

/ Passenger Guidelines - Security Situation
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08 March 2026

[Commercial Policy](#)

Effective date: 8 March 2026 - 7:30 PM (UTC+03:00)

Extended guidelines issued due to the current security situation for 157 ticketed customers who are impacted by flight cancellations or wish to change their travel plans for flights which are still scheduled to operate.

[View JWC policy](#)

Type of bookings	As per JWC
Affected flights, cities	Passengers travelling to/from/via DOH
Tickets issued by	22 March 2026
Original travel dates	28 February – 22 March 2026

New travel dates

See "Rebooking guidelines" below

Option 1: As per JWC

Rebooking allowed into the lowest available RBD within the same cabin on QR operating flights which are still scheduled to operate

Option 2: Additional flexibility for rebooking on OAL operated flight numbers (code-share marketing flight numbers are not permitted):

- **Tier 1:** Rebooking of all cancelled flights is allowed for a new travel date within 10 days from involuntary ticket reissue on carriers specified **here** into the lowest available RBD within the same cabin for:

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

- **Tier 2:** Rebooking of all cancelled flights is allowed for a new travel date within 2 days from involuntary ticket reissue on all other carriers where QR has interline agreement (not specified in Tier 1) into the lowest available RBD within the same cabin for:

- Same origin and destination
- Alternate airport within the same country

Rebooking guidelines (*options can be followed in any order*)

Option 3: Rebook unused sectors for a new travel date within ticket validity, same origin, destination. Must apply RBD, routing, flight numbers, max. stay, seasonality and blackouts according to fare rules.

Option 4: Rebook on QR extra flights (operated or code-share) to repatriate passengers. Rebooking shall be made into the lowest available RBD within the same cabin.

Example: Original routing: KUL – DOH – LHR can be re-protected for KUL - LHR

- May combine with OAL feeders available in option 2

Example: Original routing: HKT – DOH – MAD can be reported on BKK – KUL – LHR – MAD (MH and IB feeders for BKK – KUL and LHR – MAD respectively)

Number of free reissues

As per **JWC**

Endorsement

As per **JWC**

No-show condition waiver

As per **JWC**

As per **JWC**

Refund condition waiver

*Any ticket, whether unused or partially used, that remains under the control of the agent's IATA/Office ID should be refunded by the issuing agent.

-For GDS bookings, refunds should be processed through the respective GDS and will be settled via BSP/ARC, with the amount included in the agent's next settlement.

-For NDC bookings, refund requests should be submitted through the **Trade Portal self-service** refund functionality.

Important Information	<p>Contact Qatar Airways Customer Contact Centre for passengers whose flight was diverted to another airport and wish to rebook their tickets according to these guidelines to final destination or travel back</p> <p>Refund calculation methodology applicable for partially utilized group tickets is provided in the attached document.</p> <p>All other T&C as per JWC</p>
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NDC Bookings – Change, Refund & Cancellation

The process to manage NDC bookings impacted by schedule change or disruption, depends on the servicing requirement and NDC platform.

NDC Refunds:

- Please process via the **Trade Portal Self-Service Form**

Change booking in NDC:

- **Amadeus (Sell Connect and/or Travel API), Travelport (Smartpoint) or Verteil:** Please manage directly on your NDC platform where changes can be made for free (provided that it's within the commercial policy)

- **All other GDS / aggregators:** Please contact the QR B2B Customer Contact Centre

[View the detailed process flow \(PDE\)](#) for step-by-step guidance.

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