

Dear Tour Operator Partner,

We kindly request you to follow below guidelines in relation to Schedule Changes for confirmed un-ticketed segments booked on QR operating flights.

Definition

Schedule Change is a planned change or cancellation of a flight, which occurs more than one day prior to schedule departure of the first impacted flight.

Notification to Customers and Processing Guidelines

It is the responsibility of the Tour Operator Partner making the booking to notify the customer, acknowledge the schedule change and if necessary, reissue the ticket.

Applicability

These guidelines apply only for Travel Agents who are authorized to issue QR (157) tickets on Tour Operator Fares and should be distributed by Qatar Airways accordingly.

New date of travel for coupons impacted by Schedule Change

- May rebook for a new travel date within (+/-) 3 days from original. In case of non-daily flight operation, you may rebook up to the earlier or next day of operation, but not more than 7 days from original
- Due to severely affected travel plans by Schedule Change (e.g. reduction in the length of stay – less number of days at point of destination and/or stopover), passenger may rebook outbound and inbound to match original length of stay. In case of non-daily flight operation, you may rebook up to the earlier or next day of operation, but no more than 7 days from original

Schedule Change Situations

- Change in the arrival or departure times beyond 2 hours or resulting in misconnection, change in class of service, frequency of operation, as well as flight cancellations
- May apply these waivers also for connections, where original transit time at DOH did not exceed 8 hours, however, schedule change resulted in transit time beyond 8 hours

Rebooking Options for QR Schedule Change

One of the following options may be selected by the customer:

- Accept option offered by automated re-accommodation tool (i.e. UN1/TK1)
- Rebook on QR operating flight(s) from/to the same origin, destination in the same QR booking class as original, or if not available, up to next two higher QR booking classes within the same cabin

Notes for Rebooking

- Please rebook the entire O&D to maintain Marriage Segment Control (MSC)
- Free of charge upgrade to higher cabin must not occur
- Rebooking of original journeys involving other airlines (code-share and/or interline) is not permitted, except for:
 - QR marketing flight numbers operated by 6E, AA (DOH-JFK v.v. only), AT (DOH-CMN v.v. only), AY (DOH-ARN/CPH v.v. only, DOH-HEL v.v. only), BA (DOH-LGW/LHR v.v. only), MH (KUL-DOH v.v. only) or WY (DOH-MCT v.v. only)
 - QR code-share flight numbers operated by WY aircraft, provided no WY operating flight number is published
- Rebooking on other airlines (code-share and/or interline) is not permitted, except for:
 - QR marketing flight numbers operated by 6E, AA (DOH-JFK v.v. only), AT (DOH-CMN v.v. only), AY (DOH-ARN/CPH v.v. only, DOH-HEL v.v. only), BA (DOH-LGW/LHR v.v. only), MH (KUL-DOH v.v. only) or WY (DOH-MCT v.v. only)

- QR code-share flight numbers operated by WY aircraft, provided no WY operating flight number is published
- Multiple airport cities may be considered as the same point, i.e. IST/SAW, LGW/LHR, HND/NRT
 - In case of airport or origin/destination change, no compensation of reimbursement of surface transportation and/or hotel accommodation will be provided by QR
 - Passenger is responsible to follow any travel requirements and restrictions imposed by government authorities, incl. immigration regulations

Fare Quotation Guidelines

- Ticket shall be issued at the Tour Operator fare and YQ, YR charges and Q surcharges which were applicable for confirmed space in RBD booked prior to schedule change
- Tour Operator Fare Basis conditions which were applicable for confirmed space in RBD booked prior to schedule change apply
- Taxes, fees, charges (other than YQ/YR charged by QR) and surcharges (other than Q charged by QR) shall be collected as applicable at the time of actual ticketing

Ticketing Guidelines

- Tour Operator Fare Basis Code, Ticket Designator, Tour Code (Deal Code), Fare Calculation and Free Baggage Allowance should be specified according to Tour Operator Fare Basis/Conditions applicable for confirmed space in RBD booked prior to schedule change
- The beginning of the Endorsements/Restrictions Field should reflect the characters "SKCHG TO COMM1082" followed by Tour Operator Fare Basis endorsement/restrictions applicable for confirmed space in RBD booked prior to schedule change, otherwise ADM will be raised
- Unless otherwise specified, tour operator partners are not authorized to endorse Tickets as "INVOL", "INVOLUNTARY", etc.

Ticket Changes and Refunds

- Voluntary changes and refunds are subject to ticketed Fare Basis, taxes, fees, charges and surcharges, as well as applicable penalties
- Any subsequent schedule change is subject to COMM1068 Schedule Change Guidelines

Miscellaneous

- No-show condition cannot be waived in case that passenger is reported as no-show
- Travel Trade Partners should update PNRs with passenger's contact information via SSR CTCE/CTCM/CTCR that passengers may obtain timely information in case of operational disruptions
- Please contact local QR office or QR Customer Contact Center in case of cabin class downgrades, Passenger Type Code (PTC) change, etc.
- Commissions, Corporate Discounts, etc. should be applicable according to confirmed space in RBD booked prior to schedule change
- Any violation of these Guidelines, including wrong specification of Fare Basis Code, Tour Code (Deal Code) or Endorsements/Restrictions Field (see "Example") is subject to Agency Debit Memo (ADM) issuance according to applicable fare, taxes, fees, charges, surcharges and penalties. If applicable fare does not exist for ticketed journey, ADM may be raised up to the highest published fare calculated according to ticketed journey.

Example (for illustration purposes only):

	Original		New		
	RBD	Fare Basis	RBD	Fare Basis	Endorsements/Restrictions Field
Correct	T	TKDET1RX	Q	TKDET1RX	SKCHG TO COMM1082
Incorrect	T	TKDET1RX	Q	QKDET1RX	missing "SKCHG TO COMM1082"