

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


01 April 2026 - 02:45 PM (UTC+03:00)

[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.

 **Flight Rebooking Decision Wizard**
Identify the correct rebooking option

 **Flight Rebooking Decision flow**
Your quick rebooking guide

 **FAQs**
View Updated FAQs at a glance

Updated date: 1 April 2026 - 02:45 PM (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 **JWC**

Affected flights, cities

Passengers travelling to/from/via DOH

Tickets issued by

30 April 2026

Original travel dates

28 February – 15 June 2026

New travel dates

See "Rebooking guidelines" below

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

Option 1A: Rebook on QR with new travel date (outbound and inbound) 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 1B: For tickets issued by 31 March 2026 with original travel up to 15 April 2026

- Rebook for new travel dates up to 31 May 2026 (outbound and inbound) 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
- Applies if original flight is impacted by involuntary situation (e.g. cancelled flight)
- 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 lowest available RBD within the same cabin

Option 2: Rebook on QR + OAL with new travel dates (outbound and inbound) 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 note 1 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 but follow all other fare rules
- Applies also to non-changeable fares

Number of free reissues

Multiple

Endorsement

As per JWC

No-show condition waiver

As per JWC

<p>Refund condition waiver</p>	<p>As per JWC</p> <p>*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.</p> <ul style="list-style-type: none"> • 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. <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>Minimum Connecting Time (MCT) for transiting customers in Doha is 60 minutes.</p>
<p>Important Information <small>Updated</small></p>	<p>Stopover for the Purpose of Connection (STPC) for Travel up to 15 June 2026</p> <ul style="list-style-type: none"> • If your clients are travelling up to 15 June with a transit time of 8-24 hours they are eligible for STPC. regardless of immediate connection, RBD or fare value. • 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 <p>All other T&C as per JWC</p>

Notes :

¹ 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)

² *If original return flight date (inbound) is outside of the permitted travel period, the new return flight date may be rebooked to a date that is within the original length of stay, subject to the same T&C of the selected option and within the same seasonality*

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.

Refunds for Ancillary Services

To support agencies during the recent disruption, Qatar Airways has **temporarily enabled direct refund of selected ancillary EMDs in GDSes**.

This is a temporary facilitation - standard ancillary refund guidelines remain applicable.

Agents may refund the original ancillary EMD directly in GDS if:

- - The EMD coupon status is **OPEN**
- - The associated ticket is refunded **on or before 30 April 2025**, or travel falls between **28 February and 15 June 2026**

Batch enablement

- - Tickets cancelled **on or before 22 March 2026**: Direct EMD refund in GDS has been enabled
- - Tickets cancelled **from 23 March 2026 onwards**: Refund permissions are being progressively enabled in batches
- - Further updates will be shared on the Trade Portal

If the EMD is not yet enabled for refund, agents may either:

- - Follow the standard ancillary refund process, in line with Passenger Guidelines. or
- - Wait for the next batch update when direct refund permission is enabled in GDSes

Channel-specific notes

- - **GDS-issued ancillaries:** Direct refund in GDS is available as batches are enabled.
 - - **Ancillaries purchased online (Trade Portal / qatarairways.com):** Refunded automatically once the ticket is refunded.
 - - **NDC bookings:** Submitting a ticket refund via the Trade Portal will automatically refund all associated ancillary EMDs.
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Qatar Airways Trade Portal