

## Passenger Guidelines - Travel With Confidence

30 June 2020

Please refer to 'Tracked Changes' in the Appendix 3 which summarises changes from last version.

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</b> for original 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>
<b>Guidelines</b>	
<b>Core Guidelines</b>	<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 ensure that maximum stay does 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 same RBD as original ticket or if not available, into the lowest RBD within the same cabin on QR operating flights (restrictions for voluntary rerouting apply – refer to section “When rerouting on Qatar Airways (QR) operated 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</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 (of first ticket) and/or within 5,000 (five thousand) mile radius from original disembarkation (turnaround) point (of first ticket) provided original and new routing includes a transit via Doha (DOH)</li> <li>Where the original embarkation point is Doha (DOH), may reroute within 1,500 (one thousand five hundred) mile radius from original disembarkation (turnaround) point (original embarkation point of DOHA (DOH) must remain the same).</li> <li>Where the original disembarkation point is Doha (DOH), may reroute within the same country as original embarkation point (e.g. changing BOS-DOH to JFK-DOH is permitted) and the disembarkation point (DOH) shall remain the same.</li> <li>For voluntary scenario (refer to page 1), may exchange/reissue ticket after 14 days from original ticket issue date within the same QR RBD as the original ticket</li> </ul>

	<ul style="list-style-type: none"> <li>For voluntary scenario, if original QR premium cabin is non-operational, may rebook into below class mapping only on impacted QR sector(s) <ul style="list-style-type: none"> <li>F to J;</li> <li>P to C/D/I;</li> <li>A to R</li> </ul> </li> <li>For involuntary scenarios (refer to page 1), 14 day restriction from original ticket issue date does not apply, but rebook into lowest available QR RBD within same cabin</li> <li>May not upgrade to higher cabin for both voluntary and involuntary scenarios</li> <li>Original and new routing must not constitute international open-jaw at the turnaround point</li> <li>May not reroute on itineraries originally ticketed and booked solely on fifth freedom routes (i.e. SGN-PNH v.v., cannot be re-routed to SGN-KWI v.v.)</li> <li>Must be a Qatar Airways operated flight and not a codeshare flight</li> <li>Must advise customer that Qatar Airways will not cover travel expenses incurred from/to rerouted point</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>
<b>Instructions</b>	
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 beginning of the fare construction for flight cancellations or other schedule changes.</li> </ul>
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>

### Option 2: Exchange Ticket for Voucher

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.</li> </ul> <p><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></p>

	<ul style="list-style-type: none"> <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>

<b>Option 3: Exchange Ticket for Qatar Airways Privilege Club Qmiles Credit</b>	
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.
How will the ticket validity and EMD validity appear in GDSs	All GDS displays have been enhanced to reflect tickets with up to 2 years validity from last departure date of open coupon. This functionality is also available for tickets originally issued with 1 year validity.  For Amadeus GDS, display has been enhanced to reflect EMDs TRNS up to 2 years from EMD TRNS issue date. This functionality is also available for EMDs TRNS originally issued with 1 year validity.
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.  All GDS displays have been enhanced to reflect QR/157 ticket stock up to 2 years from departure date shown on the last coupon for the purpose of ticket refunds. This functionality is also available to tickets originally issued with 1 year validity.
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).

	<p>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.</p> <p>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.</p>
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.
Can EMD vouchers be redeemed for upgrades?	EMD vouchers cannot be redeemed for all upgrade products including online upgrade and upgrade on departure.
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 voluntary change an itinerary which includes an ancillary service (EMD), you will need to re-book and associated 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 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.
Are the Passenger Guidelines applicable to special / charter flights?	Special / charter flights are not eligible from any waiver of travel dates. However, rebooking penalty and service charge (ticketing fee, booking fee) will be waived for rebooking/rerouting on special / charter flights operating under flights numbers between QR3250-QR3499 and QR7450-QR7499.
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.

<p>Are customers still able to fly via Doha in light of the COVID-19 situation?</p>	<p>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.</p>
<p>Are customers charged if the passenger PTC changes (i.e. infant to child; child to adult)?</p>	<p>As long as the overall terms and conditions of this policy are adhered to, Qatar Airways will waive difference of fare, taxes, fees, charges and surcharges if infant turns to child or child turns to adult after commencement of travel for new departure date on/before 31 December 2020 However, this waiver does not apply for voluntary rebooking scenarios.</p>



**Appendix 1 – Airport closures**

Updated 30 Jun 2020. For latest information, please refer to the Qatar Airways website or contact Qatar Airways)

Country	Airport(s)	Until
Algeria	ALG	05 Jul 2020
Angola	LAD	10 Jul 2020
Argentina	EZE	18 Jul 2020
Armenia	EVN	15 Jul 2020
Azerbaijan	GYD	14 Jul 2020
Bosnia and Herzegovina	SJJ	30 Jun 2020
China	PEK/CTU/CKG/CAN/HGH/PVG	UFN
Djibouti	JIB	01 Sep 2020
Ghana	ACC	31 Jul 2020
Georgia	TBS	31 Jul 2020
Greece	JMK/JTR/SKG	30 Jun 2020
India	AMD, ATQ, BLR, BOM, CCU, CCJ, COK, DEL, HYD, GOI, MAA, NAG, TRV	15 Jul 2020
Iran	IFN, MHD, SYZ	11 Jul 2020
Iraq	EBL, BGW, ISU, NJF, BSR	01 Jul 2020
Jordan	AMM	14 Jul 2020
Kazakhstan	ALA	30 Jun 2020
Kenya	NBO, MBA	06 Jul 2020
Kuwait	KWI	02 Aug 2020
Macedonia	SKP	30 Jun 2020
Maldives	MLE	14 Jul 2020
Malaysia	LGK, PEN	09 Sep 2020
Malta	MLA	15 Jul 2020
Morocco	CMN, RAK, RBA	10 Jul 2020
Mozambique	MPM	30 Jun 2020
Myanmar	RGN	31 Jul 2020
Namibia	WDH	30 Jun 2020

Nepal	KTM	05 Jul 2020
Nigeria	LOS	19 Aug 2020
Oman	MCT, OHS, SLL	08 Jul 2020
Philippines	CRK	02 Sep 2020
	DVO	06 Sep 2020
	MNL	02 Sep 2020 (w/ partial operations)
Poland	WAW	30 Jun 2020
Portugal	LIS	30 Jun 2020
Russia	DME, LED	30 Jun 2020
Rwanda	KGL	UFN
Seychelles	SEZ	30 Jun 2020
Somalia	MGQ	30 Jun 2020
South Africa	CPT, DUR, JNB	30 Jun 2020
Thailand	HKT, KBV, CNX	30 Jun 2020
Uganda	EBB	30 Sep 2020
United Kingdom	CWL	30 Jun 2020
Vietnam	SGN/HAN/DAD	16 Sep 2020 (w/ partial operations)

**Appendix 2 – Countries with travel restrictions (last updated 30 Jun 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	Romania
Armenia	Iraq	Russia
Argentina	Iran	Rwanda
Australia	India	Saudi Arabia
Austria	Indonesia	Serbia
Bangladesh	Italy	Seychelles
Belgium	Japan	Singapore
Bhutan	Jordan	Slovak Republic
Bosnia and Herzegovina	Kazakhstan	Slovenia
Brazil	Kenya	Somalia
Bulgaria	Kuwait	South Korea
Cambodia	Lebanon	Spain
Canada	Macedonia	Sri Lanka
Croatia	Malaysia	Sweden
Cyprus	Maldives	Switzerland
Czech Republic	Morocco	Taiwan
Denmark	Mozambique	Tanzania
Djibouti	Myanmar	Thailand
Ecuador	Namibia	Tunisia
Ethiopia	Nepal	Turkey
Egypt	Netherlands	Uganda
Finland	New Zealand	Ukraine
France	Norway	United Kingdom
Georgia	Oman	United States of America
Germany	Pakistan	Vietnam
Greece	Philippines	
Hungary	Qatar	

Appendix 3 – Tracked Changes (summary of changes made from last version of policy)	
Option 1: Amend Travel Date and/or Travel Route	<ul style="list-style-type: none"> <li>Update to policy surrounding rerouting on Qatar Airways operated flights</li> </ul>
Frequently Asked Questions (FAQs)	<ul style="list-style-type: none"> <li>Three additional FAQs including: <ul style="list-style-type: none"> <li>How will the ticket validity and EMD validity appear in GDSs</li> <li>Are customers charged if the passenger PTC changes (i.e. infant to child; child to adult)?</li> <li>Are the Passenger Guidelines applicable to special / charter flights?</li> </ul> </li> <li>One enhancement made: <ul style="list-style-type: none"> <li>Are refunds of the unutilized value allowed?</li> </ul> </li> </ul>
Appendix 1 – Airport closures	<ul style="list-style-type: none"> <li>Updated to reflect latest status</li> </ul>
Appendix 2 – Countries with travel restrictions	<ul style="list-style-type: none"> <li>Updated to reflect latest status</li> </ul>