



## Passenger Guidelines - Flights to/from Iran, Iraq, Jordan, Lebanon and Syria COMM1129V1.7

Dear Trade Partner,

Effective Date: Thursday, 3rd July 2025

These guidelines have been published for confirmed 157 tickets on QR flights to/from Iran, Iraq, Jordan, Lebanon and Syria which are cancelled or still operating and passengers wish to change their travel plans:

<b>Ticketed by</b>	<ul style="list-style-type: none"> <li>To/From Iraq, Jordan, Lebanon and Syria: 22nd June 2025</li> <li>To/From Iran: 3rd July 2025</li> </ul>
<b>Original travel</b>	<ul style="list-style-type: none"> <li>To/From Iraq, Jordan, Lebanon and Syria: On/after 13th June 2025 and on/before 15th July 2025</li> <li>To/From Iran: On/after 13th June 2025 and on/before 31st July 2025</li> </ul>
<b>Rebooking</b>	<p>Three free ticket reissues with endorsement COMM1129 for travel to/from Iraq, Jordan, Lebanon, Syria by 31st July 2025 and for travel to/from Iran by 31st August 2025 permitted on:</p> <ul style="list-style-type: none"> <li>QR operated flights to/from Armenia/Bahrain/Cyprus/Egypt/Iran/Iraq/Jordan/Kuwait/Lebanon/Oman/Qatar/Saudi Arabia/Syria/Turkey/UAE into the lowest available RBD in the same cabin.</li> <li>For tickets where original connection includes OAL (code-share and/or interline): <ul style="list-style-type: none"> <li>Rebooking shall be made on QR operated flights in the lowest available RBD within the same cabin and OAL operated flights (other than carrier LH) in the RBD permitted according to ticketed Fare Basis, same origin, destination</li> <li>The new ticket resulting from reissue must observe flight and routing rules according to ticketed Fare Basis</li> <li>Must not include carrier LH in the re-protection</li> </ul> </li> </ul> <p>Following guidelines apply:</p> <ul style="list-style-type: none"> <li>To/From Iraq, Jordan, Lebanon and Syria: May rebook any return booking with travel on/after 16th July 2025 within (+/-) 7 days from original</li> <li>To/From Iran: May rebook any return booking with travel on/after 1<sup>st</sup> August 2025 within (+/-) 7 days from original</li> <li>Must not rebook on code-share flights, except for: <ul style="list-style-type: none"> <li>Code-share flight numbers marked by “*” on availability (in the CRS/GDS Amadeus), provided no other operating flight number is published.</li> <li>QR marketing flights when operated by 6E, AA (DOH-PHL v.v.), AT (DOH-CMN v.v.), AY (DOH-HEL v.v.), BA (LON-DOH v.v.), CZ (DOH-CAN v.v.), GA (DOH-CGK v.v.), IB (flights operated by IB/I2/YW), JL (DOH-HND v.v.), MF (DOH-PKX/XMN v.v.), MH (DOH-KUL v.v.), PR (DOH-MNL v.v.), VA (DOH-BNE/MEL/PER/SYD v.v.), WB (DOH-KGL v.v.)</li> </ul> </li> </ul>



	<ul style="list-style-type: none"><li>• If rebooking is made from QR-to-QR operated flights may rebook into the same QR RBD as original or into the lowest available RBD within the same cabin to maintain Fare Family attributes.</li><li>• May change airport within the same city or gateway according to ticketed Fare Basis</li><li>• Customer is responsible for any consequential costs to travel from original point, e.g. train, bus, car, hotel, etc.</li></ul>
Refund	<ul style="list-style-type: none"><li>• 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)</li><li>• Permitted for unutilized group deposit value</li></ul>
Additional waivers permitted for	<ul style="list-style-type: none"><li>• Confirmed tickets issued in FIT/TO PNRs</li><li>• Please contact QR if passengers are booked in Group PNRs</li><li>• Rebooking fee waiver</li><li>• No-show penalty (condition) waiver</li><li>• May match original length of stay, or in case of non-daily operation up to +/- 7 days (within a single transaction) and must not include rebooking on OAL (code-share and/or interline)</li><li>• Refund or transfer of EMD group deposit within one year from EMD date of issue</li><li>• Waiver for ancillary services</li></ul>