



April 20, 2020

Dear Valued Partner,

We are committed to getting your customers home safely in this time of uncertainty. To ensure their journey back home is smooth and seamless, please stay well-informed of our policies and purchase conditions.

Considering various travel restrictions in different countries around the world, please advise your customers to comply with their final destination's immigration and health requirements, and to make sure they carry the required travel documents before they commence their journey. Please ensure that your customers carry all necessary immigration approvals when landing at their final destination for any itinerary that is operated by Qatar Airways, even if they will be boarding a connecting flight afterwards.

Furthermore, all Qatar Airways bookings created or modified for flights departing from Doha needs to have passport information updated in their PNRs, tickets will not be accepted by Qatar Airways otherwise. Further description is as follows:

- Ticketing for Qatar Airways operated flights departing from Doha and not including passport information (SSR DOCS) as part of the PNR will be rejected by CRS/GDS.
- SSR DOCS elements should be updated with correct information.
- This is applicable for all Qatar Airways flights that are operated from Doha, or transiting through Doha. It does not apply to flights with Doha as the final destination.

For any further clarification, please contact your local Qatar Airways sales representative. We wish your customers a safe journey home.

Sincerely,
Qatar Airways Team