

## Extending Our Commitment

01 September 2021

We continue to extend our commitment to our valuable customers and trade partners with guaranteed flexibility. With unlimited changes and the option to refund the ticket to the original form of payment, we provide unrivalled peace of mind to support our passengers in planning for travel.

Latest travel information is available on the Qatar Airways website.

### Summary of *Extending Our Commitment Offering* (Commercial Policy Ref 1060 v5.0)

Applicability	<ul style="list-style-type: none"> <li>All QR tickets (157) regardless of booking channel</li> </ul>
Ticketed & travel date	<ul style="list-style-type: none"> <li>Tickets issued on/after 01 March 2019 where all travel is completed by 31 May 2022</li> </ul>
Options available	<ul style="list-style-type: none"> <li>Changes</li> <li>Refund to original form of payment</li> </ul>

### Changes

#### Core Guidelines

- May keep unutilized ticket coupons open as long as unutilized segments are cancelled from the PNR
- For fully unutilized tickets:
  - May use unutilized value within 2 years from original ticket issue date
  - Please ensure that the maximum stay does not exceed more than 1 year and all travel is completed by 31 May 2022
- For partially utilized tickets:
  - Where the journey began on/before 30 April 2020, please ensure that the maximum stay does not exceed more than 18 months.
  - Where the journey began on/after 01 May 2020, please ensure that the maximum stay does not exceed more than 1 year and all travel is completed by 31 May 2022, whichever comes earlier.

#### Guidelines For Changing Ticketed Date

- If re-issuing **without** any fare difference including taxes, fees, charges and surcharges:
  - Rebook in the same ticketed RBD as original (within the same cabin and OAL) and flights as permitted according to original ticketed fare basis
  - May waive rebooking fee
  - May waive original ticketed fare basis conditions (i.e. advance purchase, MIN/MAX stay, transit/stopover, day/time rule, etc)
  - May waive any difference of fare, taxes, fees, charges and surcharges; however, fare, taxes, fees, charges and surcharges difference applies if original ticketed seasonality and/or blackout/travel date is not followed
  - Please carry forward original fare calculation and fare family attributes (e.g. free baggage allowance)
  - May change unutilized outbound & inbound on the same ticket within one transaction
  - Please update "**COVID COMM1060**" at beginning of Endorsements Box
  - Any residual value is non-refundable and non-exchangeable
  - May waive no-show condition and no-show penalty (restrictions apply for travel to Australia – please refer to next bullet)
  - For travel to Australia within 3 days prior to original travel date from point of origin, fare basis conditions including no-show conditions are applicable for rebooking, rerouting or refunding
- If re-issuing **with** fare difference including taxes, fees, charges and surcharges:
  - May waive rebooking fee

- Please apply new fare basis conditions, including applicable RBD
- Please requote and collect any applicable difference of fare, taxes, fees, charges and surcharges
- Please update new fare calculation and fare family attributes (e.g. free baggage allowance)
- Please update “**COVID COMM1060**” at beginning of Endorsements Box
- Any residual value is non-refundable and non-exchangeable
- May waive no-show condition and no-show penalty (restrictions apply for travel to Australia – please refer to next bullet)
- For travel to Australia within 3 days prior to original travel date from point of origin, fare basis conditions including no-show conditions are applicable for rebooking, rerouting or refunding

#### Guidelines For Changing Ticketed Route

- If re-issuing onto an alternative origin and/or destination:
  - May use unutilized value of original ticket
  - May waive rebooking fee
  - Please apply new fare basis conditions
  - Please requote and collect any applicable difference of fare, taxes, fees, charges and surcharges
  - Please update new fare calculation and fare family attributes (e.g. free baggage allowance)
  - Open-jaw permitted; please advise customer that Qatar Airways will not cover travel expenses incurred from/to rerouted point including surface transport, hotel, etc
  - Please update “**COVID COMM1060**” at beginning of Endorsements Box
  - Any residual value is non-refundable and non-exchangeable
  - May waive no-show condition and no-show penalty (restrictions apply for travel to Australia – please refer to next bullet)
  - For travel to Australia within 3 days prior to original travel date from point of origin, fare basis conditions including no-show conditions are applicable for rebooking, rerouting or refunding

#### Guidelines For Changing Ticketed Segments Changed to UN Status or TK Status Resulting In Misconnection

- For any ticketed segments that meet any of the following criteria:
  - Ticketed segment cancellations resulting with UN status
  - Flight retiming resulting in ticketed segment(s) with TK status where the newly timed flight causes a minimum connecting time (MCT) violation or misconnection
  - Ticketed segment cancellations resulting with UN status and updated with new TK segment
- You may re-issue the ticket using the following guidelines:
  - May rebook onto alternative **QR operated flight(s)** that are:
    - on the same route
    - within the same country as original embarkation and/or disembarkation point
    - within 500 international miles (TPM) from original embarkation and/or disembarkation point
    - if originally booked on QR operated flights to/from DPS, may reroute to/from CGK/HKT/MLE (this applies to tickets which were originally booked on QR operated flight to/from DPS which were changed by QR to UN status and updated with TK status with a reroute to/from HKT)
  - May rebook onto QR marketing flight numbers operated by 6E or AC (YYZ-DOH v.v. only)
  - Rebook into same RBD as original or if not available, into the lowest available RBD within same cabin
  - May waive original ticketed fare basis conditions (i.e. advance purchase, MIN/MAX stay including seasonality and blackouts/travel date restrictions, transit/stopover, day/time rule, etc)
  - May waive any difference of fare, taxes, fees, charges and surcharges
  - May waive no-show conditions and penalties
  - Please carry forward original fare calculation and fare family attributes (e.g. free baggage allowance)
  - May change unutilized outbound & inbound on the same ticket within one transaction
  - Please use “**INVOL COVID COMM1060**” at beginning of Endorsement Box

For OAL not referenced above, kindly contact Qatar Airways; Depending on market, this is handled by the Trade Helpdesk, Reservations or Sales Representatives

#### Guidelines For Changing Tickets Where Hotel Quarantine Required at International Arrival Point

- The following options are available:

- Rebook onto an alternative domestic connection to allow stopover at first international arrival point for the length of the hotel quarantine and up to 3 (three) additional days
  - Rebook onto a flight operated by the same OAL, routing and RBD as the original ticket
  - Please use “**COVID COMM1060 DUE HOTAC**” at beginning of Endorsement Box
- Rebook onto an earlier Qatar Airways operated flight(s) to allow stopover at first international arrival point for the length of the hotel quarantine and up to 3 (three) additional days
  - Rebook onto a Qatar Airways operated flight(s) on the same routing (same origin, destination), and RBD or the lowest available QR RBD in the same cabin
  - Please use “**COVID COMM1060 DUE HOTAC**” at beginning of Endorsement Box
- Amend the booking and terminate at first international arrival point
- For the above options, please re-issue the ticket using the following guidelines:
  - May waive original ticketed fare basis conditions (i.e. advance purchase, MIN/MAX stay including seasonality and blackouts/travel date restrictions, transit/stopover, day/time rule, etc)
  - May waive any difference of fare, taxes, fees, charges and surcharges
  - Please carry forward original fare calculation and fare family attributes (e.g. free baggage allowance)
  - Please exchange / reissue ticket to avoid out of sequence travel and cancel segments that are no longer required by the passenger(s)
  - Please advise the customer that Qatar Airways will not cover travel expenses incurred from/to rerouted point including surface transport, hotel, etc; Additional expenses incurred are the responsibility of the customer
  - If a customer tests positive, reactive or inconclusive during the hotel quarantine, please contact Qatar Airways

**Guidelines For Passengers on QR Operated Flights To/From AUH/DXB/SHJ Where Ticketed Segments Changed to UN Status and Updated With UN Status Due To Aircraft Configuration Change From J/Y to F/Y**

- One FOC change permitted to rebook for another day of travel provided the following conditions area met:
  - May rebook onto QR operated flights on the same routing (same origin, destination)
  - Must be a Qatar Airways operated flight and not a codeshare flight.
  - May rebook into the lowest available RBD in the First Class cabin
  - May waive original ticketed fare basis conditions (i.e. advance purchase, MIN/MAX stay including seasonality and blackouts/travel date restrictions)
  - May waive any difference of fare, taxes, fees, charges and surcharges
  - Please carry forward original fare calculation and fare family attributes (e.g. free baggage allowance)
  - Please use “**INVOL COVID COMM1060**” at beginning of Endorsement Box
  - May change unutilized outbound & unutilized inbound on the same ticket within one transaction
  - Must not override by waiver “multiple changes permitted”, if there was no subsequent UN/TK status change. For any subsequent change, must collect any difference of fare, taxes, fees, charges and surcharges, apply fare basis conditions and must update: “COVID COMM1060” at the beginning of the Endorsements Box

**Refund To Original Form Of Payment**

**Guidelines**

- Refund unutilized value to original form of payment within 2 years from departure date shown on last coupon
- May waive refund penalty
- Applies to refundable and non-refundable fares (tickets), Q and stopover surcharges, YQ/YR charges
- Non-refundable unutilized taxes (except YQ/YR charges) remain non-refundable
- May waive no-show condition and no-show penalty

- Calculate unutilized value based on unutilized NUC, taxes, fees, charges and surcharges. See example calculation below where outbound has been utilized and inbound remains unutilized. NUC 561.47 of inbound may be refunded to the original form of payment  
**LON QR X/DOH QR SYZ 461.47 QR X/DOH QR LON 561.47NUC1022.94**
- For complex exchange scenarios, side-trips, end-on-end combinations, partial utilizations, kindly contact a Qatar Airways sales representative.
- Refund must be processed in GDS.

### Frequently Asked Questions (FAQs)

Are multiple changes permitted?	Yes.
Are refunds of previously paid change and/or no-show fees and/or paid additional collection allowed?	No. Refunds of previously paid change and/or no-show fees and/or paid additional collection are not allowed.
Are refunds of any fare difference in case of cabin class downgrade allowed?	Yes. If a downgrade in cabin class (i.e. from J to Y) is required, a refund of the fare difference is permitted to the original form of payment.
How are ancillaries covered under these guidelines?	<p>Where ticket has been changed:</p> <ul style="list-style-type: none"> <li>• Please re-associated EMD to new itinerary</li> <li>• Permitted free of charge for preferred seats, baggage (including Media and Entertainment Baggage), Al Maha Meet &amp; Assist, Lounge Access</li> </ul> <p>Where ticketed segment has been changed to UN or TK status resulting in misconnection:</p> <ul style="list-style-type: none"> <li>• May refund unutilized ancillary value for preferred seats, baggage (including Media and Entertainment Baggage), Al Maha Meet &amp; Assist, Lounge Access</li> </ul> <p>Where ticket has been cancelled:</p> <ul style="list-style-type: none"> <li>• May refund unutilized ancillary value for preferred seats, baggage (including Media and Entertainment Baggage), Al Maha Meet &amp; Assist, Lounge Access</li> </ul> <p>Where ticket has been changed onto OAL and cannot be fulfilled:</p> <ul style="list-style-type: none"> <li>• May refund unutilized ancillary value for preferred seats, baggage (including Media and Entertainment Baggage), Al Maha Meet &amp; Assist, Lounge Access</li> </ul> <p>For scenarios not covered above, kindly contact Qatar Airways.</p> <p>Unutilized ancillary EMDs may be utilized or refunded within 2 years from original EMD issue date.</p>
Are upgrades to higher cabins possible?	Yes. Upgrades are permitted provided that the difference of applicable fare, taxes, fees, charges and surcharges are collected and fare basis conditions adhered. In such case, change fees will be waived.
Are name changes permitted?	No. Name changes are not permitted.
Will difference of fare, taxes, fees, charges and surcharges be waived if rebooking (re-issuing) to a new departure date resulting in the passenger PTC to change (i.e. infant to child; child to adult)?	<p>Difference of fare, taxes, fees, charges and surcharges applies.</p> <p>You may only waive the difference of fare, taxes, fees, charges and surcharges when the PTC changes after commencement of travel of the new departure date (as permitted by this policy) for ticketed segments that meet the following criteria:</p>

	<ul style="list-style-type: none"> <li>• Ticketed segment cancellations resulting with UN status</li> <li>• Flight retiming resulting in ticketed segment(s) with TK status where the newly timed flight causes a minimum connecting time (MCT) violation or misconnection</li> </ul>
<p>Is the policy applicable to group bookings?</p>	<p>Yes. Kindly contact your local sales representative who will be happy to assist in servicing such bookings.</p>
<p>How will the Stopover product be managed?</p>	<p>For stopover bookings made through Discover Qatar (DQ), kindly contact a DQ representative. If bookings require immediate attention, kindly contact QRH.</p>
<p>Are EMD vouchers issued under previous versions of the Qatar Airway policy refundable?</p>	<p>Fully unutilized vouchers (EMD TRNS – Good For Further Transportation) issued under previous versions of the Passenger Guidelines (including COMM1052, COMM1059 or COMM1060) may be refunded to the original form of payment.</p> <p>However, the associated non-refundable unutilized taxes (except of fully unutilized YQ, YR charges) and the 10% added value as provided by Qatar Airways shall not be refunded to the original form of payment.</p> <p>Partially utilized vouchers (split EMD) is not refundable.</p>