



17MAR/THR-QR-907-TSS-20

Passenger Guidelines - Coronavirus Outbreak

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 30th April 2020

This Guidelines applies to following passengers holding tickets issued on Qatar Airways (157) stock and supersedes all previous flyers:

- Which are declared as cancelled due to operational reasons or airport
- To/from/via any point which is declared as operating, however, passengers are prevented to travel to/from/via these points due to travel restrictions or travel ban imposed by government authorities.
- Which are declared as operating however, passengers wish to amend their travel plans in view of the current situation. Example: flights operating to/from/via IKA (QR 498/491)
- With transit through Hamad International Airport (HIA) and an onward connection between 8 and 24 hours and at the same time holding a confirmed STPC hotel arrangement which has been cancelled.
- Which are booked as a part of any Stopover product in Doha

Ticketed issued by	Anytime until 30th June 2020, includes tickets issued in the past as well
Ticketed date affected	On or before 30th June 2020
New date of travel	Anytime within ticket and fare validity for entire unutilized journey
Rebook on QR	<p>Rebook onto QR operated flights, same routing (same origin, destination)</p> <p>Rebook into lowest available RBD in the same cabin</p> <p>May change unutilized outbound & unutilized inbound on the same Ticket within one transaction to match original length of stay</p>



17MAR/THR-QR-907-TSS-20

Rerouting on QR	<p>Reroute onto QR operated flights, within the same country or 500 international miles radius (different country)</p> <p>Rebook into lowest available RBD in the same cabin</p> <p>May change unutilized outbound & unutilized inbound on the same Ticket within one transaction to match original length of stay</p>
Rebook on Other Airline	<p>For complicated reissue scenarios on Qatar Airways combined with Other Airlines operating flights, please contact our town offices in Iran.</p>
Number of waivers	<p>Multiple changes permitted. Applies to changeable, as well as to non-changeable fares (tickets).</p>
Calculations	<p>Waive any difference of fare, taxes, fees, charges, surcharges, including rebooking penalty and service charge (ticketing fee, booking fee) due to ticket exchange/reissue</p> <p>Must update: “INVOL DUE TO CORONAVIRUS COMM REF 1059V1.2” at the beginning of the Endorsements Box and “I” indicator at the beginning of the fare construction</p> <p>Must replace “INVOL” and “I” indicator by using “SKCHG” and “S” indicator respectively for flight cancellations or other schedule changes</p>
Upgrade to higher cabin	<p>Yes, provided difference of applicable fare, taxes, fees, charges and surcharges are collected and fare basis conditions adhered</p>
No-show	<p>Waive no-show condition and no-show penalty for <u>rebooking</u></p>



17MAR/THR-QR-907-TSS-20

Refunds of unutilized value	<p>There will be new instructions given for refund. Please keep all refund queries on hold until such instructions are released.</p> <p>All previous refund instructions are no longer valid for refund action.</p>
Important information	<ul style="list-style-type: none"> • Travel with Confidence flyer is independent from this Guidelines • Rebooking / rerouting is permitted provided that there are no restrictions imposed by government authorities and must be subject to documentation check, as well as immigration compliance.

