



10MAR/THR-QR-901-TSS-20

Coronavirus USA Travel Ban

In view of the Coronavirus outbreak, the US authorities issued directive to implement precautionary measures. The directive prohibits Qatar Airways from boarding passengers **TO PORTS OF ARRIVAL IN THE UNITED STATES**, if a person has been present in **Islamic Republic of Iran** within the preceding 14 days of the date of the person's entry or attempted entry into the United States.

This restriction does not apply to:

- United States citizens holding a United States Passport.
- Lawful permanent residents of the United States holding a Permanent Resident Card or Letter of Parole

If any passengers, in above categories, has originated in, transferred from, or transited through Islamic Republic of Iran within the preceding 14 days, the individual must only travel to the United States on a flight to one of the following approved landing locations.

- **John F. Kennedy International Airport (JFK), New York**
- **Chicago O'Hare International Airport (ORD), Illinois**
- **Los Angeles International Airport (LAX), California**
- **Hartsfield-Jackson Atlanta International Airport (ATL), Georgia**
- **Washington Dulles International Airport (IAD), Virginia**
- **Dallas/Fort Worth International Airport (DFW), Texas**

Note:

- Transiting via United States (ATL/JFK/LAX/ORD/IAD/DFW) to any destination other than USA is only permitted for United States citizens holding a United States Passport or valid resident permit.

Example: Canadian citizens holding a Canadian Passport cannot travel to Canada transiting United states.

- Rebooking with transit/transfer via KWI is not permitted.

Ticketed Travel Date: 2nd February 2020 - 31st May 2020

Ticketed Issued Date: On or before - 4th March 2020



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Method of Ticket Reissuance: E-ticket to be reissued and annotated in ENDO BOX **“INVOL US TVL RESTR REF COM 1036 VERSION 1.4”**

With “I” indicator at the beginning of the fare construction.

Rebooking options for passengers who are not included in the categories of exemptions:

1. Max 1 FOC rebooking change permitted on QR operating flight(s) from/to the same origin/destination.

New dates of travel must be within 21 days after the travel ban is lifted. Rebooking should be made in the lowest available QR booking class within the same cabin. Penalties due to rebooking are waived.

2. Max 1 FOC rebooking permitted onto an applicable combination of QR and/or OAL(s) flight from/to the same origin/destination according to ticketed Fare Basis Rules.

New dates of travel must be within 21 days after the travel ban is lifted. Rebooking should be made in the applicable selling class within the same cabin according to ticketed Fare Basis Rules. If applicable QR selling class within the same cabin according to ticketed Fare Basis Rules is not available, rebooking on QR should be made in the lowest available QR selling class within the same cabin. Penalties due to rebooking are waived.

3. Customer can choose to travel from/to a different origin/destination. Rebooking should be made in the applicable selling class of the new Fare Basis. Any difference of fare or taxes to be collected from passenger or, where applicable, refunded by QR. New Fare Basis rules have to be met. Penalties due to rebooking and are waived.

Rebooking options for U.S. Citizens and Residents and passengers who are included in the categories of exemptions:

1. Max 1 FOC rebooking change permitted on QR operating flight(s) to ATL/JFK/LAX/ORD/IAD/DFW.

New dates of travel must be within 14 days from original. Rebooking should be made in the lowest available QR booking class within the same cabin. Penalties due to rebooking are waived.



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2. Max 1 FOC rebooking permitted onto an applicable combination of QR and/or OAL(s) flight from/to the same origin/destination according to ticketed Fare Basis Rules, provided routing is permitted via ATL/JFK/LAX/ORD/IAD/DFW.

New dates of travel must be within 14 days from original. Rebooking should be made in the applicable selling class within the same cabin according to ticketed Fare Basis Rules. If applicable QR selling class within the same cabin according to ticketed Fare Basis Rules is not available, rebooking on QR should be made in the lowest available QR selling class within the same cabin. Penalties due to rebooking are waived.

3. Customer can choose to travel from/to a different origin/destination.

Rebooking should be made in the applicable selling class of the new Fare Basis. Any difference of fare or taxes to be collected from passenger or, where applicable, refunded by QR. New Fare Basis rules have to be met. Penalties due to rebooking and are waived.

Refund Options and Penalty Waivers:

Receive a full refund of unutilized value to the original form of payment. Unutilized value shall be calculated based on unutilized NUC, taxes, fees and charges. No show fee and refund penalty shall be waived.

For complicated refund and reissue scenarios on Qatar Airways combined with other airlines operating flights, please contact our town offices in Iran.

