



15MAR/THR-QR-904-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 30th April 2020

Advice for following passengers holding tickets issued on Qatar Airways (157) stock:

- Travel To/from/via Iran or any point which are declared as cancelled.
- To/from/via any point which is declared as operating, however, passengers are prevented to to/from/via these points due to travel restrictions imposed by government authorities or certain travel restrictions that passengers cannot travel.
- Which are declared as operating however, passengers wish to amend their travel plans in view of the current situation. Example: flights operating to/from/via IKA (QR 498/491)
- 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.

Ticketed issued by	12th March 2020
Ticketed date affected	On or before 31st May 2020 Exception for Kuwait: On or before 31st March 2020
New date of travel	Anytime on or before 30th June 2020
Rebook on QR	Rebook onto QR operated flights, same routing 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



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Rerouting on QR	<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>
Rebook on Other Airline	<p>For complicated reissue scenarios on Qatar Airways combined with Other Airlines operating flights, please contact our town offices in Iran.</p>
Number of waivers	<p>Max. 2 rebooking/rerouting changes permitted, however, 2nd change shall be permitted within 3 days from 1st change</p> <p>If the changed itinerary is further impacted due to this situation, another change will be permitted.</p>
Calculations	<p>Waive any difference of fare, taxes, fees, charges, surcharges, including rebooking penalty and service charge (ticketing fee, booking fee) due to ticket exchange/reissue</p> <p>Must update: "INVOL DUE TO CORONAVIRUS COMM REF 1059V1.1" 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>
Upgrade to higher cabin	<p>Yes, provided difference of applicable fare, taxes, fees, charges and surcharges are collected and fare basis conditions adhered</p>



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Refunds of unutilized value allowed	<p>Yes, to the original form of payment</p> <p>This shall be calculated based on unutilized NUC, taxes, fees, charges and surcharges</p> <p>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 refunded: SYZ QR X/DOH QR VIE 461.47 QR X/DOH QR SYZ 561.47NUC1022.94</p> <p>Refund the difference of fare in case of cabin class is downgraded</p> <p>Waive refund penalty</p> <p>Or by exchanging for an EMD TRNS "Good for Further Transportation" valid for 1 year from day of exchange. Send your request to QR Reservation email addresses: THR: thrvoucherdesk@ir.qatarairways.com tehranres@ir.qatarairways.com MHD: MashadRes@ir.qatarairways.com SYZ: syzreservation@ir.qatarairways.com IFN: ifnreservation@ir.qatarairways.com</p>
No-show	<p>Waive no-show condition and no-show penalty for rebooking or refunds</p>
Important information	<ul style="list-style-type: none"> • Travel with Confidence flyer is independent from this Guidelines • Rebooking/Rerouting via KWI is not permitted • STPC and voluntary STOPOVERS will not be permitted at Doha