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on 28/04/2026 5:00 pm (GMT+3)



Passenger guidelines - Updated

Dear Partner,

We have extended our additional flexibility measures to support your clients impacted by flight cancellations or those wishing to amend travel on flights that continue to operate.

These options are available for clients with tickets issued on or before **15 May 2026**, for travel between **28 February and 15 September 2026**.

For details [click here](#)

Does your client want to rebook?

We have the following options for them

Rebooking – how it works	Involuntary	Voluntary
Description	Your customer’s itinerary includes a flight that has been impacted by cancellation, misconnection, or schedule change more than 60 minutes	Your customer wants to make a change to flights that have not been impacted by cancellation, misconnection or schedule change more than 60 minutes
Original dates of travel	28 February – 15 September 2026	28 February – 15 September 2026
Valid for new travel until	31 October 2026	31 October 2026
Change fees	Waived	Waived
Valid for revised routing	Any QR operated destination in same country or within 750 miles	Any QR operated destination in same country or within 750 miles
Booking class	Lowest available RBD	Same RBD as original ticket
Number of changes	Unlimited	Unlimited

allowed		
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Your client is not decided on their travel date?

They can keep their ticket open until 31 March 2027 in three easy steps :

1. Cancel the current booking (PNR)
2. When they're ready to book again, create a new PNR for same routing using same RBD
3. Reassociate their current ticket with the new PNR

Your client wants a refund - we have options to accomodate:

Rebooking scenario	Involuntary	Voluntary
Description	Your customer's itinerary includes a flight that has been impacted by cancellation, misconnection, or schedule change more than 60 minutes	Your customer wants to make a change to flights that have not been impacted by cancellation, misconnection or schedule change more than 60 minutes
Original dates of travel	28 February – 15 September 2026	28 February – 15 September 2026
Refund fees	Waived	Apply fare rules

Some Additional Information

Manual refund handling

- Partial refunds may be calculated using NUC proration as of today
- 50% of YQ/YR refund permitted

Does your client have a long transit in Doha?

Complimentary STPC is available to them for travel until 15 September for all fares if transit times are between 8 and 24 hours:

- For travel **more than 72 hours away**, STPC requests for your clients should be submitted via the **Trade Portal**.
- For travel **within the next 72 hours**, your clients can approach the **STPC Desk at Transfer** upon arrival in Doha to receive their complimentary accommodation.

Journey With Confidence (JWC)

Should your clients travel plans be disrupted, flight changes may be processed in line with our latest **Journey With Confidence** guidelines. All applicable JWC protections remain in place, including free reissues, refund flexibility, and no-show waivers. This applies to tickets issued by **15 May 2026** for travel between **28 February and 15 September 2026**.

Your patience and understanding mean a great deal to us, and we are truly grateful for your continued support at this challenging time.

Thank you for your ongoing partnership.

Kind regards,

Qatar Airways

We keep updating our passenger guidelines, agent rebooking decision flow, FAQs and the STPC on a dedicated page on [Trade Portal](#) , to help support your teams during this period.