



9MAR/THR-QR-899-TSS-20

## Coronavirus Flights to/from Iran

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 30<sup>th</sup> April 2020

For latest updates, please visit Qatar Airways website:

<https://qatarairways.com/en-ir/press-releases.html>

- STPC and voluntary STOPOVERS will not be permitted at Doha.
- Rebooking via KWI is not permitted.
- Passengers arriving in Qatar from Iran will be subject to medical quarantine for a period of 14 days.
- Passengers travelling to/from Iran, only those with onward connections through Hamad International Airport (Doha) are accepted for travel.
- **Impacted flights:** QR Operating flights to/from Iranian cities in of Isfahan, Shiraz and Mashhad have been cancelled. In addition, flights to/from Tehran have also been cancelled with the exception of QR 498/491 DOH/IKA/DOH. All flight cancellations will be effective until **30<sup>th</sup> April 2020**. The situation will be reviewed periodically with a view to reinstate/resume the flights.
- This circular also covers passengers booked on flights operating to/from IKA who wish to amend their travel plans in view of the current situation.
- **Ticketed Travel Date:** 26<sup>th</sup> February - **30<sup>th</sup> April 2020**
- **Ticketed Issued Date:** On or before - **7<sup>th</sup> March 2020**

**Method of Ticket Reissuance:** E-ticket to be reissued and annotated in ENDO BOX "INVOL DUE TO IRAN FLT CANCELLATION REF COM 1043 VERSION 1.5"

With "I" indicator at the beginning of the fare construction.

#### Rebooking Options and Penalty Waivers:

1. Max 2 FOC rebooking change permitted on QR operating flight(s) from/to the same origin/destination.

New dates of travel must be on or before **31<sup>st</sup> May 2020**. Rebooking should be made in the lowest available QR booking class within the same cabin. Penalties due to rebooking are waived. Page 1-2



9MAR/THR-QR-899-TSS-20

2. Max 2 FOC rebooking permitted onto a QR operating flight from/to a different origin/destination within the same country.

New dates of travel must be on or before **31<sup>st</sup> May 2020** and should not override Min/Max stay rule, Seasonality, Travel date/days restrictions in the fare basis, as well as ticket validity. Rebooking should be made in the lowest available QR booking class within the same cabin. Penalties due to rebooking are waived.

3. Max 2 FOC rebooking change permitted on QR operating flight(s) from/to the same origin/destination for rebooking beyond **31<sup>st</sup> May 2020**.

New dates of travel must be within fare validity and should not override Min/Max stay rule, Seasonality, Travel date/days restrictions in the fare basis, as well as ticket validity. Rebooking should be made in the original QR booking class within the same cabin or max 2 higher RBDs up within the same cabin. Penalties due to rebooking are waived.

4. Max 2 FOC rebooking permitted onto a QR operating flight from/to a different origin/destination within 500 international miles radius (different country).

New date of travel must be on or before **31<sup>st</sup> May 2020** and should not override Min/Max stay rule, Seasonality, Travel date/days restrictions in the fare basis, as well as ticket validity. Rebooking should be made in the lowest available QR booking class within the same cabin. Penalties due to rebooking 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.