

## Passenger Guidelines - Travel With Confidence

13 May 2020

You can rely on us. More choices and flexibility with the airline you can trust. To support customers and agency partners through the ongoing COVID19 situation, we are enhancing our commercial policy. Your customers can plan now and travel when they are ready. The safety and wellbeing of our customers is of paramount importance to Qatar Airways. This Passenger Guidelines (Ref No. 1059) is our consolidated and most up to date policy which supersedes all others including our 'Travel with Confidence' policy (Ref No. 1052). This document will continue to be updated and shared regularly while the latest travel information will always be available on the Qatar Airways website.

The table below outlines the scenarios covered under this policy, the applicability period and options available.

Summary of Passenger Guidelines Customer Options	
Ticket and travel date	Tickets issued on/before <b>30 September 2020</b> for travel on/before <b>31 December 2020</b>
Voluntary changes	<p>Customers wishing to voluntarily change their itinerary have three options.</p> <ol style="list-style-type: none"> <li>1. Amend travel date and/or travel route</li> <li>2. Exchange ticket for a voucher in the amount of the original ticket plus an additional 10% value (of unutilized fare and YQ/YR)</li> <li>3. Exchange ticket for Qatar Airways Privilege Club Qmiles credit</li> </ol>
Involuntary changes	<p>Customers impacted by involuntary changes have four options.</p> <ol style="list-style-type: none"> <li>1. Amend travel date and/or travel route</li> <li>2. Exchange ticket for a voucher in the amount of the original ticket plus an additional 10% value (of unutilized fare and YQ/YR)</li> <li>3. Exchange ticket for Qatar Airways Privilege Club Qmiles credit</li> <li>4. Exchange ticket for refund</li> </ol> <p>The below cases causing disruption to itineraries are considered as involuntary changes</p> <ul style="list-style-type: none"> <li>Airport closures</li> <li>Travel restrictions or travel bans imposed by authorities</li> <li>Flight cancellations</li> <li>Schedule changes</li> <li>Any Stopover product in Doha</li> <li>Any STPC hotel cancellations at Doha's Hamad International Airport (DOH)</li> <li>Delayed new QR route launches to/from/via ALA/KIX/LYS/TSE(NQZ)</li> </ul>

Option 1: Amend Travel Date and/or Travel Route	
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>
Guidelines	
Core Guidelines	<p><b>Unutilized tickets:</b></p> <ul style="list-style-type: none"> <li>Please apply unutilized value within 2 years from original ticket issue date, however, maximum stay must not exceed more than 1 year</li> </ul> <p><b>Partially utilized tickets:</b></p> <ul style="list-style-type: none"> <li>Please apply unutilized value within 2 years from first travelled sector of entire journey, however, maximum stay must not exceed more than 1 year</li> </ul>
	<p><b>Change entire travel on/before 31 December 2020:</b></p> <ul style="list-style-type: none"> <li>Rebook into lowest available RBD within same cabin on QR operating flights</li> <li>Waive difference in fare, taxes, fees, charges, surcharges, rebooking penalty</li> <li>Any collection from previously exchanged / reissued tickets remain non-refundable</li> </ul> <p><b>Change entire travel or part of journey on/after 1 January 2021:</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</li> <li>Any collection from previously exchanged / reissued tickets remain non-refundable</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 up to maximum stay of the fare</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> <li>Must be a Qatar Airways operated flight and not a codeshare flight</li> </ul> <p><b>When rerouting on Qatar Airways (QR) operated flights:</b></p> <ul style="list-style-type: none"> <li>May reroute within same country as original embarkation point and/or within 5,000 (five thousand) mile radius from original disembarkation (turnaround) point</li> <li>Must advise customer that Qatar Airways will not cover travel expenses incurred from/to rerouted point</li> <li>Must be a Qatar Airways operated flight and not a codeshare flight</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>
Instructions	
Method 1	<ul style="list-style-type: none"> <li>Must use "INVOL COVID COMM1059" at beginning of Endorsements Box.</li> <li>Must replace "INVOL" with "SKCHG" at the beginning of "restrictions/endorsements" box, as well as include "S" indicator at the</li> </ul>

	beginning of the fare construction for flight cancellations or other schedule changes.
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>

<b>Option 2: Exchange Ticket for Voucher</b>	
Applicability	<ul style="list-style-type: none"> <li>Passengers who wish to obtain a credit voucher for future use</li> </ul>
<b>Guidelines</b>	
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 can be utilized for further transportation within 2 years 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 (except YQ/YR charges) remain non-refundable and non-exchangeable</li> </ul>
<b>Instructions To Claim EMD on/after 26 March 2020</b>	
Method 1	<ul style="list-style-type: none"> <li>Please submit request 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>
<b>Instructions For EMDs issued on/after 01 March 2020 and on/before 25 March 2020</b>	
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>

### Option 3: Exchange Ticket for Qatar Airways Privilege Club Qmiles Credit

Applicability	<ul style="list-style-type: none"> <li>Passengers who wish to obtain Qatar Airways Privilege Club Qmiles credit for future redemptions</li> </ul>
<b>Guidelines</b>	
Core Guidelines	<ul style="list-style-type: none"> <li>QR will credit the customer's Qatar Airways Privilege Club account with Qmiles in the value of 100 Qmiles per USD 1 based on unutilized ticket value (fare and unutilized refundable taxes) after conversion from selling currency.</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 (except YQ/YR charges) remain non-refundable and non-exchangeable</li> <li>Once the option has been elected, Qmiles are non-refundable and non-reversible</li> </ul>
<b>Instructions To Claim Qmiles</b>	
Method 1	<ul style="list-style-type: none"> <li>Please submit request using our web form. <a href="https://qatarairways.zendesk.com/hc/en-us/requests/new">https://qatarairways.zendesk.com/hc/en-us/requests/new</a></li> <li>Please include PNR, customer name, customer email and Qatar Airways Privilege Club membership number</li> <li>Qatar Airways will automatically credit the customer's Privilege Club account with the associated Qmiles.</li> </ul>

Option 4: Exchange Ticket for Refund (applicable for involuntary changes only)	
Applicability	<ul style="list-style-type: none"> <li>Passengers impacted by involuntary changes and who wish 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 (except YQ/YR charges) remain non-refundable and non-exchangeable</li> <li>For voucher refunds (EMD), the 10 percent added value as provided by QR is non-refundable</li> <li>Customers exercising this policy for voluntary purposes are not eligible for refunds – please revert to options 1, 2 and 3 for other available options</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 LON 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 all customers regardless of booking channel?	All applicable 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 free of charge to both changeable and non-changeable fares provided travel is completed by 31 December 2020 and within the validity of the ticket.
Will any fare difference and charges be waived if the outbound travel is before 31 December 2020, but inbound travel date is after 1 January 2021?	Any fare difference (within the same cabin) and taxes, fees, charges, surcharges will only be waived if all travel (both outbound and inbound) is completed by 31 December 2020.
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 2 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 provided that the itinerary was impacted by an involuntary change. Please note that non-refundable unutilized taxes remain non-refundable and non-exchangeable.
Are refunds of previously paid change and/or no-show fees and/or paid additional collection allowed?	Refunds of previously paid change and/or no-show fees and/or paid additional collection are not allowed.
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. Please note that the refund amount will only include the original unutilized amount and not the 10% additional value that Qatar Airways introduced as a customer offering from 26 March 2020.  If a QR office exchanged a travel agency issued ticket to an EMD voucher on its behalf, QR will undertake the refund process and raise an ACM for the original unutilized amount (without the +10% additional value).  If a Travel Agency exchanged a ticket to an EMD voucher, the Travel Agency may refund the EMD voucher for the original unutilized amount using the standard refund process.  If passenger was not impacted by involuntary changes, refund and/or no-show penalty shall be charged as applicable. No waiver applies to refundable or non-refundable fares.
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 can the EMD (travel voucher) issued from QR office be used?	EMD issued by QR can be exchanged by any QR office. Passengers or Travel Partners can contact QR office or QR Sales representative respectively to action such requests.

Are upgrades to higher cabins possible?	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.
Are no-show penalties applicable?	No-show condition and no-show penalty for rebooking or exchanges will be waived. Refunds for voluntary scenarios will not be waived.
Are name changes permitted?	Name changes are not permitted.
Are the Passenger Guidelines applicable to group bookings?	The Passenger Guidelines are applicable to group bookings. Kindly contact your local sales representative who will be happy to assist in servicing such bookings.
How are ancillaries treated under this policy?	<p>If an ancillary service (EMD) has already been purchased, but has not been fulfilled due to involuntary changes, we offer an exchange voucher “Good for Further Transportation” provided that it is in connection with an impacted flight(s). EMDs with open status are valid up to 24 months from date of issue.</p> <p>If a customer wishes to voluntarily change an itinerary which includes an ancillary service (EMD), you will need to re-book and associate the EMD to the new itinerary. EMDs with open status are valid up to 24 months from date of issue.</p> <p>For both scenarios, if the ancillary was booked through QR sales offices, kindly contact your QR sales representative.</p>
Are all ticket stocks covered by this policy?	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.
How will the Stopover product be managed?	For stopover bookings made through Discover Qatar (DQ), kindly contact a DQ representative. If bookings require immediate attention, kindly contact QRH.
Are customers still able to fly via Doha in light of the COVID-19 situation?	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.

**Appendix 1 – Airport closures**

Updated 13 May 2020. For latest information, please refer to the Qatar Airways website or contact Qatar Airways)

Country	Airport(s)	Until
Algeria	ALG	05 Jul 2020
Argentina	EZE	25 May 2020
Azerbaijan	GYD	31 May 2020
Bangladesh	DAC	16 May 2020
Bosnia and Herzegovina	SJJ	31 May 2020
Cyprus	LCA	14 May 2020
Djibouti	JIB	21 May 2020
India	AMD, ATQ, BLR, BOM, CCU, CCJ, COK, DEL, HYD, GOI, MAA, NAG, TRV	17 May 2020
Iran	IFN, MHO, SYZ	11 Jul 2020
Iraq	EBL, BGW, ISU, NJF, BSR	22 May 2020
Jordan	AMM	25 May 2020
Kazakhstan	ALA	11 Aug 2020
Kenya	NBO, MBA	05 Jun 2020, 19 May 2020
Kuwait	KWI	07 Jun 2020
Lebanon	BEY	24 May 2020
Macedonia	SKP	UFN
Malaysia	LGK, PEN	03 Jun 2020
Malta	MLA	31 May 2020
Morocco	CMN, RAK, RBA	31 May 2020
Myanmar	RGN	16 May 2020
Namibia	WDH	30 Jun 2020
Nepal	KTM	31 May 2020
Nigeria	LOS	04 Jun 2020
Oman	MCT, OHS, SLL	29 May 2020
Pakistan	ISB, KHI, LHE, LYP, MUX, SKT, PEW	15 May 2020
Philippines	CRK	10 Jun 2020



	DVO	15 May 2020
Poland	WAW	23 May 2020
Portugal	LIS	17 May 2020
Russia	DME, LED	31 May 2020
Rwanda	KGL	UFN
Serbia	BEG	30 May 2020
Seychelles	SEZ	31 May 2020
Somalia	MGQ	17 May 2020
South Africa	CPT, DUR, JNB	31 May 2020
Thailand	HKT, KBV, CNX	15 May 2020, 31 May 2020, 31 May 2020
Tunisia	TUN	24 May 2020
Turkey	IST, ESB, SAW	31 May 2020
Uganda	EBB	20 May 2020
Ukraine	KBP	22 May 2020
United Kingdom	CWL	31 May 2020

**Appendix 2 – Countries with travel restrictions (last updated 12 May 2020)**

(For detailed information and duration of travel restrictions, please contact Qatar Airways or 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	Spain
Croatia	Malaysia	Sri Lanka
Cyprus	Maldives	Sweden
Czech Republic	Morocco	Switzerland
Denmark	Mozambique	Taiwan
Djibouti	Myanmar	Tanzania
Ecuador	Namibia	Thailand
Ethiopia	Nepal	Tunisia
Egypt	Netherlands	Turkey
France	New Zealand	Uganda
Georgia	Norway	Ukraine
Germany	Oman	United Kingdom
Greece	Pakistan	United States of America
Hungary	Philippines	Vietnam