

## Extending Our Commitment

02 October 2020

Extending our commitment to you as the airline you can always rely on.

As we continue to uphold our commitment to customers and agency partners, we guarantee to offer flexibility to suit travel needs. Our re-booking options will provide unrivalled peace of mind so they can dream further and plan ahead with us. Book today, change if they need and travel when they are ready.

This policy goes into effect **01 October 2020** and will continuously be updated. The latest travel information is available on the Qatar Airways website.

Summary of <i>Extending Our Commitment</i> Offering	
Ticketed date	Tickets issued on/before <b>31 December 2020</b>
Options available for both voluntary & involuntary changes	<ul style="list-style-type: none"> <li>• Hold ticket for two years</li> <li>• Exchange ticket for voucher in the amount of the original ticket plus an additional 10% value (of unutilized fare and YQ/YR)</li> <li>• Amend travel date</li> </ul>
Additional options available for involuntary changes (on top of voluntary options)	<ul style="list-style-type: none"> <li>• Amend travel route</li> <li>• Exchange ticket for Qatar Airways Privilege Club Qmiles credit</li> <li>• Refund to original form of payment</li> </ul>
Applicable scenarios where involuntary scenarios can be applied	<ul style="list-style-type: none"> <li>• Flight cancellations for operational reasons and/or airport closures</li> <li>• Schedule changes</li> <li>• Travel restrictions and travel bans imposed by governments</li> <li>• Passenger testing positive for COVID-19 Note, apply voluntary options only if passenger refuses to undergo RT-PCR test (COVID-19 test) as required by Qatar Airways and/or government and/or refuses to comply with quarantine rules required by authorities</li> </ul>

Hold Ticket For Two Years		
Applicability	Voluntary ✓	Involuntary ✓
Guidelines		
<ul style="list-style-type: none"> <li>For fully unutilized tickets, please apply unutilized value within 2 years from original ticket issue date, however, maximum stay must not exceed more than 1 year.</li> <li>For partially utilized tickets, please ensure that maximum stay does not exceed more than 1 year.</li> <li>Cancel segments from PNR (that passengers will not travel on) and keep unutilized ticket coupons open.</li> <li>If re-issuing the ticket for travel on/before 31 December 2021, please refer to “Amend Travel Date” (applicable for both voluntary and involuntary) and/or “Amend Travel Route” (applicable for involuntary only) where terms and conditions are detailed.</li> <li>When re-issuing the ticket for travel (one or more sectors) on/after 1 January 2022, please refer to above guidelines and observe the stay terms.</li> <li>Qatar Airways is offering additional involuntary options available for open tickets including converting ticket value to Qmiles and refunds to the original form of payment. Please refer to sections further below.</li> </ul>		

Exchange Ticket For Voucher		
Applicability	Voluntary ✓	Involuntary ✓
Guidelines		
<ul style="list-style-type: none"> <li>Qatar Airways will issue a single EMD for the unutilized value of ticket (base fare including unutilized surcharges and YQ, YR) and supplement with additional 10% value.</li> <li>May exchange ticket for an EMD TRNS “Good for Further Transportation and/or Ancillary Services” with 10 percent of additional value within 2 years from date of issue of original ticket.</li> <li>EMD is valid for 2 years from date of EMD issuance.</li> <li>Applies to refundable and non-refundable fares (tickets), Q and stopover surcharges, YQ/YR charges</li> <li>Refund and no-show penalty will be waived</li> <li>Non-refundable unutilized taxes (except YQ/YR charges) remain non-refundable and non-exchangeable.</li> <li>Please submit request using the web form accessible at: <a href="http://support.qatarairways.com/hc/en-us/requests/new?ticket_form_id=360000137938">http://support.qatarairways.com/hc/en-us/requests/new?ticket_form_id=360000137938</a></li> <li>Please include PNR, agency name, agency email, IATA, customer name and customer email details.</li> </ul>		

Amend Travel Date		
Applicability	Voluntary ✓	Involuntary ✓
Guidelines		
<ul style="list-style-type: none"> <li>Please ensure that all travel is completed by 31 December 2021.</li> <li>Please ensure that the maximum stay does not exceed more than 1 year.</li> <li>For voluntary scenarios, rebook into the same RBD as original ticket on the same routing. Waive difference in fare, taxes, fees, surcharges and rebooking penalties as well as fare basis conditions (seasonality, blackouts/ date restrictions, day of week, MIN/MAX stay, routing, etc). Collect no-show penalty if applicable.</li> </ul>		

If not in the same RBD, collect difference in fare, taxes, fees, surcharges and no-show penalty if applicable. The new fare basis conditions will apply.

- For involuntary scenarios, rebook into the same RBD as original ticket or if not available, into the lowest RBD available within the same cabin and routing. Waive difference in fare, taxes, fees, charges, surcharges, rebooking and no-show penalty.
- Any collection from previously exchanged / reissued tickets remain non-refundable.
- Any residual value is non-refundable and non-exchangeable.
- May change unutilized outbound & inbound on the same ticket within one transaction.
- If original QR premium cabin is non-operational, may rebook into below class mapping only on impacted QR sector(s): F to J; P to C/D/I; A to R
- Must be a Qatar Airways operated flight(s). If an OAL operated sector(s) is required, kindly contact your local QR sales representative.
- Use “INVOL COVID COMMI060” at beginning of Endorsements Box.

### Amend Travel Route

Applicability	Voluntary ✘	Involuntary ✔
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#### Guidelines

- Please ensure that all travel is completed by 31 December 2021.
- Please ensure that the maximum stay does not exceed more than 1 year.
- For involuntary scenarios, rebook into the same RBD as original ticket or if not available, into the lowest RBD available within the same cabin. Waive difference in fare, taxes, fees, charges, surcharges, rebooking penalty.
- Any collection from previously exchanged / reissued tickets remain non-refundable.
- Any residual value is non-refundable and non-exchangeable.
- May change unutilized outbound & inbound on the same ticket within one transaction.
- Must advise customer that Qatar Airways will not cover travel expenses incurred from/to rerouted point.
  - If original QR premium cabin is non-operational, may rebook into below class mapping only on impacted QR sector(s): F to J; P to C/D/I; A to R
- Must be a Qatar Airways operated flight and not a codeshare flight.
- Use “INVOL COVID COMMI060” at beginning of Endorsements Box.

#### Rerouting exclusively on QR operated flights where Doha (DOH) is the transit point or the origin and destination:

- May change first and last point of the journey within the same country.
- Customers who are members of the Qatar Airways Privilege Club and/or the Beyond Business program, may change original destination (turnaround point) within the same country or same region. For example:
  - May reroute LHR-DOH-SIN-DOH-LHR to MAN-DOH-BKK-DOH-MAN
  - May reroute LHR-DOH-SIN-DOH-FRA to MAN-DOH-BKK-DOH-MUC
  - May reroute DOH-KWI-DOH to DOH-MCT-DOH
- Must ensure that valid Privilege Club FFP number is updated (included) in the PNR via standard industry SSRs for FFP elements.
- Must ensure that valid Beyond Business track code is updated (included) in the PNR via standard industry OSI DC element.
- Customers who are **not** members of the Qatar Airways Privilege Club, may change original destination (turnaround point) within the same country or a 500 (five hundred) mile radius from the original destination (turnaround) within the same region. For example:
  - May reroute LHR-DOH-SIN-DOH-LHR to MAN-DOH-KUL-DOH-MAN
  - May reroute DOH-KWI to DOH-BGW

- Regions include adjacent islands and original offline points operated by codeshare and/or interline partners:
  - Africa, incl. Algeria, Morocco and Tunis
  - America
  - Australasia
  - Europe
  - Far East
  - GCC, Levant, Iran, Iraq
  - Indian Subcontinent
- Both the original ticket and new ticket must include a transit in Doha (DOH).

**Rerouting exclusively onto QR operated flights where Doha (DOH) is the turnaround point:**

- May change first and last point of the journey within the same country.
- Doha (DOH) must remain as the turnaround point. For example:
  - May reroute LHR-DOH-LHR to MAN-DOH-MAN
  - Must not reroute LHR-DOH-LHR to LHR-DOH-MCT-DOH-LHR
- May not reroute on itineraries originally ticketed and booked solely on fifth freedom routes (i.e. SGN-PNH v.v., cannot be re-routed to SGN-KWI v.v.)

**Exchange Ticket For Qatar Airways Privilege Club Qmiles Credit**

Applicability	<b>Voluntary</b> ✘	<b>Involuntary</b> ✔
Guidelines		
<ul style="list-style-type: none"> <li>• QR will credit the customer's Qatar Airways Privilege Club account with Qmiles in the value of 80 Qmiles per USD 1 based on unutilized ticket value (fare and unutilized refundable taxes) after conversion from selling currency.</li> <li>• Applies to refundable and non-refundable fares (tickets), Q and stopover surcharges, YQ/YR charges.</li> <li>• Refund penalty will be waived.</li> <li>• Non-refundable unutilized taxes (except YQ/YR charges) remain non-refundable and non-exchangeable.</li> <li>• Once the option has been elected, Qmiles are non-refundable and non-reversible.</li> <li>• Please submit request using the web form accessible at: <a href="https://qatarairways.zendesk.com/hc/en-us/requests/new">https://qatarairways.zendesk.com/hc/en-us/requests/new</a></li> <li>• Please include PNR, customer name, customer email and Qatar Airways Privilege Club membership number</li> <li>• Qatar Airways will automatically credit the customer's Privilege Club account with the associated Qmiles.</li> </ul>		

**Refund To Original Form Of Payment**

Applicability	<b>Voluntary</b> ✘	<b>Involuntary</b> ✔
Guidelines		
<ul style="list-style-type: none"> <li>• Refund unutilized value to original form of payment within 2 years from departure date shown on last coupon.</li> <li>• Refund and no-show penalties will be waived for involuntary scenarios only.</li> <li>• Applies to refundable and non-refundable fares (tickets), Q and stopover surcharges, YQ/YR charges.</li> <li>• Non-refundable unutilized taxes (except YQ/YR charges) remain non-refundable and non-exchangeable.</li> </ul>		

- For voucher refunds (EMD), the 10 percent added value as provided by QR is non-refundable. However, if the voucher (EMD) was issued for voluntary scenarios, the fare basis and refund/no-show conditions apply. No waiver applies to refundable or non-refundable fares.
- Calculate unutilized value based on unutilized NUC, taxes, fees, charges and surcharges. See example calculation below.  
**LON QR X/DOH QR SYZ 461.47 QR X/DOH QR LON 561.47NUC1022.94**  
In example above, outbound has been utilized and inbound remains unutilized. NUC 561.47 of inbound may be refunded to the original form of payment.
- For complex exchange scenarios, side-trips, end-on-end combinations, partial utilizations, kindly contact a Qatar Airways sales representative.
- Refund must be processed in GDS.

## Guidance On COVID-19 Testing

### Guidelines

- Passengers departing on Qatar Airways (QR) operated flights from Armenia, Bangladesh, Brazil, India, Iran, Iraq, Nepal, Nigeria, Pakistan, Philippines, Russia and Sri Lanka will need to provide a negative COVID-19 RT-PCR test result issued within 96 hours prior to flight departure from an authorized laboratory.
- Children less than 12 years old who are travelling with family members are exempted from the testing requirement if the family members provide a negative COVID-19 RT-PCR test and are fit to travel.
- A list of applicable countries and approved laboratories is available in the COVID-19 “Passenger Alerts” section of the Qatar Airways website: <https://www.qatarairways.com/en/travel-alerts/COVID-19-update.html>
- In addition to providing the negative test result at check-in, passengers are requested to submit a consent form accessible on the Qatar Airways website: <https://www.qatarairways.com/content/dam/documents/QR-consent-form-PCR.pdf>
- Qatar Airways is unable to cover costs of the COVID-19 RT-PCR test.

### Additional Details, Exceptions, Stipulations

- Passengers who are unable to provide a negative test result and a completed consent form at check-in will be denied boarding.
- Passengers travelling from a select country (as detailed above) and returning within 48 hours from arriving into the visiting country are not required to provide a new test to Qatar Airways unless it is required by the government of the final destination.
- A negative COVID-19 RT-PCR test result is also required by passengers transiting onto a QR operated flight from a domestic flight in select countries (as detailed above) and/or travelling or connecting on a QR operated flight from a country where Qatar Airways or the local governmental has imposed such requirements.
- Passengers travelling to Doha (DOH) from countries where QR requires a COVID-19 RT-PCR test using OAL feeder flights with onward connections on QR are required to present a negative COVID-19 RT-PCR test. For example:
  - BOM BB X/DOH QR LHR
- Passengers travelling on OAL feeder flights from countries where QR does not have an approved laboratory may present a negative COVID-19 RT-PCR test issued by any laboratory in the country of embarkation on laboratory headed paper.

- Passengers travelling from Turkey (AYT/BJV/ESB/IST/SAW) to Doha (DOH) must provide a negative test result issued within 48 hours prior to flight departure to Doha (DOH) from an accredited medical centre in Turkey.

#### **Instructions For Ticket Exchanges / Reissues Due to COVID-19 Testing**

- Must use “INVOL COVID COMM1060 DUE PCR” at beginning of Endorsements Box
- Passengers who fail or refuse to present a negative COVID-19 RT-PCR test, passengers who refuse to undergo a test and passengers who refuse to comply with quarantine rules required by authorities may select a voluntary option listed in this policy document, however, aforementioned annotation shall be used in the Endorsement Box instead

#### **Passengers With COVID-19 On Day Of Departure**

- Passengers travelling to/from/via any destination and are COVID-19 positive on the day of departure are kindly asked to contact Qatar Airways



Frequently Asked Questions (FAQs)	
Is this policy applicable to all customers regardless of booking channel?	All applicable customers including or agency partners and corporate customers can benefit from this policy.
How many changes are permitted?	Multiple changes are permitted free of charge to both changeable and non-changeable fares provided travel is completed by 31 December 2021 and within the validity of the ticket.
Will any fare difference and charges be waived if the outbound travel is before 31 December 2021, but inbound travel date is after 1 January 2022?	Any fare difference (within the same cabin) and taxes, fees, charges, surcharges will only be waived if all travel (both outbound and inbound) is completed by 31 December 2021.
Will the voucher need to be used in one transaction regardless of the ticket value?	EMDs may be split to purchase multiple tickets for the same passenger. However, any unutilized value is non-refundable. Split EMD shall have 2 year validity from the original EMD issue date.
Are vouchers redeemable via the Qatar Airways website?	Vouchers issued by Qatar Airways can be redeemed towards a new booking(s) through qatarairways.com. If the value of the voucher is less than the value of the new ticket, the additional collection may be settled using all forms of payment available on qatarairways.com. If the value of the voucher is more than the value of the new ticket, a new EMD for the residual amount will be issued.
How will the ticket validity and EMD validity appear in GDSs	All GDS displays have been enhanced to reflect tickets with up to 2 years validity from last departure date of open coupon. This functionality is also available for tickets originally issued with 1 year validity.  For Amadeus GDS, display has been enhanced to reflect EMDs TRNS up to 2 years from EMD TRNS issue date. This functionality is also available for EMDs TRNS originally issued with 1 year validity.
What is included in the additional 10% value of the voucher?	For customers opting the voucher (EMD), Qatar Airways will offer an additional 10% in value based on the original ticket's unutilized base fare, unutilized surcharges and unutilized YQ/YR charges.
Are refunds of the unutilized value of the ticket allowed?	Refund of unutilized value is permitted and refund fees can be waived provided that the itinerary was impacted by an involuntary change. Please note that non-refundable unutilized taxes remain non-refundable and non-exchangeable.  All GDS displays have been enhanced to reflect QR/157 ticket stock up to 2 years from departure date shown on the last coupon for the purpose of ticket refunds. This functionality is also available to tickets originally issued with 1 year validity.
Are refunds of previously paid change and/or no-show fees and/or paid additional collection allowed?	Refunds of previously paid change and/or no-show fees and/or paid additional collection are not allowed.
Are refunds of any fare difference in case of cabin class downgrade allowed?	If a downgrade in cabin class (i.e. from J to Y) is required, a refund of the fare difference is permitted to the original form of payment.
Are vouchers as EMDs refundable?	EMDs are refundable. Please note that the refund amount will only include the original unutilized amount and not the 10% additional value that Qatar Airways supplemented.

	<p>If a QR office exchanged a travel agency issued ticket to an EMD voucher on its behalf, QR will undertake the refund process and raise an ACM for the original unutilized amount (without the +10% additional value).</p> <p>If a Travel Agency exchanged a ticket to an EMD voucher, the Travel Agency may refund the EMD voucher for the original unutilized amount using the standard refund process.</p> <p>If passenger was not impacted by involuntary changes, refund and/or no-show penalty shall be charged as applicable. No waiver applies to refundable or non-refundable fares.</p>
<p>Can EMDs that have already been refunded benefit from the new policy?</p>	<p>EMDs that have already been refunded or have had refund requests will not be eligible from the new benefits including the 10% added value.</p>
<p>How can the EMD (travel voucher) issued from QR office be used?</p>	<p>EMD issued by QR can be exchanged by any QR office. Passengers or Travel Partners can contact QR office or QR Sales representative respectively to action such requests.</p>
<p>Can EMD vouchers be redeemed for upgrades?</p>	<p>EMD vouchers cannot be redeemed for all upgrade products including online upgrade and upgrade on departure.</p>
<p>How are ancillaries treated under this policy?</p>	<p>If an ancillary service (EMD) has not been fulfilled due to scenarios covered in this policy, we offer two options:</p> <p>Options for involuntary change:</p> <ol style="list-style-type: none"> <li>1. If passenger has rebooked, may exchange voucher “Good for Further Transportation” provided that it is in connection with an impacted flight(s).</li> <li>2. If passenger has refunded the unutilized value of the ticket, may refund the unutilized value of ancillary product(s).</li> </ol> <p>Options for voluntary change:</p> <ol style="list-style-type: none"> <li>1. Kindly re-book and associated the EMD to the new itinerary.</li> </ol> <p>EMDs with open status are valid up to 24 months from date of issue.</p> <p>For both voluntary and involuntary scenarios, if the ancillary was booked through QR sales offices, kindly contact your QR sales representative. If the ancillary was booked through the GDS and disassociated without any future travel date, kindly update the PNR with a service remark as follows: Amadeus: RM EMD disassociated COMM1060 Travelport: SROTHS - EMD disassociated COMM1060</p>
<p>Are upgrades to higher cabins possible?</p>	<p>Upgrades are permitted provided that the difference of applicable fare, taxes, fees, charges and surcharges are collected and fare basis conditions adhered. In such case, change and no-show fees will be waived.</p>
<p>Are no-show penalties applicable?</p>	<p>For voluntary scenarios, no-show condition and penalty for rebooking, exchanges (EMD TRNS) and/or refunds will apply.</p> <p>For involuntary scenarios, no-show condition and penalty for rebooking and/or exchanges (EMD TRNS) will be waived.</p>
<p>Are name changes permitted?</p>	<p>Name changes are not permitted.</p>



<p>Is the policy applicable to group bookings?</p>	<p>Yes. Kindly contact your local sales representative who will be happy to assist in servicing such bookings.</p>
<p>Is the policy applicable to special / charter flights?</p>	<p>Special / charter flights are not eligible from any waiver of travel dates. However, rebooking penalty and service charge (ticketing fee, booking fee) will be waived for rebooking/rerouting on special / charter flights operating under flights numbers between QR3000-QR3499 and QR7100-QR7499.</p>
<p>Are all ticket stocks covered by this policy?</p>	<p>Only those issued on QR (157) stock/plate are covered by this policy. Tickets issued on Other Airline stock/plate, as well as on STA (000) stock/plate are not covered.</p>
<p>How will the Stopover product be managed?</p>	<p>For stopover bookings made through Discover Qatar (DQ), kindly contact a DQ representative. If bookings require immediate attention, kindly contact QRH.</p>
<p>Are customers still able to fly via Doha in light of the COVID-19 situation?</p>	<p>Passengers with onward connections through DOH will be accepted for travel and Qatar Airways' global network will continue its operation for transit passengers as normal, subject to entry restrictions at their final destination.</p>
<p>Are customers charged if the passenger PTC changes (i.e. infant to child; child to adult)?</p>	<p>As long as the overall terms and conditions of this policy are adhered to, Qatar Airways will waive difference of fare, taxes, fees, charges and surcharges if infant turns to child or child turns to adult after commencement of travel for new departure date on/before 31 December 2021. However, this waiver does not apply for voluntary rebooking scenarios.</p>

**Appendix 1 – Airport closures**

Updated 28 September 2020. For latest information, please refer to the Qatar Airways website or contact Qatar Airways)

Country	Airport(s)	Until
Algeria	ALG	UFN
Argentina	EZE	11 Oct 2020
Azerbaijan	GYD	30 Sep 2020
Botswana	GBE	UFN
China	PEK/CTU/CKG/CAN/HGH/PVG	UFN
Georgia	TBS	31 Oct 2020
India	AMD, ATQ, BLR, BOM, CCU, CCJ, COK, DEL, HYD, GOI, MAA, NAG, TRV	30 Sep 2020
Jordan	AMM	30 Sep 2020
Kazakhstan	ALA	31 Aug 2020
Malaysia	LGK, PEN	09 Sep 2020
Morocco	CMN, RAK, RBA	10 Oct 2020
Mozambique	MPM	07 Oct 2020
Myanmar	RGN	31 Oct 2020
Philippines	DVO	06 Sep 2020
	MNL	03 Oct 2020 (w/ partial operations)
Poland	WAW	29 Sep 2020
Romania	OTP	14 Oct 2020
Russia	DME, LED	UFN, 31 Aug 2020
South Africa	CPT, DUR, JNB	30 Sep 2020
Thailand	HKT, KBV, CNX	30 Sep 2020
Uganda	EBB	30 Sep 2020
Vietnam	SGN/HAN/DAD	16 Sep 2020 (w/ partial operations)