

/ Passenger Guidelines - Security Situation  
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# Passenger Guidelines - Extended Journey with Confidence

16 April 2026 - 12:01 AM (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.

## EXTENDED JOURNEY WITH CONFIDENCE (JWC COMMQ157)

### FOR PASSENGERS TRAVELLING TO/FROM/VIA DOH ON QR (157) TICKETS

Situation	Involuntary <sup>1</sup>	Voluntary	Keep ticket open
Tickets issued by	30Apr26	30Apr26	30Apr26
Original travel dates	28Feb26 – 15Sep26	28Feb26 – 15Sep26	commencement of travel up to 31Mar27
Applicable for <sup>2</sup>	FIT, Groups	FIT, Groups	FIT, Groups

<b>Rebooking guidelines</b>	<b>Rebooking on</b>	<b>QR <u>3</u>, or QR <u>3</u> + OAL <u>4,5</u></b> (Operated flights)	<b>QR <u>3</u> or QR + OAL</b> (as per fare rules)	as per fare rules
	<b>Rebooking for</b>	same or alternate airport within the same country or 750 international TPM <u>6</u>	<b>QR:</b> same or alternate airport within the same country or 750 international TPM <u>6</u> <b>QR + OAL:</b> as per fare rules	as per fare rules
	<b>New travel dates</b> (outbound and inbound)	up to 31Oct26	up to 31Oct26 (within the same season)	as per fare rules and ticket validity
	<b>New RBD</b>	<b>QR:</b> lowest available within the same cabin <b>OAL:</b> as per fare rules <u>4</u>	as per fare rules	as per fare rules
	<b>Number of reissues <u>7,8</u></b>	unlimited	unlimited	one (in addition to fare rules)
<b>No-show</b>	no-show condition waiver permitted <u>9</u>	as per fare rules	as per fare rules	
<b>Refund <u>10</u></b>	refund of unutilized value permitted <u>5,11</u>	as per fare rules	as per fare rules	
<b>STPC</b>	permitted <u>12</u>	permitted <u>12</u>	as per standard STPC policy	

Notes:

<b>1</b>	<b>Applicable for</b> planned schedule change (flight cancellations, misconnections, time change >60 minutes) <b>Force Majeure</b> options from JWC do not apply
<b>2</b>	<b>Applicable for:</b> <ul style="list-style-type: none"> <li>Confirmed revenue and redemption tickets, including associated ancillaries</li> <li>Un-ticketed group bookings, where the deposit has been collected or contract signed</li> </ul>
<b>3</b>	<b>Includes also</b> new flight number on QR and operated by 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

- 4**      **Selection of OAL connecting flight:**  
 · Rebook using the same origin and destination and the original fare basis code, regardless of fare value, following the permitted routing, QR, OAL flight numbers, and applicable RBDs.
- 5**      **Refer to** Additional Groups Groups Guidelines
- 6**      **Additional expenses (e.g. surface transportation and hotel accommodation due to change of airport)** shall be absorbed by passenger
- 7**      **No rebooking penalty applies**, even for fares that are normally non-changeable
- 8**      The first 5 characters of the **endorsement / restriction field** must be annotated with **INVOL**, and **fare calculation** should begin with **I-**
- 9**      **No-show penalties** are waived for impacted O&D only, provided, situation for impacted travel occurred 5 days or less prior to departure from place of embarkation, regardless of whether the fare rules allow no-show or require a penalty
- 10**     Fees, penalties, and non-refundable taxes that have already been collected **remain non-refundable**
- 11**     **Refund guidelines:**  
 · No refund penalty applies, even for fares that are normally non-refundable  
 · FIT tickets: Refund must be calculated based on unutilized NUC and taxes  
 · FIT tickets: If GDS does not support automated refund calculation, deduct 50% of YQ and YR for partially utilized tickets  
 · For downgraded sectors, residual value can be refunded to the original form of payment or EMD TRNS (Transportation Credit Voucher) valid for one year from the date of issue.  
 · Should not issue EMD TRNS to convert AVIOS to cash
- 12**     **Stopover for the Purpose of Connection (STPC):**  
 · Customers holding FIT, group or redemption tickets and transiting through DOH up to 15 September 2026 with a connection time of 8–24 hours are eligible for Stopover for the Purpose of Connection (STPC), regardless of immediate connection, RBD or fare value  
 · If you face any difficulties then please submit your request through (<https://www.qatarairways.com/en/help/transit-accommodation.html>) and the team will assist you accordingly

Agents must follow the rebooking guidelines. Non-compliance may result in an ADM issued at the highest published fare for the sector and cabin on the reissued ticket.

### **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

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

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 2026**, or travel falls between **28 February and 15 September 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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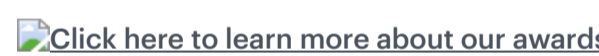
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