

**Passenger Guidelines – Flights within Middle East – COMM1118V1.3**
**Dear Trade Partner**

Effective Date: Friday, 01 November 2024

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>Original travel by</b>	<b>16 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><b>May</b> include feeder on the operating flight of the same OAL (except of LH) and gateway into the OAL RBD permitted according to ticketed Fare Basis:</p> <table border="1" data-bbox="516 1171 1510 1352"> <thead> <tr> <th colspan="3">Examples</th> </tr> <tr> <th>Original routing</th> <th>New routing</th> <th></th> </tr> </thead> <tbody> <tr> <td>USM QR/PG X/BKK QR X/DOH QR BGW</td> <td>USM PG X/BKK QR X/DOH QR BGW/BSR/DXB</td> <td><b>Permitted</b></td> </tr> <tr> <td>USM QR/PG X/BKK QR X/DOH QR BGW</td> <td>HKT/KUL PG X/BKK QR X/DOH QR/RJ X/AMM RJ BGW/BSR/DXB</td> <td><b>Not permitted</b></td> </tr> </tbody> </table> <p><b>Must not</b> re-protect to higher cabin</p> <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>		Examples			Original routing	New routing		USM QR/PG X/BKK QR X/DOH QR BGW	USM PG X/BKK QR X/DOH QR BGW/BSR/DXB	<b>Permitted</b>	USM QR/PG X/BKK QR X/DOH QR BGW	HKT/KUL PG X/BKK QR X/DOH QR/RJ X/AMM RJ BGW/BSR/DXB	<b>Not permitted</b>
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<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> </ul>													



	<ul style="list-style-type: none"><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>