



26MAR/THR-QR-913-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 September 2020, includes tickets issued in the past as well
Ticketed date affected	On or before 30 September 2020
New date of travel	<p>For fully unutilized tickets -within 1 year from original ticket issue date or within maximum stay of the fare, whichever comes later</p> <p>For partially utilized tickets -within 1 year from 1st travelled sector of the entire journey or within maximum stay of the fare, whichever comes later</p>



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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>
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>Multiple changes permitted. Applies to changeable, as well as to non-changeable fares (tickets).</p>
Calculations	<p>Cancel unutilized segments (from the PNR) which passenger will not travel, may keep unutilized ticket coupons open and must:</p> <ul style="list-style-type: none"> • Change for travel on/before 30 September 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"> • Change part of journey (e.g. outbound) for travel on/before 30 September 2020 and another part of journey (e.g. inbound) for travel on/after 1 October 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 • Change any part of journey for travel on/after 1 October 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 1059V1.4” 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 rebooking or refunds</p>



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Refunds of unutilized value

1- By exchanging for an EMD TRNS “Good for Further Transportation and/or Ancillary Services” with 10 percent of additional value (to be issued by QR). EMD shall be valid for 1 year from date of exchange and endorsement box shall be annotated ‘NON REFUNDABLE COMM1059V1.4.’”

May split value of such EMD to purchase multiple tickets for the same passenger, however, any unutilized value from the split EMD **must not be refunded**. Split EMD shall have validity 1 year from the original EMD issue date.

May provide refund of fully unutilized original EMD to the original form of payment, however, 10 percent of additional value **must not** be refunded to the passenger.

Fully unutilized EMD issued on/after 1 March 2020 without 10 percent of additional value will be proactively exchanged by Qatar Airways starting 1 May 2020 for another EMD to include 10 percent of additional value.

Submit the EMD request through following website:
<https://qatarairways.zendesk.com/hc/en-us/requests/new>

or send your request to following 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

2- May provide refund of unutilized value to the original form of payment

Refund the difference of fare to the original form of payment in case of cabin class is downgraded



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	<p>For both options given above:</p> <p>Must offer refund to the original form of payment as the least preferred option based on passenger’s demand.</p> <p>Applies to refundable, as well as to non-refundable fares (tickets).</p> <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 and/or Ancillary Services”, or refunded to the original form of payment.</p> <p>SYZ QR X/DOH QR VIE 461.47 QR X/DOH QR SYZ 561.47NUC1022.94</p> <p>Waive refund penalty</p>
<p>Apply original routing</p>	<p>This option is an additional flexibility and is independent from rebooking/rerouting options given above:</p> <p>For passengers holding tickets booked exclusively on QR operating flights who opt to exchange unutilized value of such ticket for EMD TRNS “Good for Further Transportation and/or Ancillary Services”, may reissue such EMD within 3 months (from EMD issue date) for a new ticket with the original unutilized itinerary. Must follow conditions specified in “Calculations” given above.</p> <p>May split value of such EMD to purchase multiple tickets for the same passenger, however, any unutilized value from the split EMD must not be refunded. Split EMD shall have validity 1 year from the original EMD issue date.</p>



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Important information	<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. • Non-refundable unutilized taxes remain non-refundable and non-exchangeable for EMD. Special attention needs to be given to taxes such as, but not limited to K3, MA, N7, N9, and PE. • EMD TRNS Good for Further Transportation and/or Ancillary Services as well as any subsequent Ticket issued against such EMD are non-transferable. Original ticket, EMD and new ticket must be for the same passenger.
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