



Passenger Guidelines - Rebooking and Refund Options in Light of the Security Situation - COMM1130V1.2

Dear Trade Partner,

Effective Date: Wednesday, 25th June 2025

These guidelines have been published for confirmed 157 tickets on all QR flights in the network impacted by the current security situation which are either cancelled or still operating and passengers wish to change their travel plans:

Ticketed by	On/before 23rd June 2025
Original travel	On/after 23rd June 2025 and on/before 30th June 2025
Original Routing	On all QR flights within QR Network except for flights to/from Iran, Iraq, Jordan, Lebanon and Syria where we currently have an existing Passenger Guidelines - COMM1129
New travel Date	Within 14 days from the original travel date
Rebooking	<p>Two free reissues permitted on:</p> <ul style="list-style-type: none"> QR operated flights on the same original routing (same origin/destination) travel by 15th July 2025 into the lowest available RBD within the same cabin QR operated flights within the same region (see list given below) into the lowest available RBD in the same cabin For tickets where original connection includes OAL (code-share and/or interline): <ul style="list-style-type: none"> Rebooking shall be made on QR operated flights in the lowest available RBD within the same cabin and OAL operated flights (other than carrier LH) in the RBD permitted according to ticketed Fare Basis, same origin, destination The new ticket resulting from reissue must observe flight and routing rules according to ticketed Fare Basis Must not include carrier LH in the re-protection <p>Must apply following guidelines:</p> <ul style="list-style-type: none"> Must not rebook on code-share flights, except for: <ul style="list-style-type: none"> Code-share flight numbers marked by "*" on availability (in the CRS/GDS Amadeus), provided no other operating flight number is published. 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 (flights operated by IB/I2/YW), JL (DOH-HND v.v.), MF (DOH-PKX/XMN v.v.), MH (DOH-KUL v.v.), PR (DOH-MNL v.v.), VA (DOH-BNE/MEL/PER/SYD v.v.), WB (DOH-KGL v.v.) Customer is responsible for any consequential costs to travel from original point, e.g. train, bus, car, hotel, etc.



Refund	<ul style="list-style-type: none">Permitted to the original form of payment without any penalties, based on unutilized NUC and taxes. Must not refund non-refundable unutilized taxes (except of fully unutilized YQ, YR charges).Permitted for unutilized group deposit value
Endorsement	COMM1130
Included	<ul style="list-style-type: none">Confirmed QR/157 tickets issued in FIT or Group/TO PNRsRebooking 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 (flights operated by IB/I2/YW), JL (DOH-HND v.v.), MF (DOH-PKX/XMN v.v.), MH (DOH-KUL v.v.), PR (DOH-MNL v.v.), VA (DOH-BNE/PER/SYD v.v.), WB (DOH-KGL v.v.)Waiver for ancillary servicesRebooking fee waiverNo-show penalty (condition) waiverMatch 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)Refund or transfer of EMD group deposit within one year from EMD date of issue