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Passenger Guidelines - Extended Journey with Confidence


29 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.

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

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

 **FAQs**
View Updated FAQs at a glance

EXTENDED JOURNEY WITH CONFIDENCE (JWC COMMQ157)

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

Situation	Involuntary ¹	Voluntary	Keep ticket open
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Tickets issued by ^{Updated}	15 May 2026	15 May 2026	15 May 2026	
Original travel dates	28Feb26 – 15Sep26	28Feb26 – 15Sep26	commencement of travel up to 31Mar27	
Applicable for ²	FIT, Groups	FIT, Groups	FIT, Groups	
Rebooking guidelines	Rebooking on	QR ³ , or QR ³ + OAL ^{4,5} (Operated flights)	QR ³ or QR + OAL (as per fare rules)	as per fare rules
	Rebooking for	same or alternate airport within the same country or 750 international TPM ⁶	QR: same or alternate airport within the same country or 750 international TPM ⁶ QR + OAL: as per fare rules	as per fare rules
	New travel dates (outbound and inbound)	up to 31Oct26	up to 31Oct26 (within the same season)	as per fare rules and ticket validity
	New RBD	QR: lowest available within the same cabin OAL: as per fare rules ⁴	as per fare rules	as per fare rules
	Number of reissues ^{7,8}	unlimited	unlimited	one (in addition to fare rules)
No-show	no-show condition waiver permitted ⁹	as per fare rules	as per fare rules	
Refund ¹⁰	refund of unutilized value permitted ^{5,11}	as per fare rules	as per fare rules	
STPC	permitted ¹²	permitted ¹²	as per standard STPC policy	

Notes:

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Applicable for planned schedule change (flight cancellations, misconnections, time change >60 minutes)
Force Majeure options from JWC do not apply

Applicable for:

- Confirmed revenue and redemption tickets, including associated ancillaries
- Un-ticketed group bookings, where the deposit has been collected or contract signed

Includes also 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

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.

For any group booking-related enquiries, contact your local Qatar Airways representative

Additional expenses (e.g. surface transportation and hotel accommodation due to change of airport) shall be absorbed by passenger

No rebooking penalty applies, even for fares that are normally non-changeable

The first 5 characters of the **endorsement / restriction field** must be annotated with **INVOL**, and **fare calculation** should begin with **I-**

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

Fees, penalties, and non-refundable taxes that have already been collected **remain non-refundable**

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

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