

Qatar Airways Accessibility Plan

General

Designated person to receive feedback on Qatar Airways Behalf

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Policies, programs, practices, and services in relation to the identifying, removing, and preventing barriers in the following areas:

- **Accessibility Policies**
 - Qatar Airways published this information in QR website under Canada – Air Passenger Protection Regulations, Disability and Medical Assistance section. For more information, click the following links.
 - [Link 1](#)
 - [Link 2](#)
 - An internal policy is published and available in Qatar Airways Corporate Document Management System platform for access to all commercial and ground services employees. These documents will be available to authorities whenever requested.
- **Mobility Devices**
 - Qatar Airways published this information in QR website under Disability and Medical Assistance. For more information, click [here](#).
 - An internal policy is published and available in Qatar Airways Corporate Document Management System platform for access to all commercial and ground services employees. These documents will be available to authorities whenever requested.
- **Communication**
 - Qatar Airways published this information in QR website under Canada – Air Passenger Protection Regulations, Disability and Medical Assistance section. For more information, click [here](#).
 - An internal policy is published and available in Qatar Airways Corporate Document Management System platform for access to all commercial and ground services employees. These documents will be available to authorities whenever requested.
- **Service Animals**
 - Qatar Airways published this information in QR website under FAQ page “Can my service dog travel in the cabin with me?”. For more information, click [here](#).
 - An internal policy is published and available in Qatar Airways Corporate Document Management System platform for access to all commercial and ground services employees. These documents will be available to authorities whenever requested.
- **Customer Complaints**
 - Complaints and feedback pertaining to the handling of disability service request, customer can contact our complaint resolution services team at <https://www.qatarairways.com/en-ca/help.make-a-complaint.html#feedback>

Consultations

To align with Qatar Airways commitment and be compliant to Accessibility Canada Act, we will continue to consult whenever necessary to Qatar Airways Medical Team, Customer Care in relations to customers feedback and making it as an essential component in creating the accessibility plan.