

Passenger Guidelines – WDH Flight Cancellations - Commercial Reference
1087V1.0

Dear Travel Trade Partner,

Effective Date: Thursday, 10th August 2023

These Guidelines apply to passengers holding tickets with confirmed reservations issued on Qatar Airways (157) stock or plate who are impacted by flight cancellations QR1373/QR1374 DOH-WDH v.v. with original travel date on/after 23rd November 2023 and on/before 30th March 2024:

Original ticket issue date	May apply for tickets issued/exchanged/reissued on/before 10 th August 2023
Original travel date	May apply for flight cancellations QR1373/QR1374 DOH-WDH v.v. with original travel date on/after 23 rd November 2023 and on/before 30 th March 2024
New date of travel	<p>May rebook for a new departure date within (+/-) 21 days from original travel date, however, must not rebook for a new travel date on/before 23rd November 2023 and on/after 30th March 2024.</p> <p>Must rebook segments and reissue the ticket no later than 2 days prior to flight departure impacted by schedule change</p>
DOH-WDH v.v.	<p>May reroute DOH-WDH v.v. via JNB/CPT onto following combination of QR operated and 4Z or SA operated flights, same origin, destination:</p> <ul style="list-style-type: none"> • Point-to-point passengers: <ul style="list-style-type: none"> ○ DOH QR X/JNB 4Z WDH v.v. ○ DOH QR X/CPT 4Z WDH v.v. ○ DOH QR X/JNB SA WDH v.v. • O&D passengers: <ul style="list-style-type: none"> ○ XXX QR X/ DOH QR X/JNB 4Z WDH v.v. ○ XXX QR X/ DOH QR X/CPT 4Z WDH v.v. ○ XXX QR X/ DOH QR X/JNB SA WDH v.v. <p>Rerouting must be made into the lowest available RBD within the same cabin.</p> <p>Must not rebook on code-share marketing flight numbers, except for:</p> <ul style="list-style-type: none"> • QR marketing flights when operated by 6E, AA (DOH-JFK v.v.), AT (DOH-CMN v.v.), AY (DOH-ARN/CPH/HEL v.v.), BA (LON-DOH v.v.), MH (KUL-DOH v.v.) or WY (DOH-MCT v.v.). May only select respective operating flights, if space is not available on these QR code-share marketing flights. • QR code-share flights marked by “*” (asterisk) on availability operated by WY, provided no WY operating flight number is published. For further details, please contact Qatar Airways.

	<ul style="list-style-type: none"> Code-share flights marked by “ * ” (asterisk) on availability, provided no other operating flight number is published <p>Must not rebook or reroute exclusively on OAL</p> <p>Must contact Qatar Airways local office or QR customer contact center, if original itinerary includes OAL feeder (code-share and/or interline) at QR gateway for review on case-to-case basis</p> <p>OR</p> <p>May rebook onto combination of QR operated and same OAL operated flights, same origin, destination, within same RBDs as original, provided all original ticketed fare rules are met</p> <p>Rebooking / rerouting is permitted provided that there are no restrictions imposed by government authorities and must be subject to documentation check, as well as immigration compliance</p>
Stopover to transit/transfer change in Doha	Yes
Number of waivers	<p>Two free ticket reissues permitted</p> <p>May provide refund waiver for new ticket reissued due to this schedule change</p>
No-show	No waiver permitted
Calculations	<p>Must update: “SKCHG COMM1087” at the beginning of the Endorsements Box</p> <p>May waive original ticketed Fare Basis conditions, however, must apply restrictions specified for “new date of travel”</p> <p>May waive any difference of fare, taxes, fees, charges, surcharges, rebooking fee.</p> <p>Must carry forward original fare calculation preceded by characters “S-” and free baggage allowance</p> <p>Must not calculate any residual value. It is non-refundable and non-exchangeable</p>
Groups included	Please contact the local QR office or QR customer contact centre
Refunds of unutilized value allowed	<p>Yes, may provide refund of unutilized value to the original form of payment</p> <p>Unutilized value shall be calculated based on unutilized NUC, taxes, fees, charges and surcharges</p>

	<p>Example (for illustration purposes) of fare where outbound has been used and inbound remains wholly unutilized, hence NUC 561.47 of inbound may be refunded to the original form of payment. BKK QR X/DOH QR WDH461.47 QR X/DOH QR BKK561.47NUC1022.94</p> <p>For complicated scenarios, side-trips, end-on-end combinations, partial utilizations (e.g. within fare component), please contact QR local office or QR customer contact center.</p> <p>Non-refundable unutilized taxes (except of fully unutilized YQ, YR charges) and 10 percent added value remain non-refundable. Special attention needs to be given to taxes such as, but not limited to E3, I6, K3, MA, N7, N9, O7, PE, Q7, S4, XL and YL.</p> <p>May waive refund penalty</p> <p>Applies to refundable, as well as to non-refundable fares (tickets), Q and stopover surcharges and YQ, YR charges</p>
Groups refunds handling for unutilized values	Please contact the local QR office or QR customer contact centre
Hotel provided in Qatar	May offer STPC, please contact local QR office or QR customer contact center for further details.
Unutilized ancillary services (EMD status Open)	In connection with the rebooking of the ticket due to schedule change, may change free of charge, please contact local QR office or QR customer contact center for assistance.
Not included	<p>Must not apply these guidelines for:</p> <ul style="list-style-type: none"> Round the World (RTW) Fares/Tickets. Must contact local QR office or QR customer contact center. Hotel accommodation outside Qatar (must not provide).