

Extending Our Commitment

22 December 2020

We continue to extend our commitment to our valuable customers and trade partners with guaranteed flexibility. With unlimited changes and the option to refund the ticket to the original method of payment, we provide unrivalled peace of mind so our passengers can plan ahead.

The latest travel information is available on the Qatar Airways website.

Summary of <i>Extending Our Commitment</i> Offering	
Applicability	<ul style="list-style-type: none"> All QR tickets (157) regardless of booking channel
Ticketed date	<ul style="list-style-type: none"> Tickets issued on/before 30 April 2021
Options available	<ul style="list-style-type: none"> Changes Refund to original form of payment
Notes	<ul style="list-style-type: none"> Passengers travelling to/from/via any destination and are COVID-19 positive on the day of departure are kindly asked to contact Qatar Airways

Changes
<p>Core Guidelines</p> <ul style="list-style-type: none"> May keep unutilized ticket coupons open as long as unutilized segments are cancelled from the PNR For fully unutilized tickets, may use unutilized value within 2 years from original ticket issue date; please ensure that maximum stay does not exceed more than 1 year and all travel is completed by 31 December 2021 For partially utilized tickets, please ensure that maximum stay does not exceed more than 1 year and all travel is completed by 31 December 2021
<p>Date Change Guidelines</p> <ul style="list-style-type: none"> If re-issuing without any fare difference including taxes, fees, charges and surcharges: <ul style="list-style-type: none"> Please rebook in the same ticketed RBD as original (within the same cabin and OAL) and flights as permitted according to original ticketed fare basis May waive rebooking fee May waive fare basis conditions (advance purchase, day of week, MIN/MAX stay) Please adhere to seasonality and blackout/travel date restrictions Please carry forward original fare calculation and fare family attributes (e.g. free baggage allowance) May change unutilized outbound & inbound on the same ticket within one transaction Please update "COVID COMM1060" at beginning of Endorsements Box Any residual value is non-refundable and non-exchangeable No-show conditions and no-show penalties applicable If re-issuing with fare difference including taxes, fees, charges and surcharges: <ul style="list-style-type: none"> May waive rebooking fee Please apply new fare basis conditions, including applicable RBD Please requote and collect any applicable difference of fare, taxes, fees, charges and surcharges Please update new fare calculation and fare family attributes (e.g. free baggage allowance) Please update "COVID COMM1060" at beginning of Endorsements Box

- Any residual value is non-refundable and non-exchangeable
- No-show conditions and no-show penalties applicable

Route Change Guidelines

- If re-issuing onto an alternative origin and/or destination:
 - May use unutilized value of original ticket
 - May waive rebooking fee
 - Please apply new fare basis conditions
 - Please quote and collect any applicable difference of fare, taxes, fees, charges and surcharges
 - Please update new fare calculation and fare family attributes (e.g. free baggage allowance)
 - Open-jaw permitted; must advise customer that Qatar Airways will not cover travel expenses incurred from/to rerouted point including surface transport, hotel, etc
 - Please update "COVID COMM1060" at beginning of Endorsements Box
 - Any residual value is non-refundable and non-exchangeable
 - No-show conditions and no-show penalties applicable

Refund To Original Form Of Payment

Guidelines

- Refund unutilized value to original form of payment within 2 years from departure date shown on last coupon
- May waive refund penalty
- Applies to refundable and non-refundable fares (tickets), Q and stopover surcharges, YQ/YR charges
- Non-refundable unutilized taxes (except YQ/YR charges) remain non-refundable
- No-show conditions and no-show penalties are applicable
- Calculate unutilized value based on unutilized NUC, taxes, fees, charges and surcharges. See example calculation below where outbound has been utilized and inbound remains unutilized. NUC 561.47 of inbound may be refunded to the original form of payment
LON QR X/DOH QR SYZ 461.47 QR X/DOH QR LON 561.47NUC1022.94
- 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.

Frequently Asked Questions (FAQs)	
Are multiple changes permitted?	Yes.
Are refunds of previously paid change and/or no-show fees and/or paid additional collection allowed?	No. 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?	Yes. 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 upgrades to higher cabins possible?	Yes. 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 fees will be waived.
Are name changes permitted?	No. Name changes are not permitted.
Are customers charged if the passenger PTC changes (i.e. infant to child; child to adult)?	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.
Is the policy applicable to group bookings?	Yes. Kindly contact your local sales representative who will be happy to assist in servicing such bookings.
How will the Stopover product be managed?	For stopover bookings made through Discover Qatar (DQ), kindly contact a DQ representative. If bookings require immediate attention, kindly contact QRH.