

Travel with Confidence – Commercial Policy

09 March 2020

In light of the ongoing situation regarding the COVID19 (Coronavirus), Qatar Airways has launched a new commercial policy to provide customers with maximum flexibility to suit their travel plans.

Passengers that have booked or will book flights for travel up to **30 June 2020** will be offered the flexibility to change their travel plans free of charge by either:

- Altering the dates of their booking *or*
- Exchanging their ticket for a travel voucher (EMD) valid for one year.

Both changes apply up to three days prior to departure. Any penalties due to rebooking will be waived.

Where tickets issued outside of the dates not covered by this policy, then ticketed fare rules shall apply for re-bookings or cancellations.

Booking Instructions

<p>Change in Dates (Ticket Reissuance)</p>	<p>E-ticket to be reissued and annotated in Endorsement Box “INVOL DUE TO COVID REF COM 1052“</p> <p>All Fare Basis conditions must be adhered similar to that when voluntary changes are handled.</p> <p>New dates of travel must be within fare and ticket validity and should not override fare basis conditions. Rebooking should be made in the applicable RBD (within the same cabin).</p> <p>Penalties due to rebooking are waived.</p> <p>Any change beyond ticketed Fare Basis (e.g. higher RBD, seasonality, week vs weekend, MIN/MAX stay, routing, fare, etc.) will be subject to collection of difference in applicable fare, taxes, fees, charges and surcharges.</p>
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<p>Exchange for Travel Voucher (EMD)</p>	<p>Reissue unutilized value for an EMD “Good for further transportation” valid for 1 year from date of reissue for such EMD with endorsement “INVOL DUE TO COVID REF COM 1052”. Unutilized value shall be calculated based on unutilized NUC, taxes, fees, charges and surcharges. Refund penalty shall be waived in case that cancellation is done at least 3 days prior to departure.</p> <p>Example is (for illustration purposes) of fare where outbound has been used and inbound remains wholly unutilized, hence highlighted NUC 561.47 of inbound has to be refunded: LON QR X/DOH QR ROM 461.47 QR X/DOH QR LON<u>561.47</u>NUC1022.94</p> <p>For complicated scenarios, side-trips, end-on-end combinations, partial utilizations (e.g. within fare component), please contact your local sales representative</p>
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In case the information provided above might require more clarity, we have put together Frequently Asked Questions for your convenience. If you have any further enquiries, please contact your local Qatar Airways sales representative.

Frequently Asked Questions (FAQs)

1) **What does the policy cover?**

Travel with Confidence covers all new and existing bookings on QR & Other Airline (codeshare and interline) flights booked on all QR fares purchased either directly through QR or Travel Agents.

2) **What travel period does the policy cover?**

Any ticket that has an unutilized sector booked for travel on/before 30 June 2020. For example, a ticket issued on 30 October 2019 for FRA-BKK for travel on 31 May 2020 can be changed FOC. However, a ticket issued on 30 October 2019 for travel on 1 July 2020 is not covered.

Change in Dates (Ticket Reissuance)

3) **When can booking changes be made?**

Changes are permitted up to 3 days prior to departure. The new travel date must be within fare and ticket validity and all Fare Basis conditions of the ticket presented for exchange/reissue should be observed.

4) **If booking has been cancelled up to 3 days prior to departure, is it possible to book new segments and exchange/reissue ticket after 30 June 2020?**

Yes. The new travel date must be within fare and ticket validity and all Fare Basis conditions of the ticket presented for exchange/reissue should be observed.

Example:

Departure date of the segment which passenger requests to be rebooked: 15MAY2020

Latest day when such segment shall be cancelled from PNR (according to this 3 days rule): 12MAY2020

5) **If segments are cancelled within 3 days prior to departure, can we offer options as per this Policy?**

No. Rebooking/rerouting/refund conditions applicable to the ticketed fare basis shall apply on voluntary principle.

6) **Are all ticket stocks covered by this policy?**

No. Only those issued on QR (157) stock/plate.

Tickets issued on Other Airline stock/plate, as well as on STA (000) stock/plate are **not** covered.

7) **How will private fares be impacted?**

This policy applies to all fares, including private fares.

For passengers travelling as part of a group, kindly contact your local sales representative

- 8) What happens if the original fare booked is not available during re-issuance of ticket?
Fare difference may apply if the new itinerary is not booked as per original Fare Basis. The change in fare, taxes, fees, charges and surcharges will be payable by the passenger. This additional collection applies for rebooking, as well as rerouting scenarios, however, any **residual value is non-refundable**.

Exchange for Ticket Voucher (EMD)

- 9) How will exchanges be handled?
You may exchange your client's ticket for a travel voucher up to 3 days prior to departure in the form of an EMD "GOOD FOR FURTHER TRANSPORTATION". The EMD will be valid for 1 year from the date of issue. Please ensure that EMD is endorsed "INVOL DUE TO COVID REF COM 1052".
- 10) Will such EMD "GOOD FOR FURTHER TRANSPORTATION" be refundable?
Unutilized value of such EMD **remains non-refundable**.
However, if such EMD remains fully unutilized and ticket was refundable, you may refund such EMD by deducting refund penalty of the ticket.

Other Scenarios

- 11) If passenger wants to refund unutilized portion of the ticket to the original form of payment (e.g. cash or card), does this policy apply?
No. Please follow fare basis rules for voluntary refund.
- 12) Qatar Airways has existing commercial policies in relation to flight disruptions or travel alert countries. Will these commercial policies still apply?
Yes. You may apply either policy suitable to your client's requirements.