

Jan. 2022

## **Qatar Airways Change in Procedure to Refund Application**

Dear Travel Partner,

We are writing to inform you of changes to our refund application procedure.

With immediate effect, Qatar Airways will no longer accept refund applications through BSP link.

Please take time to familiarize yourself with the types of request below, noting the correct channel to manage them.

For requests that aren't covered below, please contact your Account Manager.

REFUND CATEGORY	CHANNEL	DESCRIPTION
Operational	GDS	<ul style="list-style-type: none"> <li>Refund requests that are related to an operational change should be processed directly through GDS.</li> <li>These include, but aren't limited to schedule changes, irregular operation, flight cancellation, system/printing error or name changes.</li> <li>Please apply all relevant penalties, fees and charges as per the fare rules.</li> </ul>
Death of Passenger and/or immediate family member(s)	<p>Request to be made through your Account Manager.</p> <p>cc: <a href="mailto:lonagencysupport@uk.qatarairways.com">lonagencysupport@uk.qatarairways.com</a></p>	<ul style="list-style-type: none"> <li>Immediate family member includes spouse, children, parents, brothers, sisters, grandparents, grandchildren.</li> <li>An official registered death certificate is required.</li> <li>Proof of relationship is required where passengers share the same or different surname.</li> </ul>

REFUND CATEGORY	CHANNEL	DESCRIPTION
Duplicate tickets	Request to be made through your Account Manager. cc: <a href="mailto:lonagencysupport@uk.qatarairways.com">lonagencysupport@uk.qatarairways.com</a> <a href="mailto:ukqrrefunds@uk.qatarairways.com">ukqrrefunds@uk.qatarairways.com</a>	<ul style="list-style-type: none"> <li>DUPE tickets are defined as two tickets with identical details, including RBD, DOT, routing, base fare, passenger name, issuing office.</li> </ul>
EMDs	<a href="mailto:ukqrrefunds@uk.qatarairways.com">ukqrrefunds@uk.qatarairways.com</a>	<ul style="list-style-type: none"> <li>Issued as a service recovery / any residual value / cabin downgrade</li> </ul>
Passenger and/or immediate family member illness	Please contact the travel insurer directly.	<ul style="list-style-type: none"> <li>Refund should be actioned as per the ticket fare rules at the time of purchase for passenger who are not covered by travel insurance.</li> </ul>

Please note that all non-GDS refund applications are subject to checks, and relevant documentation should be provided if required.

If you have any queries, please contact our trade support on **0330 912 7415** (opening hours Monday-Saturday 9am-6pm).

Qatar Airways Team

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