

/ Passenger Guidelines - Security Situation  
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# Passenger Guidelines - Security Situation - COMMQ157

25 March 2026

[Commercial Policy](#)

We continue to observe non-adherence to rebooking guidelines.

To prevent unnecessary PNR cancellations and passenger inconvenience, agents must adhere to the rebooking guidelines. ADM may be raised at highest published fare for the sector and cabin shown on the new ticket resulting from involuntary reissue.

**Updated date: 25 March 2026 - 11:30 AM (UTC+03:00)**

**Extended guidelines issued due to the current security situation for 157 ticketed customers who are impacted by involuntary situations (as defined in JWC) or wish to change their travel plans for flights which are still scheduled to operate:**

**[View JWC policy](#)**

Type of bookings	As per <b>JWC</b>
Affected flights, cities	Passengers travelling to/from/via DOH
Tickets issued by <small>Updated</small>	<b>30 April 2026</b>
Original travel dates <small>Updated</small>	<b>28 February – 15 June 2026</b>

New travel dates

See "Rebooking guidelines" below

**Option 1:** Rebook on QR with new travel date not later than 31 October 2026 (within the same seasonality) see note 2 below

- Rebook for same origin and destination, alternate airport within the same country or within a 750-mile International Ticketed Point Mileage (TPM) radius
- New flight number on QR and operated by:
  - QR
  - 6E, AA, AT, AY, BA, CZ, GA, IB, JL, MF, MH, PR, VA, WB - applies to all these carriers on flights to/from DOH only
  - Rebook into the same QR RBD as original

**Option 2:** Rebook on QR + OAL with new travel date not later than 31 October 2026 (within the same seasonality) see note 2 below

- Rebook for same origin and destination according to options provided in the ticketed fare basis code see note 1 below
- Applies if original flight is impacted by involuntary situation (e.g. cancelled flight)

**Option 3:** As per JWC See notes 1 and 2 below

**Option to keep ticket open:**

**Option 4:** Original departures (commencement of travel) up to 31 March 2027

- Applies to fully or partially unutilized tickets
- Rebooking fee can be waived for first change but follow all other fare rules
- Applies also to non-changeable fares

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

Number of free reissues Updated

Multiple

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 <sup>Updated</sup>

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

Refund calculation methodology applicable for partially utilized **group** tickets is provided **in the attached document**.

Minimum Connecting Time (**MCT**) for transiting customers in Doha for travel up to 28 March 2026 is **75 minutes**.

Stopover for the Purpose of Connection (**STPC**) for Travel up to **15 June 2026**

- If your clients are travelling up to **15 June** with a transit time of **8-24 hours** they are eligible for **STPC**.
- If your clients travel is more than **72 hours** away: You may submit their **STPC request online** through the Trade Portal.
- If your clients travel is within the next **72 hours**: Please inform your client to approach the **STPC Desk at Transfer** on arrival to receive their complimentary room during transit.
- \*For travel beyond **15 June**: The standard **STPC eligibility policy** applies

All other T&C as per **JWC**

#### **Notes :**

<sup>1</sup> When selecting OAL feeder according to ticketed fare basis code:

*Rebook for same origin and destination according to ticketed fare basis code, regardless of fare value (select routing and its permitted OAL feeders/sectors, QR + OAL flight numbers and RBDs)*

<sup>2</sup> May rebook return flights up to original length of stay (within the same seasonality) and according to the same T&C of the selected option

#### **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 (PDF)** for step-by-step guidance.

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## Refunds for Ancillary Services

**Applicable for all ancillary EMDs with coupon status "OPEN" where the associated ticket is refunded, or travel falls between 28 February and 31 March 2026.**

To support you during this period, we've streamlined how ancillary refunds are handled across all channels:

### GDS-Issued Ancillary EMDs

Refund permissions are being enabled in batches; when completed, you may process the ancillary EMD refund directly in your GDS.

- Refunds for tickets cancelled on or before **15 March** have already been completed.
- Refunds for tickets cancelled **after 16 March** will be enabled soon. Further updates will be shared on the Trade Portal.

### Ancillaries Purchased Online (Trade Portal or qatarairways.com)

If your ticket has been refunded, any ancillaries purchased through these channels will be refunded **automatically**. No further action is required.

### NDC Bookings

When you submit a ticket refund through the Trade Portal, all related ancillary EMDs will be refunded automatically in a single step.

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