

## Guidelines for Schedule Changes

Dear Travel Trade Partner,

We kindly request you to follow below guidelines in relation to Schedule Changes for confirmed ticketed segments issued on a Qatar Airways (QR/157) stock or plate with original departures on/after 1<sup>st</sup> October 2022.

### 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 Travel Trade Partner making the booking to notify the customer, acknowledge the schedule change and if necessary, reissue the ticket.
- If the Schedule Change notification in the PNR is received more than 30 days prior to schedule departure, you should acknowledge/rebook segments and if necessary, reissue the Ticket within 30 days after receiving the schedule change notification in the PNR
- If the Schedule Change notification in the PNR is received within 30 days prior to schedule departure, you should acknowledge/rebook segments and if necessary, reissue the Ticket no later than one day prior to the original schedule departure date

### New date of travel for coupons impacted by Schedule Change

- If original flight departs between 1<sup>st</sup> October 2022 and 31<sup>st</sup> October 2022, you may rebook for a new flight departing by 31<sup>st</sup> January 2023, however, **you must not rebook for a new departure date on/after 1<sup>st</sup> November 2022 and on/before 31<sup>st</sup> December 2022**
- If original flight departs between 1<sup>st</sup> November 2022 and 31<sup>st</sup> December 2022, you may rebook for a new flight departing within 21 days from original
- If original flight departs on/after 1<sup>st</sup> January 2023, you may rebook for a new flight departing on/after 1<sup>st</sup> January 2023 within 21 days from original. **You must not rebook for a new departure date on/before 31<sup>st</sup> December 2022.**

Maximum stay of revised journey shall not exceed 12 months.

### Schedule Change Situations

Change in the arrival or departure times beyond 2 hours or resulting in misconnection, terminal change resulting in misconnection, change in class of service, frequency of operation or the airports served, as well as flight cancellations and discontinuation of service.

These guidelines shall not apply for flight cancellations if passenger can be rebooked on a flight departing and/or arriving within 2 hours from original.

Please refer to the next page for Schedule Change situations and associated examples which are only applicable for rebooking and refund options according to these Guidelines.

### Rebooking Options for QR and/or Other Airline Schedule Change

One of the following options may be selected by the customer, provided the "Ticket Reissue Guidelines" are complied with:

- Accept option offered by automated re-accommodation tool (i.e. UN1/TK1)
- Rebook onto a QR operating flight(s) from/to the same origin, destination in the same or lowest available QR booking class within the same cabin
- Rebook onto a QR operating flight(s) within the same country as original and/or within 500 international miles (TPM) from original embarkation and/or disembarkation point in the same or lowest available QR booking class within the same cabin  
*Example for LHR QR X/DOH QR BKK:  
New destination SGN: Since Ticketed Point Mileage distance between BKK (original destination) and SGN (new destination) is 453 miles (within 500 TPM), it is permitted to reroute passenger to SGN.  
New origin – MAD: Since Ticketed Point Mileage distance between LHR (original destination) and MAD (new destination) is 786 TPM (exceeds 500 TPM), it is not permitted to reroute passenger from MAD.*
- Rebook onto a combination of QR and other airline operated flight(s) from/to the same origin/destination in the same or lowest available QR booking class within the same cabin and in the lowest permitted booking class of other airline within the same cabin as instructed by local QR office or QR Customer Contact Center
- Rebook onto a combination of QR and the same other airline operated flights from/to the same origin/destination in the same booking classes as original, provided all original ticketed fare rules are met

### Notes for Rebooking

- May reroute fully unutilized tickets with point of origin KBP/ODS, which are impacted by cancellation of QR operated flights from/to KBP/ODS, onto QR operated flights from/to BUD/PRG/VIE/WAW**  
**May rebook for a new departure date anytime on/after 1<sup>st</sup> January 2023 and must complete all travel within ticket validity**  
**May rebook into the same RBD as original (within the same cabin only) or if not available into the lowest RBD available in the same cabin**
- If segments are under Marriage Segment Control (O&D) then please rebook the entire O&D, if not then rebook only the segments that require any change
- Free of charge upgrade to higher cabin must not occur
- You shall not rebook on code-share marketing flight numbers, except of QR marketing flight numbers operated by 6E, AA (DOH-JFK v.v. only), AC (YYZ-DOH v.v. only), AT (DOH-CMN v.v. only), AY (DOH-ARN/CPH v.v. for travel on/after 9<sup>th</sup> November 2022 only, DOH-HEL v.v. for travel on/after 15<sup>th</sup> December 2022 only), BA (DOH-LGW/LHR v.v. only), MH (KUL-DOH v.v. only) or WY (DOH-MCT v.v. only)

- You may also rebook on all other QR code-share marketing flights operated by WY, provide no WY 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

### Ticket Reissue Guidelines

- These guidelines apply only to single Ticket impacted by Schedule Change
- Due to severely affected travel plans by Schedule Change (e.g. one day trips or reduction in the length of stay – less number of days at point of destination and/or stopover), passenger may rebook unutilized outbound and inbound on the same Ticket within one reissue transaction to match original length of stay, or in case of non-daily flight operation to extend the original length of stay up to the next day of operation.  
**You must not rebook for a new departure date on/after 1<sup>st</sup> November 2022 and on/before 31<sup>st</sup> December 2022** if original departure date is on/before 31<sup>st</sup> October 2022 or on/after 1<sup>st</sup> January 2023.  
Rebooking of connections involving other airlines (code-share and/or interline), or rebooking on other airlines (code-share and/or interline) is not permitted.
- The beginning of the Endorsement/Restrictions field of new Ticket shall reflect the characters "SKCHG COMM1068"
- Carry forward original free baggage allowance, and Fare Calculation preceded by "S."
- Unless otherwise specified, Travel Trade Partners are not authorized to endorse Tickets as "INVOL", "INVOLUNTARY", etc.
- No difference of fare, taxes, fees, charges and surcharges to be collected. Passenger is entitled to two ticket reissues due to schedule change and for two additional free ticket reissues for any subsequent schedule change.
- Residual value is non-refundable and non-exchangeable
- Penalties due to rebooking shall be waived
- Please ensure that all unutilized coupons should be reissued. This ensures that passenger does not have multiple tickets when only parts of itinerary are reissued. The reissued ticket shall include coupons for the entire unutilized itinerary.

### Refund due to QR and/or Other Airline Schedule Change

- For situations and examples specified on the next page of these Guidelines, passenger may receive a refund of unutilized value to the original form of payment. This refund waiver applies to refundable, as well as non-refundable fares, Q and stopover surcharges, and YQ, YR charges
- Refundable unutilized value shall be calculated based on unutilized NUC, taxes, fees, charges and surcharges

*Example of a fare calculation where outbound (LON QR X/DOH QR BKK) has been used, inbound (BKK QR X/DOH QR LON) has remained fully unutilized, hence inbound NUC 561.47 can be presented for refund:*

*LON QR X/DOH QR BKK461.47 QR X/DOH QR LON561.47NUC1022.94*

- Unutilized non-refundable taxes (except of fully unutilized YQ, YR charges), as well as previously collected rebooking fees and no-show penalties remain non-refundable
- Penalties due to refund shall be waived
- Ticket may be refunded up to 1 year from the date of issue of the ticket number presented for refund, or within 1 year from date of use of 1<sup>st</sup> coupon if such ticket number is partially utilized.
- For complicated refund scenarios, side-trips, end-on-end combinations, partial utilizations (e.g. within fare component), please contact QR office or QR Customer Contact Center for further assistance with refund calculations

### Miscellaneous

- No-show condition shall not be waived in case that passenger is reported as no-show
- Previously collected credit/debit card fees remain non-refundable
- Travel Trade Partners should update PNRs with passenger's contact information via SSR CTCE/CTCM/CTCR industry standard codes that passengers may obtain timely information in case of operational disruptions
- Please contact local QR office or QR Customer Contact Center in case of Group PNRs, ticketed ad-hoc group, series, negotiated space, cabin class downgrades, Passenger Type Code (PTC) change, Round the World (RTW) Fares/Tickets, etc.
- In connection with the associated ticket, unutilized ancillary services purchased via Travel Trade Partners, which have been impacted by schedule change situation, may be changed free of charge and EMD re-associated to the new itinerary, or presented for refund.

## Schedule Change Situations and Examples

### CHANGE IN FLIGHT TIMINGS

#### Departure Time Change – Point-to-Point Itinerary

The new departure at point of origin is more than 2 hours prior to the original scheduled departure time

DOH – LHR 12:45 – 17:55 HK1

Schedule Change on DOH – LHR. New departure time from DOH is earlier:

DOH – LHR 10:00 – 15:10 TK1

**Note:** This also includes subsequent or multiple schedule changes which lead to more than 2 hours earlier from the originally ticketed departure time at point of origin.

#### Arrival Time Change – Point-to-Point Itinerary

The new arrival at final point of destination is more than 2 hours after the original scheduled arrival time

DOH – LHR 12:45 – 17:55 HK1

Schedule Change on DOH – LHR. New arrival time to LHR is later:

DOH – LHR 13:15 – 20:30 TK1

**Note:** This also includes subsequent or multiple schedule changes which lead to more than 2 hours later from the originally ticketed arrival time at point of destination.

#### Departure Time Change – Origin & Destination (O&D) Itinerary

The new departure at point of origin is more than 2 hours prior to the original scheduled departure time

LHR – DOH 16:00 – 00:50+1 HK1

DOH – BKK 01:40+1 – 12:40+1 HK1

Schedule Change on LHR - DOH. New departure time from LHR is earlier:

LHR – DOH 13:30 – 22:45 TK1

DOH – BKK 01:40+1 – 12:40+1 HK1

**Note:** This also includes subsequent or multiple schedule changes which lead to more than 2 hours earlier from the originally ticketed departure time at point of origin.

#### Arrival Time Change – Origin & Destination (O&D) Itinerary

The new arrival at final point of destination is more than 2 hours after the original scheduled arrival time

LHR – DOH 16:00 – 00:50+1 HK1

DOH – BKK 01:40+1 – 12:40+1 HK1

Schedule Change on DOH – BKK. New arrival time to BKK is later:

LHR – DOH 16:00 – 00:50+1 HK1

DOH – BKK 03:40+1 – 15:00+1 TK1

**Note:** This also includes subsequent or multiple schedule changes which lead to more than 2 hours later from the originally ticketed arrival time at point of destination.

#### Misconnection on the same Ticket

LHR – DOH 16:00 – 00:50+1 HK1

DOH – BKK 01:40+1 – 12:40+1 HK1

The schedule change results in the misconnection at DOH (invalid connection) on the same Ticket:

LHR – DOH 18:00 – 02:50+1 TK1

DOH – BKK 01:40+1 – 12:40+1 HK1

**Note:** This also includes airport or terminal change resulting in misconnection.

### CHANGES IN AIRPORT OF OPERATION

DOH – LHR 12:45 – 17:55 HK1

Schedule change in airport of operation (e.g. change in destination from LHR to MAN):

DOH – LHR 12:45 – 17:55 UN1

DOH – MAN 12:45 – 17:55 TK1

### DOWNGRADE IN CLASS OF SERVICE

DOH – LHR 12:45 – 1755 HK1 RBD F (First Class cabin)

Schedule Change results in downgrade of cabin served (from First Class to Business Class):

DOH – LHR 12:45 – 1755 UN1 RBD F (First Class cabin)

DOH – LHR 12:45 – 1755 TK1 RBD J (Business Class cabin)

### FLIGHT CANCELLATIONS

#### Flight Cancellation (Single Event)

LHR – DOH 16:00 – 00:50+1 HK1

DOH – BKK 01:40+1 – 12:40+1 HK1

Schedule Change results in cancellation of LHR-DOH flight. Automated reaccommodation may offer alternative connection:

LHR – DOH 16:00 – 00:50+1 UN1

DOH – BKK 01:40+1 – 12:40+1 UN1

LHR – DOH 21:55 – 06:45+1 TK1

DOH – BKK 08:00+1 – 19:00+1 TK1

**Note:** May also include force majeure situations beyond operating carrier's control, such as strike, severe weather (natural) conditions, political (civil) unrest or other security concerns.

#### Reduction in Frequency

BBB – DOH 16:00 – 00:50+1 QR9999 HK1 WED

Schedule Change results in reduction of frequency. Wednesday's frequency is cancelled and automated reaccommodation may offer alternative day (e.g. Thursday):

BBB – DOH 16:00 – 00:50+1 QR9999 UN1 WED

BBB – DOH 16:00 – 00:50+1 QR9999 TK1 THU

#### Discontinuation of Service

BBB – DOH 16:00 – 00:50+1 HK1

Schedule Change results in discontinuation of service (BBB-DOH):

BBB – DOH 16:00 – 00:50+1 UN1