

Passenger Guidelines – Journey with Confidence (JWC) – COMMQ157V1.0

“How we help when travel doesn’t go according to plan”

Effective date: 18 November 2025

Situation for impacted travel		Involuntary situations							Force Majeure ^{1,2}
		Time changes at the affected origin, destination point(s) • More than 60 minutes • More than 30 minutes for flights within Brazil	Misconnections	Cancelled flights	Downgrades to lower cabin	Denied Boarding (DNB) due to overbooking	Check-in suspended or “do not board” alert for impacted destinations	Flight diverted or returned to gate	
If situation occurs 0-1 days before departure (in airport window) these guidelines apply for: • QR disruption • other carrier ⁴ disruption, if requested by the passenger or the operating carrier	157 tickets / EMDs ³	✓	✓	✓	✓	✓	✓	✓	✓
	OAL tickets / EMDs ³	✓	✓	✓	✓	✓	✓	✓	✗
	Separate tickets/ EMDs ³ issued for oneworld carriers	✓	✓	✓	✓	✓	✓	✓	✗
If situation occurs 2 or more days before departure , these guidelines apply regardless of which carrier ⁴ caused the disruption	157 tickets / EMDs ³	✓	✓	✓	✓	✓	✓	✓	✓
	OAL tickets / EMDs ³	✗	✗	✗	✗	✗	✗	✗	✗
	Separate tickets / EMDs ³ issued for oneworld carriers	✗	✗	✗	✗	✗	✗	✗	✗

¹ In the event of a Force Majeure situation—such as a natural disaster, geopolitical unrest, strike, or government-issued mandatory travel ban, provided the passenger’s ticket was issued prior to the advisory—that results in flight disruptions, Qatar Airways applies its involuntary rebooking and refund guidelines to affected flights. Additionally, flexibility is extended to passengers booked on flights scheduled within the five days following the disruption period.

For example, if flights are cancelled on 01 and 02 November due to a typhoon, passengers booked to travel on 03–07 November are also eligible for rebooking or refund options under this policy.

² If a Force Majeure situation occurs without impacting flight operations, RM Support Services will issue a communication specifying which flights and travel dates are covered by these guidelines.

³ EMDs issued are for all ancillary products

⁴ Including surface transportation (rail, bus, ferry, limousine)

Type of bookings	<ul style="list-style-type: none"> Confirmed tickets and associated ancillaries Passengers unloaded from standby or waitlist Unticketed group bookings, where the deposit has been collected or contract signed
Out of sequence within airport window (illustration provided below)	<ul style="list-style-type: none"> If a passenger buys a new ticket to reach their original destination due to a flight disruption, they are allowed to continue traveling on the remaining unused segments of their original 157 ticket—even if the journey is no longer in sequence If a passenger returns to their original departure point using the same ticket, they can’t use or rebook the remaining segments. Only the unused part of the 157 ticket that are still open can be refunded, based on their unused value.
Endorsement must include	<p>The first 5 characters of the endorsement / restriction field must be annotated with INVOL, and fare calculation should begin with I-</p> <p>Example: I-VIE QR X/DOH QR CMB Q VIECMB5.00 309.49QR X/DOH QR VIE Q CMBVIE5.00 78.10 NUC397.59END ROE0.851378</p> <p>Note: Trade Partners should contact the QR Customer Contact Centre for assistance with regards to NDC bookings.</p>
No-Show condition waiver	<ul style="list-style-type: none"> No-show penalties are waived for impacted O&D only, provided, situation for impacted travel occurred 5 days or less prior to departure from place of embarkation, regardless of whether the fare rules allow no-show or require a penalty

Refund condition waiver (refer to notes below)	<ul style="list-style-type: none"> Refund penalties are waived for 157 tickets or EMDs, regardless of whether the rules allow refund or require a penalty Impacted 157 EMDs issued for ancillary services can be refunded regardless of the ticket has been refunded or rebooked
Number of free re-issues (illustration provided below)	<ul style="list-style-type: none"> Two permitted For sectors impacted within 0-1 days prior to departure (airport window), multiple re-issues are only permitted for QR offices for the purpose of disruption management, based on ground operational reality

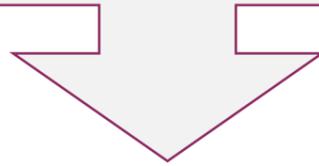
Rebooking Guidelines

When the situation occurs 0-1 days prior to departure (in the airport window) then rebooking is permitted on:

- Priority 1 - QR
- Priority 2 - QR+OAL
- Priority 3 - Completely on OAL (with no QR segment) for impacted sectors

When the situation occurs 2 days or more prior to departure then rebooking is permitted on:

- Priority 1 - QR
- Priority 2 - QR+OAL



New flight number on QR and operated by:

- QR
- 6E, AA, AT, AY, BA, CZ, GA, JL, MF, MH, PR, VA, WB - applies to all these carriers on flights to/from DOH only
- IB flights (including those operated by I2 or YW)



New flight on OAL



Rebooking for all unused sectors is allowed within ± 14 days from the original travel date for:

- Same origin and destination
- Alternate airport within the same country
- Alternate airport within a 750-mile International Ticketed Point Mileage (TPM) radius

Maintain the same QR RBD as the original or choose the lowest available RBD within the same cabin, ensuring the selected RBD retains at least the original fare attributes (such as seats, lounge access, etc.).

In case of force majeure situations where flights are still operating, rebooking is permitted only from QR to QR in the same RBD or up to two higher booking classes within the same cabin.

Passengers who purchased online, airport, redemption upgrade for a specific sector may be re-protected on the same coupon in the upgraded cabin (fifth freedom flights must be re-booked on originally ticketed cabin only).

Passengers eligible for standby upgrades must be rebooked in their originally ticketed cabin to retain upgrade eligibility.

- For involuntary situations that occurred 2 or more days prior to departure,
or
force majeure situations where flights are still operating:

- Rebooking on OAL for all unused sectors is permitted within ± 14 days from the original travel date for same origin⁵, destination⁵
Rebooking is allowed according to the fare rules for routing, flight, and RBD

- For involuntary situations that occurred 0-1 days prior to departure (in the airport window), rebooking for impacted sectors is allowed within 2 days from the original travel date for same origin⁵ and destination⁵. Rebooking is allowed on QR⁶+OAL or OAL prime flights in the lowest available RBD within the same cabin.

⁵ Permitted for alternative airports within the same city

⁶ Rebooking must be prioritized on QR codeshare flights when operated by the following carriers:

- 6E, AA, AT, AY, BA, CZ, GA, JL, MF, MH, PR, VA, WB — applicable only on flights to/from Doha (DOH)
- IB (including flights operated by I2 and YW)

Rebooking on OAL prime flights is permitted only if seats on the above-mentioned codeshare flights are sold out.

Note: Rebooking is not permitted on carriers JQ, LO or SQ for involuntary situations that occurred 0-1 days prior to departure

Passenger Guidelines - Appendix A – Illustrations – COMMQ157V1.0

Types of Tickets/EMDs	This section covers all types of tickets/EMDs that are eligible for re-protection				
	Confirmed Tickets/EMDs	2 or more days prior to departure		0-1 days prior to departure (in the airport window)	
		157	OAL	157	OAL
	Revenue Tickets ⁷	✓	✗	✓	✓
	Redemption	✓	✗	✓	✓
	CTK Tickets	✓	✗	✓	✗
	Duty Travel	✓	✗	✓	✗
	Relocation/Repatriation/Interview/Joining	✓	✗	✓	✗
	Annual/LS FOC	✗	✗	✓	✗
	Agency Discount tickets	✗	✗	✓	✗
	Industry discount tickets (QR/ZED/MIBA)	✗	✗	✓	✓
	Compassionate Tickets	✓	✗	✓	✗
	FAM	✗	✗	✓	✗
	Buddy Pass 50	✗	✗	✓	✗
	Ancillaries	✓	✗	✓	✓
⁷ applicable also to groups and tour operator negotiated space PNRs where, the deposit has been paid or the contract has been signed					
	Space Available and Waitlisted Tickets ⁸	2 or more days prior to departure		0-1 days prior to departure (in the airport window)	
		157	OAL	157	OAL
	Annual/LS FOC	✗	✗	✓	✗
	Agency discount tickets	✗	✗	✓	✗
	Industry discount tickets (QR/ZED/MIBA)	✗	✗	✓	✓
	Buddy Pass 90	✗	✗	✓	✗
	⁸ applicable for waitlisted and space available tickets, provided passengers were already onboarded on the flight at the time when the flight disruption occurred				
Out of Sequence	Example 1:				
	<ul style="list-style-type: none"> Passenger has booked the full itinerary on a 157 ticket for: VIE → QR → DOH → QR → CMB → UL → MLE → QR → DOH → QR → VIE Due to QR disruption, the passengers only traveled VIE → CMB To continue the journey, the passenger purchased an additional separate ticket to fly CMB → Q2 → MLE 				
	How the Guideline Helps:				
	The passenger has three options for the remaining segments:				
	1. Continue Travel Use the remaining QR segments (MLE → QR → DOH → QR → VIE) as booked, even though the journey was out of sequence. Request a refund for the unused segment CMB → UL → MLE, applying JWC guidelines.				
	2. Reissue Rebook the unused segments (CMB → UL → MLE → QR → DOH → QR → VIE) for new travel dates (e.g. MLE-DOH-VIE), applying JWC or fare rules.				
	3. Refund Request a refund for the unused segments, applying JWC guidelines.				
	Example 2:				
	<ul style="list-style-type: none"> Passenger is booked on VIE → QR → DOH → QR → CMB → QR → DOH → QR → VIE The passenger travels VIE → DOH on QR Due to bad weather in CMB, they are unable to continue and are sent back to VIE on the same ticket 				
	What Happens Next:				
<ul style="list-style-type: none"> The remaining segments (DOH → CMB → DOH) cannot be used or rebooked The passenger can request a refund for the unused segments on 157 ticket, based on the value of the open coupons 					

Number of free reissues permitted *	Below is an illustration of a scenario on how to proceed with a reissue: Original ticketed booking <ol style="list-style-type: none"> 1. SMITH/WALTER MR 2. QR XXX 01OCT25 VIEDOH UN1 3. QR XXX 01OCT25 DOHCMB UN1 4. QR XXX 30SEP26 CMBDOH HK1 5. QR XXX 30SEP26 DOHVIE HK1 		
	Scenario	Passenger Contacted QR/Trade Partner to Change	Action
1.	<ul style="list-style-type: none"> • Passenger contacted QR to change the outbound booking only to 12Oct 	First free re-issue permitted as per this policy	
	<ul style="list-style-type: none"> • Passenger contacted QR to change the outbound booking only to 10Oct 	Second free re-issue permitted as per this policy	
	<ul style="list-style-type: none"> • Passenger contacted QR to change the outbound booking to 11Oct 	Follow the ticketed fare conditions	
	<ul style="list-style-type: none"> • Passenger contacted QR to change the outbound booking to 12Oct 		First free reissue permitted as per this policy
2.	<ul style="list-style-type: none"> • Passenger contacted QR to change the outbound booking to 31Oct <i>(Note this is more than 14 days from the original ticket booking)</i> 	Step 1 – No waiver as per this policy (new travel date is more than 14 days) Step 2 - Follow the ticketed fare conditions	
	<ul style="list-style-type: none"> • Passenger contacted QR to change the outbound booking to 06Nov 		Follow the ticketed fare conditions
	<p>Important Note: If tickets have been voluntarily changed in accordance with applicable rules, these guidelines will not apply to any subsequent re-issues unless a new situation occurs.</p>		
3.	<ul style="list-style-type: none"> • Passenger contacted QR to change outbound booking to 10Oct25 and on the inbound to 08Oct26 	First free re-issue is permitted as per this policy with endorsement INVOL VALIDITY EXTENDED	
	<ul style="list-style-type: none"> • Passenger contacted QR to change only the inbound booking to 10Oct26 	Second free re-issue is permitted as per this policy with endorsement INVOL VALIDITY EXTENDED	
4.	<ul style="list-style-type: none"> • Passenger contacted QR to change outbound booking to 10Oct25 and on the inbound to 08Oct26 	First free re-issue is permitted as per this policy with endorsement INVOL VALIDITY EXTENDED.	
	<ul style="list-style-type: none"> • At this point there was another schedule change <ol style="list-style-type: none"> 1. SMITH/WALTER MR 2. QR XXX 10OCT25 VIEDOH UN1 3. QR XXX 10OCT25 DOHCMB UN1 4. QR XXX 08OCT26 CMBDOH HK1 5. QR XXX 08OCT26 DOHVIE HK1 	If the passenger calls to make another date change after the schedule change: Two free rebooking's are permitted within a 14-day window for new travel by 24OCT25 (outbound) and 22OCT26 (inbound).	
Notes for refund	<ul style="list-style-type: none"> • Refunds must be calculated on unutilized NUC and applicable refundable taxes. Non-refundable taxes must not be refunded, except for fully unutilized YQ and YR charges • Refund should be processed to the original form of payment or EMD TRNS (Transportation Credit Voucher) valid for one year from the date of issue • For downgraded sectors, residual value can be refunded to the original form of payment or EMD TRNS (Transportation Credit Voucher) valid for one year from the date of issue • Form of payment AVIOS should be refunded back to AVIOS only (should not issue EMD TRNS to convert AVIOS to cash) • Payment collected for online, airport and redemption upgrades should be refunded to the original form of payment, and the impacted sector should be rebooked in the original cabin • Refunds can be processed upon passenger request after an involuntary reissue, provided the active segments were cancelled within 15 days of that reissue. • Fees, penalties, and non-refundable taxes that have already been collected remain non-refundable • These refund guidelines do not apply to staff travel tickets 		