

Guidelines for passengers impacted by UK Government restrictions

Dear Trade Partner,

Please note the following guidelines applying to passengers affected by the UK government's travel restrictions.

For passengers affected by UK Government Travel Restrictions who have already commenced their journey, in addition to our Travel with Confidence offering, we are working with our airline partners on more options to get you home reliably and more information will be shared soon.

For passengers affected by UK Government travel restrictions who are yet to start their journey, we offer options including date & route changes and ticket refunds. Passengers can still travel from the UK with QR and may return on partner airlines where available, including BA.

If you are travelling to the UK between the 19th of March and 18th of May, you may be rebooked onto flights operated by partner airlines where available.

The following guidelines apply to passenger travelling on QR operated flights to LHR/MAN who are impacted by UK travel ban from 19th March 2021, with an original travel date up to 18th of May 2021.

Rebooking Options:

1. Apply rebooking or rerouting options specified in these Passenger Guidelines (COMM1060), incl. options provided in the exception for segment status change UN/TK (misconnection)
2. Rebook on the BA operated direct flight for the same origin, same destination (without QR connection via Doha) in the lowest available BA RBD within the same cabin
3. Rebook onto combination of QR operated and BA operated flights via Doha (QR) and Europe (BA), same origin, destination in the lowest available QR and BA RBD within the same cabin. Example of new routing: BKK QR X/DOH QR X/BCN BA LHR

For all 3 options given above, please note the following:

- May waive original ticketed Fare Basis conditions, such as advance purchase, day of week, MIN/MAX stay, however, incl. seasonality and blackouts/travel date restrictions
- May waive any difference of fare, taxes, fees, charges and surcharges
- Must carry forward original fare calculation and free baggage allowance
- Must update: "INVOL COVID COMM1060" at the beginning of the Endorsements Box

For passengers affected by UK Government Travel Restrictions, we ask you to keep your customer's latest contact details updated through the PNR or ask them to update their details in our Manage Booking section.

Qatar Airways is continuing to evaluate additional options with other partner airlines, which will be communicated as and when available. For the most up to date details, visit our Travel with Confidence page.

Qatar Airways