



Passenger Guidelines - LHR Services - COMM1125V1.0

Dear Trade Partner,

Effective Date: **Friday, 21 March 2025**

These guidelines have been published for passengers who are holding confirmed 157 tickets and are impacted by closure of London Heathrow (LHR) airport:

Original flights	QR flights to/from LHR
Original travel	On/after 21 March 2025 and on/before 22 March 2025
Rebooking	<ul style="list-style-type: none"> Permitted on QR operated flights for travel within (+/-) 21 days from original into the lowest available RBD in the same cabin: <ul style="list-style-type: none"> same origin/destination different origin destination within UK or Europe For tickets where original connection includes OAL (code-share and/or interline): <ul style="list-style-type: none"> Permitted on QR and/or OAL operated flights for travel within (+/-) 2 days from original into the lowest available RBD in the same cabin, same origin, destination
Reissue waiver	One free reissue permitted
Endorsement	INVOL COMM1125
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)
Included	<ul style="list-style-type: none"> Confirmed tickets issued in FIT or Group/TO PNRs Rebooking on 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 (DOH-MAD v.v.), JL (DOH-HND v.v.), MF (DOH-PKX/XMN v.v.), MH (DOH-KUL v.v.) Match original length of stay, or in case of non-daily operation up to (+/-) 7 days (within one reissue transaction) and must not include rebooking on OAL (code-share and/or interline) Rebooking fee waiver No-show waiver Waiver for ancillary services