

Passenger Guidelines – Flights within Middle East – COMM1118V1.3.1
Dear Trade Partner

Effective Date: Monday, 25 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):

Original travel by	16 January 2025												
Rebooking/Rerouting	<p>Two free reissues permitted on QR operated flights to/from Armenia/Azerbaijan/Bahrain/Cyprus/Egypt/Georgia/Iran/Iraq/Jordan/Kuwait/Lebanon/Oman/Qatar/Saudi Arabia/Turkey/UAE for travel:</p> <ul style="list-style-type: none"> • on/before 14 December 2024 in the lowest available RBD in the same cabin • on/after 15 December 2024 and on/before 15 January 2025 in the same RBD as original, or if not available, up to next three higher RBDs within the same cabin • on/after 16 January 2025 and on/before 31 January 2025 in the lowest available RBD in the same cabin <p>May 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>Permitted</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>Not permitted</td> </tr> </tbody> </table> <p>Must not 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	Permitted	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	Not permitted
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Endorsement	SKCHG COMM1118												
Refund	<ul style="list-style-type: none"> • Permitted, including refund penalty waiver, based on unutilized NUC and taxes. Must not refund non-refundable unutilized taxes (except of fully unutilized YQ, YR charges and fully unutilized I6 tax) • No refund waiver applies if original flight has been retimed back to original departure/arrival time (e.g. back to night operation, etc.) 												
Included	<ul style="list-style-type: none"> • Confirmed tickets issued in FIT PNRs • 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- 												



	<p>MAD v.v.), JL (DOH-HND v.v.), MF (DOH-PKX/XMN v.v.), MH (DOH-KUL v.v.)</p> <ul style="list-style-type: none"> • Waiver for ancillary services
Not included	<ul style="list-style-type: none"> • No Show Waiver • Please contact QR if: <ul style="list-style-type: none"> - original travel includes code-share (except of those specified above) and/or interline flights - passengers are booked in Group/TO PNRs