

Travel with Confidence

Updated 25 March 2020

The safety and wellbeing of our customers is of paramount importance to Qatar Airways. We are in this together and to support you through the rapidly changing COVID19 situation, we recently launched our 'Travel with Confidence' policy to provide customers with more flexibility. This Travel with Confidence (Ref No. 1052) is our most up to date version which supersedes all others. This document will be updated and shared regularly while the latest travel information will always be available on the Qatar Airways website. Our 'Passenger Guidelines' policy (Ref No. 1059) is a supplement to this policy.

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

Applicability of Travel with Confidence (Ref No. 1052)	
Ticket and travel date	Tickets issued on/before 27 September 2020 for travel on/before 30 September 2020
Options available	We are pleased to offer impacted customers with three options. - Amend travel date or travel route - Exchange ticket for a voucher in the amount of the original ticket plus receive an additional 10% value (of fare and YQ/YR) Please refer to the following pages for details.

Option 1: Date / Route Change	
Applicability	Rebook to an alternative date with the same routing, origin and destination
Guidelines	
Core Guidelines	Change unutilized tickets: Please apply unutilized value within 1 year from original ticket issue date or within maximum stay of the fare, whichever comes later
	Change partially utilized tickets: Please apply unutilized value within 1 year from first travelled sector or within maximum stay of the fare, whichever comes later
	- Must finalize changes no later than 3 days prior to departure date of first unutilized segment - Rebook into applicable RBD within same cabin - All Fare Basis conditions must be adhered to similar to voluntary changes - New date of travel must be within fare and ticket validity and should not override fare basis conditions - Any change beyond ticketed Fare Basis (e.g. higher RBD, seasonality, day of week, MIN/MAX stay, routing fare, etc) will be subject to collection of difference in fare, taxes, fees, charges, surcharges - Rebooking penalties will be waived - May change unutilized outbound & inbound on the same ticket within one transaction to match original length of stay - Any residual value is non-refundable

Instructions	
Method 1	Must use “INVOL COVID TWC COMM1052V1.4” at beginning of Endorsements Box.
Method 2	For OAL operated flights and any other queries, kindly contact your local QR sales representative.

Option 2: Exchange for Voucher	
Applicability	Passengers who wish to obtain a credit voucher for future use
Guidelines	
Core Guidelines	- QR will issue a single EMD for the unutilized value of the ticket and supplement with an additional 10% additional value - EMD to be utilized for further transportation within 1 year from date of EMD issuance - Applies to refundable, as well as to non-refundable fares (tickets) - Refund penalty will be waived - Non-refundable unutilized taxes remain non-refundable and non-exchangeable
Instructions To Claim EMD on/after 26 March 2020	
Method 1	- Please submit 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. http://support.qatarairways.com/hc/en-us/requests/new?ticket_form_id=360000137938 - Please include PNR, agency name, agency email, IATA, customer name and customer email details. - Qatar Airways will automatically issue a single EMD for the unutilized value of the ticket and supplement with an additional 10% value.
Instructions For EMDs issued on/after 01 March 2020 and on/before 25 March 2020	
Method 1	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.
Method 2 (in development)	- We are also developing a new web form to support these requests and will communicate details as quickly as possible. - Please do not make these requests using any other web form as Qatar Airways will not be able to process them.

Frequently Asked Questions (FAQs)

What does the policy cover?	'Travel with Confidence' covers all new and existing bookings on QR & Other Airline (codeshare and interline) flights booked on all QR fares purchased directly through QR or Travel Agents.
What travel period does the policy cover?	Any ticket that has an unutilized sector booked for travel on/before 30 September 2020. For example, a ticket issued on 30 January 2020 for travel on 31 May 2020 can be changed FOC. However, a ticket issued on 30 January 2020 for travel on 1 November 2020 is not covered.
Can 'Travel with Confidence' be applied to tickets outside the designated window?	Tickets issued outside the dates covered by 'Travel with Confidence' will be subject to standard ticketed fare rules.
When can booking changes be made?	Changes are permitted up to 3 days prior to departure. The new travel date must be within fare and ticket validity and all fare basis conditions of the ticket presented for exchange/reissue should be adhered.
If segments are cancelled within 3 days prior to departure, can we offer options as per this Policy?	No. Rebooking/rerouting/refund conditions applicable to the ticketed fare basis shall apply on voluntary principle.
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 private fares be impacted?	This policy applies to all fares, including private fares. For passengers travelling as part of a group, kindly contact your local sales representative.
What happens if the original fare booked is not available during re-issuance of ticket?	Fare difference will apply if the new itinerary is not booked as per original fare basis. The change in fare, taxes, fees, charges and surcharges will be payable by the passenger. Any residual value (if any) is non-refundable.
How should ancillaries be managed?	If you booked ancillaries through the GDS, you will need to re-book and associate the EMD to the new itinerary. EMDs with open status are valid up to 12 months from the date of issue. If you have booked ancillaries through QR sales offices, kindly contact your QR sales representative.
How will exchanges be handled?	Please follow instructions provided under "Option 2: Exchange for Voucher".
Will the voucher need to be used in one transaction regardless of the ticket value?	EMDs may be split to purchase multiple QR tickets and/or ancillary services for the same passenger. However, any unutilized value is non-refundable. Split EMD shall have 1 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.

If a passenger wants to refund an unutilized portion of the ticket to the original form of payment, does this policy apply?

No. Please follow fare basis rules for voluntary refund.