



همکاران گرامی،

پیرو کنسل شدن پروازهای هواپیمایی قطر به مقاصد عربستان سعودی، امارات متحده عربی، بحرین و مصر، شرایط تغییر تاریخ و استرداد بلیت‌های مسافرینی که بلیت خود را قبل از ۵ ژوئن ۲۰۱۷ خریداری نموده و تاریخ سفرشان بعد از ۵ ژوئن ۲۰۱۷ است طبق فایل ضمیمه ارائه می‌گردد.

در صورت وجود هرگونه سوال لطفاً با دفاتر این شرکت تماس حاصل فرمایید.

از همکاری شما سپاسگزاریم.

For more information please contact your local Qatar Airways sales representative, refer to Amadeus/Galileo or visit us at

qatarairways.com/ir



[@qatarairways_iran](https://t.me/Aircir)



apar.com/qatarairways

THR – 021-75925 – MHD 051- 37664101-07 – IFN 031- 32353536 – SYZ 071- 32271860-9

www.Airc.ir

Dear Travel Partner,

*This is to bring to your knowledge that Qatar Airways has suspended all regularly scheduled flights operating to/from **Kingdom of Saudi Arabia (KSA), United Arab Emirates (UAE), Bahrain (BAH) and Egypt.***

Qatar Airways is issuing the following policy to cater to the affected passengers on flights to and from the above-mentioned countries. Passengers must hold a confirmed reservation and a confirmed ticket issued on/or prior to 5th June 2017, for travel from 5th June 2017 until further notice.

For passengers who are due to travel on QR operating flights to and from the above-mentioned countries and holding a confirmed reservation and a confirmed ticket issued on/or after 6th June 2017, for travel from 6th June 2017 until further notice, this policy applies only for refund purposes

Tickets issued on/or after 6th June 2017 and presented for rebooking or re-routing shall be processed as standard voluntary change and according to applicable Fare Basis rules.

I. APPLICABILITY OF THIS COMMERCIAL POLICY:

- Rebooking of affected flight more than 24 hours prior to departure:
 - **157 documents** – This Commercial Policy is applicable for rebooking and refunds based on the conditions stipulated within this document.
 - **Other Airlines Documents** - Passenger or Travel Agent will have to contact validating carrier for assistance
- Rebooking of affected flight within 24 hours prior to departure:
 - **157 or Other Airlines Documents** – Contact Qatar Airways office or Contact Centre for reissuance.
 - **157 documents** – This Commercial Policy is applicable for refunds based on the conditions stipulated within this document.
 - **Other Airlines Documents** - Passenger or Travel Agent will have to contact validating carrier for refunds

Passengers are allowed to make one change free of charge for travel dates mentioned above.

In case of any technical, operational or any other travel issue, please contact the nearest Qatar Airways office or Contact Centre.

II. PNRs AFFECTED BY CANCELLED FLIGHTS to/from KSA, UAE, BAH or Egypt:

157 Tickets issued by travel agents which have not been exchanged/reissued by QR can be exchanged/reissued by the same Travel Agent location based on the following options:

1. **Rebook on another QR service between DOH and original aforementioned origin/destination (and any QR connecting flight which is part of the original ticket) free of charge, under the following conditions:**
 - a) The new dates of travel to/from aforementioned origin and destinations must be within 90 days of the resumption date of operations.
 - b) Rebooking should be made in the original ticketed class. Where this is not available, rebooking should be made in the lowest available class in the same cabin.
 - c) Rebooking onto a QR code-share marketing flight number is not permitted. Use QR prime operating flight number at all times.

2. Rebooking on specific airlines:

Please contact Qatar Airways office or Contact Centre for reissuance.

III. CONDITIONS FOR REBOOKING:

- 1) Rebooking in a higher cabin is not permitted.
- 2) For KSA, UAE and BAH flights cancellations:
This condition is available only to e-tickets issued on/or prior to 5th June 2017: Rebooking on QR operating flight to/from another GCC point is permitted (subject to documentation checks). Rebooking should be made in the lowest available class in the same cabin.
The new dates of travel must be within 90 days of the original travel date.
- 3) For Egypt flights cancellations:
This condition is available only to e-tickets issued on/or prior to 5th June 2017: Rebooking on QR operating flight to/from another Levant or Middle East point is permitted (subject to documentation checks). Rebooking should be made in the lowest available class in the same cabin.
The new dates of travel must be within 90 days of the original travel date.
- 4) Tickets must be reissued with an endorsement "INVOL DUE ... FLT CANCELLATIONS". Please specify KSA/UAE/BAH or Egypt respectively.
- 5) Bookings must be updated with "SSR OTHS ZZ - INVOL DUE ... FLT CANCELLATIONS". Please specify KSA/UAE/BAH or Egypt respectively.
- 6) **157 E-ticket** which a customer has kept open for future use and now presented for rebooking - Contact Qatar Airways office or Contact Centre

IV. CONDITIONS FOR REFUND:

157 E-tickets issued by Travel Agents which have not been exchanged/reissued by QR can be refunded by the same Travel Agent. Full Refund of unutilized value is permitted.

- 1) Standard refund calculation method shall apply by deducting utilized value of the fare
- 2) E-tickets issued by Travel Agents and presented for refund, shall be processed directly by Travel Agents via GDS automated Refund Notice or in accordance of local Government / BSP / ARC or any other regulations (if any)
- 3) Taxes which are non-refundable (e.g. E3) remain non-refundable.
- 4) Penalties (e.g. for no-show and/or rebooking) which have been previously collected, remain non-refundable.
- 5) **157 E-ticket** already reissued INVOLUNTARY due to reasons in this Commercial Policy, can be presented for refund upon passenger's decision not to travel. Conditions of this Commercial Policy must be adhered.
- 6) **157 E-ticket** which a customer has kept open for future use and now presented for refund - Contact Qatar Airways office or Contact Centre

In case of any technical / operational issue, please contact the nearest Qatar Airways office or Contact Centre.

V. OTHER GENERAL CONDITIONS FOR REBOOKING & REFUNDS:

- 1) For all Group bookings, please contact nearest Qatar Airways office or Contact Centre.
- 2) For passengers holding a confirmed reservation to travel on the above mentioned affected destination/flights, but who do not hold a confirmed ticket, the normal fare rules apply.

VI. PASSENGERS HOLDING 96 HOURS TRANSIT VISA:

Under this exceptional policy, passengers who have been **rebooked on Other Airline inbound** flight to DOH can use approved 96 hours transit visa, provided they are holding 157 e-ticket for entire journey with onward connection on QR operating flight number.

Please contact Qatar Airways office to have the appropriate SSR visa message inserted into PNR.