

**Passenger Guidelines – Flights within Middle East – COMM118V1.2**

Dear Trade Partner

Effective Date: Thursday, 24 October 2024

- **Passenger Guidelines – Security Situation in Lebanon – COMM111 stand cancelled with immediate effect**
- **Passenger Guidelines – Flights to/from Iran, Iraq and Jordan – COMM1115 stand cancelled with immediate effect**

These guidelines have been published for confirmed 157 tickets on QR operating or code-share flights to/from Iran, Iraq, Jordan and Lebanon which are impacted by schedule change (flight cancellation, misconnection or retiming more than two hours hours):

<b>Ticketed by</b>	<b>21 October 2024</b>
<b>Original travel</b>	<b>On/after 24 September 2024 and on/before 12 January 2025</b>
<b>Rebooking/Rerouting</b>	<p>Two free reissues permitted on QR operated flights to/from <b>Armenia/Azerbaijan/Bahrain/Cyprus/Egypt/Georgia/Iran/Iraq/Jordan/Kuwait/Lebanon/Oman/Qatar/Saudi Arabia/Turkey/UAE</b> for travel:</p> <ul style="list-style-type: none"> <li>• <b>on/before 14 December 2024</b> in the lowest available RBD in the same cabin</li> <li>• <b>on/after 15 December 2024 and on/before 15 January 2025</b> in the same RBD as original, or if not available, up to next three higher RBDs within the same cabin</li> <li>• <b>on/after 16 January 2025 and on/before 31 January 2025</b> in the lowest available RBD in the same cabin</li> </ul> <p>May rebook/reroute or constitute open-jaw (e.g. DOH-THR-DOH can be rerouted for DOH-AUH/-AMM-DOH) to match the original length of stay</p>
<b>Endorsement</b>	<b>SKCHG COMM1118</b>
<b>Refund</b>	<ul style="list-style-type: none"> <li>• <b>Permitted</b>, including refund penalty waiver, based on unutilized NUC and taxes. <b>Must not</b> refund non-refundable unutilized taxes (<b>except of</b> fully unutilized YQ, YR charges and fully unutilized I6 tax)</li> </ul>
<b>Included</b>	<ul style="list-style-type: none"> <li>• Confirmed tickets issued in FIT PNRs</li> <li>• Rebooking on QR marketing flights when operated by 6E, AA (DOH-PHL v.v.), AT (DOH-CMN v.v.), AY (DOH-ARN/CPH/HEL v.v.), BA (LON-DOH v.v.), CZ (DOH-CAN v.v.), GA (DOH-CGK v.v.), IB (DOH-MAD v.v.), JL (DOH-HND v.v.), MF (DOH-PKX/XMN v.v.), MH (DOH-KUL v.v.)</li> <li>• Waiver for <b>ancillary services</b></li> </ul>
<b>Not included</b>	<ul style="list-style-type: none"> <li>• No Show Waiver</li> <li>• Please contact QR if:           <ul style="list-style-type: none"> <li>- original travel includes code-share (except of those specified above) and/or interline flights</li> <li>- passengers are booked in Group/TO PNRs</li> </ul> </li> </ul>