remain non-refundable and non-exchangeable</li> </ul>
<b>Instructions</b>	
Method 1	<ul style="list-style-type: none"> <li>Calculate unutilized value based on unutilized NUC, taxes, fees, charges and surcharges. See example calculation below.</li> </ul> <p><b>LON QR X/DOH QR SYZ 461.47 QR X/DOH QR SYZ 561.47NUC1022.94</b>            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"> <li>Applies to refundable and non-refundable fares (tickets).</li> <li>Waive refund penalty</li> <li>Waive no-show penalty</li> <li>For complex exchange scenarios, side-trips, end-on-end combinations, partial utilizations, kindly contact a Qatar Airways sales representative.</li> </ul>

Frequently Asked Questions (FAQs)	
Are the Passenger Guidelines applicable to the 'Travel with Confidence' policy?	The 'Travel with Confidence' policy is independent from these Passenger Guidelines.
Are the Passenger Guidelines applicable to all impacted customers?	All impacted customers including or agency partners and corporate customers can benefit from the Passenger Guidelines.
How many rebooking and/or routing changes are permitted?	Multiple changes are permitted to both changeable and non-changeable fares provided they are completed by 30 September 2020.
Will any fare difference and charges be waived if the outbound travel is before 30 September, but inbound travel date is after 1 October?	As long as the first segment of the revised itinerary occurs on or before 30 September 2020, any fare difference (within the same cabin) and taxes, fees, charges, surcharged will be waived.
Will the voucher need to be used in one transaction regardless of the ticket value?	EMDs may be split to purchase multiple tickets for the same passenger. However, any unutilized value is non-refundable. Split EMD shall have 1 year validity from the original EMD issue date.
What is included in the additional 10% value of the voucher?	For customers opting the voucher (EMD), Qatar Airways will offer an additional 10% in value based on the original ticket's unutilized base fare, unutilized surcharges and unutilized YQ/YR charges.
Are refunds of the unutilized value allowed?	Refund of unutilized value is permitted and refund fees can be waived. Please refer to "Option 3: Refund" of this policy document. Note, non-refundable unutilized taxes remain non-refundable and non-exchangeable.
Are refunds of previously paid change and/or no-show fees allowed?	If the EMD is fully unutilized, the 100% unutilized amount of the ticket remains refundable. However the additional 10% value supplemented by Qatar Airways will be forfeited. If the EMD has been partially utilized, the amount remains non-refundable, however can be exchanged for other QR services including tickets.
Are refunds of any fare difference in case of cabin class downgrade allowed?	If a downgrade in cabin class (i.e. from J to Y) is required, a refund of the fare difference is permitted to the original form of payment.
Are EMDs refundable?	EMDs are refundable. However, if QR was the issuer, QR will undertake the refund process and raise an ACM.
Can EMDs be reissued back to the original itinerary?	EMDs can be reissued within 3 months from issue date for a new ticket with the original unutilized itinerary or to/from QR operating point within the same country or within 500 mile radius from original embarkation or disembarkation point. May change flight numbers, departure date and RBD (within same cabin). Fare calculation should be based on the original ticket. Kindly revert and comply to date change guidelines.
Can EMDs that have already been refunded benefit from the new policy?	EMDs that have already been refunded or have had refund requests will not be eligible from the new benefits including the 10% added value.
How will EMDs issued prior to this policy be handled?	Any unutilized EMD issued on/after 01 March 2020 and on/before 25 March 2020 will have following options: 1. Starting 1 May 2020, Qatar Airways will proactively re-send new vouchers (EMDs) with the 10% added value

	<p>2. Claim a refund</p> <p>If the EMD has been partially utilized, the amount remains non-refundable, however can be exchanged for other QR services.</p>
How can the EMD (travel voucher) issued from QR office be used?	<p>EMD issued by QR can be exchanged by any QR office. Passenger or Travel Partner can contact QR office or QR Sales representative respectively to action such requests. Should such EMD be requested for refund, the request can be raised through BSP link for the 100% value of the ticket.</p>
Are upgrades to higher cabins possible?	<p>Upgrades are permitted provided that the difference of applicable fare, taxes, fees, charges and surcharges are collected and fare basis conditions adhered. In such case, change and no-show fees will be waived.</p>
Are ancillaries covered under the Passenger Guidelines?	<p>EMDs already purchased can be exchanged to TRNS “Good for Further Transportation” provided that it is in connection with an impacted flight(s). The issuing office is available for other enquiries and support.</p>
Are no-show penalties applicable?	<p>No-show condition and no-show penalty for rebooking or exchanges will be waived.</p>
Are name changes permitted?	<p>Name changes are not permitted.</p>
Are the Passenger Guidelines applicable to group bookings?	<p>The Passenger Guidelines are applicable to group bookings. Kindly contact your local sales representative who will be happy to assist in servicing such bookings.</p>
Are all ticket stocks covered by this policy?	<p>Only those issued on QR (157) stock/plate are covered by this policy. Tickets issued on Other Airline stock/plate, as well as on STA (000) stock/plate are not covered.</p>
How will the Stopover product be managed?	<p>For stopover bookings made through Discover Qatar (DQ), kindly contact a DQ representative. If bookings require immediate attention, kindly contact QRH.</p>
Are customers still able to fly via Doha in light of the COVID-19 situation?	<p>Passengers with onward connections through DOH will be accepted for travel and Qatar Airways’ global network will continue its operation for transit passengers as normal, subject to entry restrictions at their final destination</p>

**Appendix 1 – Airport closures (last updated 01 April 2020)**

Algeria	ALG
Argentina	EZE
Azerbaijan	GYD
Bangladesh	DAC
Djibouti	JIB
Iraq	EBL, BGW, ISU, BSR
Italy	MLX, VCE, PSA
India	AMD, ATQ, BOM, BLR, CCU, CCJ, COK, DEL, HYD, GOI, TRV, NAG
Jordan	AMM
Kenya	NBO
Kuwait	KWI
Lebanon	BEY
Macedonia	SKP
Malta	MLA
Morocco	CMN, RAK, RBA
Namibia	WDH
Oman	MCT, OHS, SLL
Pakistan	LYP, MUX, SKT, PEW
Philippines	DVO
Poland	WAW
Portugal	LIS
Rwanda	KGL
Serbia	BEG
South Africa	CPT, JNB
Tunisia	TUN
Turkey	ESB, SAW
Ukraine	KBP

**Appendix 2 – Countries with travel restrictions (last updated 22 March 2020)**

(For detailed information, please refer to guidance given by each respective government)

Azerbaijan	Hong Kong	Qatar
Armenia	Iraq	Romania
Argentina	Iran	Russia
Australia	India	Rwanda
Austria	Indonesia	Saudi Arabia
Bangladesh	Italy	Serbia
Belgium	Japan	Seychelles
Bhutan	Jordan	Singapore
Bosnia and Herzegovina	Kazakhstan	Slovak Republic
Brazil	Kenya	Slovenia
Bulgaria	Kuwait	Somalia
Cambodia	Lebanon	South Korea
Canada	Macedonia	Sri Lanka
Croatia	Malaysia	Sweden
Cyprus	Maldives	Switzerland
Czech Republic	Morocco	Taiwan
Denmark	Mozambique	Tanzania
Djibouti	Myanmar	Thailand
Ecuador	Namibia	Tunisia
Ethiopia	Nepal	Turkey
Egypt	Netherlands	Uganda
France	New Zealand	Ukraine
Georgia	Norway	United Kingdom
Germany	Oman	United States of America
Greece	Pakistan	Vietnam
Hungary	Philippines	



**Appendix 3 – Tracked Changes (summary of changes made from last version of policy)**

Option 1: Date / Route Change	<ul style="list-style-type: none"> <li>• Updates to “When rebooking on Qatar Airways (QR) operated flights”</li> <li>• Updated endorsement code</li> </ul>
Option 2: Exchange to Voucher	<ul style="list-style-type: none"> <li>• Clarification made to applicable fare type</li> </ul>
Option 3: Refund	<ul style="list-style-type: none"> <li>• Clarification made to applicable fare type</li> </ul>
FAQs	<ul style="list-style-type: none"> <li>• Additional FAQs added around EMDs</li> </ul>
Appendix 1: Airport Closures	<ul style="list-style-type: none"> <li>• Updated with latest airport closures</li> </ul>