



PENALTIES – CATEGORY 16

Summary of MOST RELEVANT CHANGES

This category is used to define applicable penalties and charges. It is also used to specify the conditions under which re-routings may take place or tickets may be re-issued or refunded.

This is a version to be distributed to the trade.
Based on original issued 02 May 2013 - Revision 0

GDS is updated accordingly.

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Applicability – Changes (Re-issuance)

Before Departure

Change penalty before departure will be charged plus No-Show charges (if any) and the ticket needs to be re-issued with applicable fare difference (if any).

When voluntary change occurs irrespective of the outbound and inbound flight of the journey the flight will be recalculated applying new fares/rules (adhering to the new AP condition) in effect of the date of the re-issue.

After Departure

Change penalty after departure will be charged plus No-Show charged (if any) and the ticket needs to be re-issued. New fare will be recalculated using fares in effect on the date when the original ticket was issued. Highest penalty charges among of the changed fare components will be applied.

Change scenarios – General conditions

- Changes are applicable only if the fare rule allows change of reservation.
- Change fee applies per reservation.
- Change/No-show fee must be coded as XP in the tax field

Re-Pricing Rule:

The new ticket has to be equal or higher than previous ticket fare value and RBD unless;

- a. There is a change in Fare Break Point where the new route results in a lower fare.
- b. Change in seasonality / week day/ weekend fares

The residual amount in both cases (a. & b.) can be refunded to the passenger through the original form of payment or EMD as transportation credit voucher.

Change fee collection scenarios

1. **Date change is done for Outbound only**

Example: If O/B change fee is USD 100 and I/B is USD 125, highest fee of changed fare component(s) (USD 100) will apply for the transaction

2. **Date change is done for Inbound only**

Example: If O/B change fee is USD 100 and I/B is USD 125, highest fee of the changed fare component(s) (USD 125) will apply for the transaction

3. **Date change is done for both direction in one transaction**

Example: If O/B change fee is USD 100 and I/B is USD 125, highest fee of the changed fare component(s) (USD 125) will apply for the transaction

4. **If change of reservation is not permitted in a pricing unit:**

In a combination of fares scenario; if one of the changed fare components does not allow Change of reservation: - No Change of reservation allowed for that fare component only

Example: For scenario of o/b before departure of flight, O/B fare component rule do not permit changes and I/B fare rule allows changes, possible change is only for I/B fare component.

Voluntary Upgrades

- Upgrades between cabins: (Y to J/F, J to F) at any time within the ticket validity fares can be upgraded to any are in the Higher Cabin on OnD basis.
- Re-issue and change fee will not be applicable; however additional tax(es) (if any) have to be collected.
- If the voluntary cabin upgrade is happening 3 hours before departure of flight no-show penalty will not be charged. No-show charge applies if the change is made after departure of flight as shown on the e-ticket coupon.

Applicability – Cancellation / Refund

Before departure

For fully unutilized tickets the full amount paid will be refunded including (tax)es after deducting the cancellation charges (if any) as per fare rules provided the fare is refundable.

After departure

For Fares which permit Refund after Departure –

- If applicable OW fare plus cancellation fees exceed the actual collected base fare for the journey, the base fare paid remains non-refundable. All unutilized coupons flown based tax(es) including YQ/YR will be refundable for such scenarios.
- Tickets which are:
 1. Used beyond point of Turnaround – No Refund permitted
 2. Used out of sequence – No Refund permitted

Cancellation / Refund Scenarios – General Conditions

- If a fare is non-refundable, then no part of the Fare + YQ/YR will be refundable.
- Charge applies for Adult, Child and infant occupying a seat. Charge (including No-Show charge) will not apply for infant occupying a seat. This implies that child and infant occupying a seat will pay the same change / cancellation penalties as adult passenger.
- Change/No-show fee collected under XP in the tax field will remain as non-refundable. Both no-show and cancellation fees will apply (if any) as per the fare rule
- For no-show scenarios please refer to the no-show condition
- Where a ticket is issued a combination of at least two fare basis (Example Promotional fares combined with a Flexi fares) the most restrictive rules will apply.
- If a passenger was denied at check-in for not having a valid travel documents (Passport, Visa, etc.) – All applicable cancellation and No-show fees should be collected.

Totally Unutilized Tickets

a.) Passenger is No-Show on Outbound

Example 1: Cancellation fee applicable will be USD 175

Fare Component	Cancellation Fee	No-Show fee	Total Penalty
O/B	USD 75	USD 100	USD 175
I/B	USD 50	Does not apply	USD 50

Example 2: Cancellation fee applicable will be USD 100

Fare Component	Cancellation Fee	No-Show fee	Total Penalty
O/B	USD 150	Does not apply	USD 150
I/B	USD 50	USD 125	USD 175

Partially Utilized Tickets

b.) Passenger is No-Show on Inbound

Example 1: Cancellation fee applicable will be USD 125

Fare Component	Cancellation Fee	No-Show Fee	Total Penalty
O/B	USD 75	Does not apply	USD 75
I/B	USD 50	USD 75	USD 125

Example 2: Cancellation fee applicable will be USD 175

Fare Component	Cancellation Fee	No-Show fee	Total Penalty
O/B	USD 150	Does not apply	USD 150
I/B	USD 50	USD 125	USD 175

Non-Refundable Fares – Scenarios

- If a ticket is issued with non-refundable fare(s); unutilized coupon's flown based tax(es) are refundable.
- If non-refundable fare is re-issued to a refundable fare, YQ/YR will be processed as per the new fare conditions and only the base fare of the original non-refundable ticket remains as non-refundable.

If you have further questions or need further clarification of any aspect of this, please contact your QR Representative.



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