

Tariff: QR1  
Carrier: Qatar Airways - QR

CTA No. 524 DOT No. 823

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**Title Page**

Airline Tariff Publishing Company, Agent  
International Passenger Rules and Fares

Tariff No. QR1

Containing  
Local Rules, Fares & Charges  
on behalf of

Qatar Airways (Q.C.S.C)

Applicable to the  
Transportation of Passengers and Baggage  
between points in

Canada/USA  
and points in  
area 1/2/3

For list of participating carriers, see IPGT-1, DOT:581, CTA:373

This tariff is governed, except as otherwise provided herein, by Maximum Permitted Mileage Tariff No. MPM-1, DOT:424, CTA:239; Aircraft Type Seating Configuration Tariff No. TS-2, DOT:220, CTA:111; and International Passenger Governing Tariff No. IPGT-1, DOT:581, CTA:373 issued by Airline Tariff Publishing Company, Agent, supplements thereto and reissues thereof.

Issued by:  
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## Rule 1 Definitions

As used herein:

Add-on-fare: See "Arbitrary"

Adult - a person who has reached his/her 12th birthday as of the date of commencement of travel.

Africa - the area comprised of all the countries on the continent of Africa other than Algeria, Morocco, Sudan, Tunisia, and Egypt, But Including The Following Islands: Cape Verde, Comoros, Fernando Poo, Malagasy, Mauritius, Reunion, Sao Tome, and Seychelles.

Animals - (applicable between Canada and Puerto Rico/Virgin islands) in addition to the usual connotation include domestic pets, reptiles, birds, poultry and fish.

Arbitrary - an amount published for use only in combination with other fares for the construction of through fares. it is also referred to as "proportional fare", "basing fare", and "add-on-fare".

Area no. 1 (or "area 1") - the area comprised of all of the North and South American continents and the islands adjacent thereto; Greenland, Bermuda, the West Indies, the islands of the Caribbean Sea, and the Hawaiian Islands (including Midway and Palmyra).

Area no. 2 (or "area 2") - the area comprised of all of Europe (including that part of the Russian Federation in Europe) and the islands adjacent thereto; Iceland, the Azores, all of Africa and the islands adjacent thereto; Ascension Island; that part of Asia lying west of and southwest of and including Iran, Islamic Republic of.

Area no. 3 (or "area 3") - the area comprised of all of Asia and the islands adjacent thereto except that portion included in area no. 2; all of the East Indies, south Asian subcontinent, Australasia, the islands of the Pacific Ocean except those included in area no. 1; Russian Federation (east of the Urals).

Asia - the area comprised of Afghanistan, Bangladesh, Bhutan, Brunei, China, Hong Kong, India, Indonesia, the Islands of the Pacific In Area No. 3 North of The Equator, Japan, Kazakhstan, Kampuchea, Korea, Kyrgyzstan, Laos, Malaysia, Maldives Island, Myanmar, Nepal, Outer Mongolia, Pakistan, Philippines, Russian Federation (east of the Ural Mountains), Singapore, Sri Lanka, Taiwan, Tajikistan, Timor, Thailand, Turkmenistan, Uzbekistan and Vietnam.

Australasia - the area comprised of Australia; New Caledonia; New Zealand; New Hebrides; Fiji; Samoa, Cook Islands, Papua New Guinea, Tahiti and the islands adjacent thereto.

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Authorized agent - a passenger sales agent who has been appointed by carrier to represent carrier in the sale of air passenger transportation over the services of carrier and, when authorized, over the services of other air carriers.

Baggage, which is equivalent to luggage, such articles, effects and other personal property of a ticketed passenger as are necessary or appropriate for the wear, use, comfort or convenience of the passenger in connection with the passenger's trip. unless otherwise specified, it includes both checked and unchecked baggage of the passenger.

Baggage check - those portions of the ticket that provide for the carriage of a passenger's checked baggage and which are issued by the carrier as receipt for the passenger's checked baggage.

Baggage tag - a document issued by carrier solely for the identification of checked baggage, the baggage (strap) tag portion of which is attached by the carrier to a particular article of checked baggage and the baggage (claim) tag portion of which is given to the passenger.

Bankers buying rate ("BBR") - the rate at which, for the purpose of the transfer of funds through banking channels (i.e., other than transactions in bank notes, travellers cheques and similar banking instruments), a bank will purchase a given amount of foreign currency in exchange for one unit (or units) of the national currency of the country in which the exchange transaction takes place.

Bankers selling rate ("BSR") - the rate at which, for the purpose of the transfer of funds through banking channels (i.e., other than transactions in bank notes, travellers cheques and similar banking instruments), a bank will sell a given amount of foreign currency in exchange for one unit (or units) of the national currency of the country in which the exchange transaction takes place.

Basing fare: See "Arbitrary"

Calendar week - a period of seven days starting at 12:01 a.m. Sunday and ending at 12:00 p.m. of the following Saturday; provided that when a carrier offers only once a week service between two points, it shall mean a period of eight days commencing with 12:01 a.m. on the day the flight operates.

Caribbean Area - the area comprising Anguilla, Antigua, Aruba, Bahamas, Barbados, Barbuda, Bermuda, Bonaire, British Virgin Islands, Cayman Islands, Cuba, Curacao, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Leeward Islands, Martinique, Montserrat, Netherlands Antilles, Nevis, Saba, St. Barthelemy, St. Eustatius, St. Kitts, St. Lucia, St. Martin, St. Vincent, Trinidad and Tobago, Turks and Caicos Islands, West Indies and Windward Islands.

Carriage - transportation of passengers and their baggage by air, either gratuitously or for hire.

Carrier - the air carrier issuing the ticket and all air carriers that carry or undertake to carry the passenger and/or his baggage thereunder or perform or undertake to perform any other services related to such air carriage.

Central Africa - the area comprised of Malawi, Zambia and Zimbabwe.

Central America - the area comprised of Belize, Costa Rica, el Salvador, Guatemala, Honduras, Nicaragua and Panama.

Certified death or illness - substantiated by a death/medical certificate.

Charge - an amount to be paid for carriage of goods or excess baggage, based on the applicable rate for such carriage; or an amount to be paid for a special or incidental service in connection with the carriage of a passenger or baggage.

Child - a person who has reached his/her second birthday but not his/her 12th birthday as of the date of commencement of travel.

Circle trip - normal fares - travel from a point and return thereto by a continuous circuitous air route including travel comprising two fare components but which do not meet the conditions of the round trip definition provided that where no reasonable direct scheduled air route is available between the break points, a break in the circle between two fare construction points may be travelled by any other - of transportation without prejudice to the circle trip.

Circle trip - special fares - travel from a point and return thereto by a continuous circuitous air route comprising two fare components which do not meet the conditions of the round trip definition provided that where no reasonable direct scheduled air route is available between the break points, a break in the circle between two fare construction points may be travelled by any other - of transportation without prejudice to the circle trip.

Civil Aeronautics Board ("C.A.B.") - the United States Department of Transportation ("D.O.T").

Combination of fares - when two or more one-way, round trip or half round trip fares are used and shown separately in a fare calculation.

Connection - that point from which a passenger is scheduled to depart on the day of arrival to the next ticketed point, on a scheduled service of the same or another carrier, if there is no scheduled service to the next ticketed point on the day of arrival, departure within 24 hours shall

Constitute a connection unless restricted by a particular fare rule.

Consequential damages - damages which are reasonable, out of pocket expenses and other provable damages incurred by passenger as the consequence of the loss, damage or delay in the delivery of such personal property.

Constructed fares - an unspecified through fare constructed by the use of add-on amounts, or two or more fares shown as a single amount in a fare calculation.

Continental U.S.A., contiguous United States or continental United States - the District of Columbia and all States of the United States other than Alaska and Hawaii.

Contract of carriage - the terms and conditions in this document, as amended from time to time by the carrier.

Convention means the convention for the unification of certain rules relating to international carriage by air, signed at Warsaw, October 12, 1929, or that convention as amended by the Hague protocol, 1955, or the Montreal convention whichever may be applicable to carriage hereunder.

Country of commencement of transportation - the country from which travel on the first international sector takes place.  
country of payment - the country where the purchaser makes payment to the carrier or its agent. Payment by cheque, credit card or other banking instruments shall be deemed to have been made at the place where the carrier or its agent accepts such instrument.

Currency of the country of origin/payment - the currency in which international fares from that country are denominated.  
damage includes death, injury, delay, loss, partial loss or other damage of whatsoever nature arising out of or in connection with carriage or other services performed by carrier incidental thereto.

Date of transaction - the date of issuance of the ticket, MCO or PTA.

Days - full calendar days, including Sundays and legal holidays; provided that for purposes of notification, the balance of the day upon which notice is dispatched shall not be counted; and for purposes of determining the duration of a validity period, the balance of the day upon which the ticket is issued or flight commenced shall not be counted.

Deadline: (1) Reservations: The minimum number of days/weeks/months before the day of departure by which reservations must be confirmed.  
(2) Payment: The minimum number of days/weeks/months before the day of departure by which full payment must be made.  
(3) Ticketing: The minimum number of days/weeks/months before the day of departure by which ticketing must be completed.  
Note 1: when "deadline" is used in paragraphs other than reservations,



payment and ticketing, the term refers to the deadline for reservations, payment and ticketing. when different deadlines apply, the relevant deadline will be indicated, e.g., "before the ticketing deadline".

Note 2: "Before deadline" includes transactions made on the deadline date.

Declared value for carriage - the value of goods or baggage declared to the carrier by the passenger for the purposes of determining charges or of establishing the limit of the carrier's liability for loss, damage or delay.

Department of Transportation ("DOT") - the United States Department of Transportation.

Departure - the day/time of the flight on which the passenger is ticketed to travel.

- (1) Before departure - the first flight of the pricing unit.
- (2) After departure - a subsequent flight of the pricing unit.

Destination - the ultimate point of the passenger's journey as shown on the ticket.

Direct route - the shortest all year route operated by a carrier in both directions between ticketed points at which it exercises traffic rights.

Direct fare - in fare construction, a fare between two points without the application of fare construction calculations.

Domestic carriage - (except as otherwise specified) carriage in which, according to the contract of carriage, the place of departure, the place of destination or stopover, and the entire transportation are within the sovereign state.

Double open jaw - travel that is essentially of a round trip nature except that the outward point of arrival and the inward point of departure and the outward point of departure and the inward point of arrival are not the same.

Downgrade - a passenger's involuntary displacement from first class to business class, first to economy class or business class to economy class when there are more passengers with confirmed reservations and tickets than there are available seats.

East Africa - the area comprising Burundi, Djibouti, Ethiopia, Kenya, Rwanda, Somalia, Tanzania, and Uganda.

Eastbound - travel from a point in area no. 1 to a point in area no. 2 or 3 via the Atlantic Ocean or travel from a

point in area no. 2 or 3 to a point in area no. 1 via the Pacific Ocean.

Eastern Hemisphere - the area comprised of Africa, Asia/Area 3, Europe and the middle east for travel via the Atlantic Ocean.

Educational establishment - a school, academy, college, or university offering full time educational, vocational or technical courses for a school year and does not include a commercial office, industrial or military establishment or a hospital at which a student is serving an apprenticeship unless such apprenticeship is part of the school curriculum of the educational establishment at which the student is enrolled.

End on combination is the combination of two or more fares that could be ticketed separately at a fare construction point (not applicable to combination of fares between the same points).

Electronic coupon - an electronic flight coupon or other value document held in carrier's database.

Electronic ticket - the itinerary/receipt issued by or on behalf of carrier, the electronic coupons and, if applicable, a boarding document.

Europe - the area comprised of Albania, Algeria, Andorra, Armenia, Austria, Azerbaijan, Azores, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Canary Islands, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Monaco, Morocco, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation (West of The Ural Mountains), San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey in Europe and Asia, Ukraine, and The United Kingdom.  
European Community ("EC") - the member states comprised of Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, the Netherlands, Norway, Portugal, Spain, Sweden and the United Kingdom.

Exchange order - a document issued by a carrier or its agents requesting issue of an appropriate passenger ticket and baggage check or provision of services to the person named in such document.

Fare - the amount charged by the carrier for the carriage of a passenger and his allowable free baggage and is the current fare that a carrier in the publication it normally uses to publish fares, holds out to the public, or the appropriate segment of the public as being applicable to the class of service to be furnished.

Fare component - the portion of an itinerary between two consecutive fare construction points - the point of origin

and the point of destination are fare construction points. fare construction points (fare break points) - the terminal points of a fare component (these are also termed fare break points).

Fares tariff - the tariff concerned with fares and related charges.

Flight coupon or in the case of an "electronic ticket", the electronic coupon - that portion of the ticket that bears the notation "good for passage" and indicates the particular places between which the coupon is good for carriage.

Force majeure - weather or other conditions beyond QR's control including, but not limited to acts of god, strikes, civil commotions, embargoes, wars, hostilities, terrorist activities or disturbances, whether actual, threatened or reported.

Foreign air transportation - transportation between a point in the United States and a point outside thereof.

freedom rights

- (1) Third freedom - The right to deplane traffic in the foreign country that has been enplaned in the home country of the carrier.
- (2) Fourth freedom - The right to enplane traffic in the foreign country that is bound for the home country of the carrier.
- (3) Fifth freedom - The right to enplane traffic in one foreign country and deplane traffic in another foreign country, neither of which is carrier's country of registration.
- (4) Sixth freedom - The right to enplane traffic in one foreign country, transport the traffic via the country of registration and deplane the traffic in another foreign country.
- (5) Seventh freedom - The right to enplane traffic in one foreign country and transport the traffic without transiting the country of registration.

French Gold Francs - the francs consisting of 65.50 milligrams of gold with a fineness of nine hundred thousandths.

Gateway - the passenger's first point of arrival or last point of departure in areas 1, 2, or 3.

Ground transportation - bus, limousine, taxi or train service between the terminal and airport.

Guardian - the legal guardian or a person acting in lieu of parents in the event of death or legal incapacity of parents.

Half round trip fare - half of a specified or constructed round trip normal or special fare. In the absence of a specified or constructed round trip normal fare, the one way normal fare is considered to be a half round trip normal fare. If a specified or constructed one way special fare

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may be doubled to establish a round trip special fare, the one way special fare is considered to be a half round trip special fare.

IATA Rate of Exchange (IROE) - the rate of exchange issued by IATA from time to time and published in rule 145 (e) IPGT-1 NTA(a) no. 373, C.A.B. No. 581.

Iberia or Iberian Peninsula - the area comprised of Gibraltar, Portugal (including Azores and Madeira) and Spain (including Balearic and Canary Islands).

Immediate family, except as otherwise indicated - spouse, children, adopted children, sons-in-law, daughters-in-law, grandchildren, brothers, brothers-in-law, sisters, sisters-in-law, parents, parents-in-law and grandparents.

Indian Ocean islands - Comoros, Madagascar, Mauritius, Mayotte, Reunion, and Seychelles.

Indian Subcontinent - the area comprised of Afghanistan, Bangladesh, Bhutan, India, Republic of Maldives, Nepal, Pakistan and Sri Lanka.

Infant - a person who has not reached his/her second birthday as of the date of commencement of travel.

Interline transfer point - any point at which the passenger transfers from the services of one carrier to the services of another carrier.

Interline transportation - carriage on the services of more than one carrier where carriers agree to accept each other's tickets and baggage.

International - travel between any two or more sovereign states.

International carriage - (except when the convention is applicable) carriage in which, according to the contract of carriage, the place of departure and any place of landing are situated in more than one state. As used in this definition, the term "state" includes all territory subject to the sovereignty, suzerainty, mandate, authority or trusteeship thereof. "International carriage" as defined by the convention - any carriage in which, according to the contract of carriage, the place of departure and the place of destination, whether or not there be a break in the carriage or a transshipment, are situated either within the territories of two high contracting parties to the convention or within the territory of a single high contracting party to the convention, if there is an agreed stopping place within a territory subject to the sovereignty, suzerainty, mandate or authority of another power even though that power is not a party to the convention.

International transportation - any transportation or other services, furnished by any carrier, which are included

within the scope of the term "international transportation" as used in the convention for the unification of certain rules relating to international transportation by air signed at Warsaw, October 12, 1929, or such convention as amended, whichever may be applicable to the transportation hereunder and to which said convention applies. for the purpose of determining the applicability of the term "international transportation", the following terms apply:

Agreed stopping place: all stops between the original place of departure and the place of final destination scheduled by any carrier by air in the transportation between such places, but each participating carrier reserves the right to alter the "agreed stopping places" in case of necessity without thereby depriving the transportation of its international character; and, single operation transportation to be performed by several successive carriers by air, arrangements for which are made in advance, is regarded as "a single operation" and shall be deemed to be "one undivided transportation" whether one or more tickets or other documents are issued to cover such transportation, and whether or not all such tickets or documents are issued prior to the commencement of such transportation; but this provision shall not be deemed to contain an exclusive definition of transportation which is regarded by the parties as "a single operation."

Interstate transportation - transportation between a point in any state of the United States (U.S.A.) and the District of Columbia and a point in any other state of the U.S.A. or the District of Columbia.

Intraline or "on-line" transportation - carriage solely over the services of a single carrier.

Journey - all travel included on a ticket or group of conjunction tickets.

Legal guardian - one who legally has care and management of an infant or minor.

Local currency fares - fares and related charges expressed in the currency of the country of commencement of travel, as defined in rule 145 (a) Ipgt-1, C.A.B. no. 581, NTA(A) no. 373.

Maximum outside linear dimensions - the sum of the greatest outside length plus the greatest outside depth plus the greatest outside height.

Medical certificate - a letter or form from the passenger's treating physician or hospital, where applicable, which must be signed and dated within one week of the first affected flight departure by the treating physician or hospital in the country where the illness or treatment arose and which certifies the nature of the passenger's illness and treatment.

Micronesia - the area comprised of Guam, Johnston Island, Marshall Islands, Caroline Islands, Palau Island and Mariana Islands.

Mid Atlantic area - the area comprised of Anguilla, Antigua, Bahamas, Barbados, Barbuda, Bermuda, Bolivia, Bonaire, Belize, Cayman Islands, Colombia, Costa Rica, Cuba, Curacao, Dominican Republic, Ecuador, El Salvador, French Guiana, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Martinique, Montserrat, Nevis, Nicaragua, Panama, Peru, Puerto Rico, St. Kitts, St. Croix, St. Maarten, St. Thomas, Suriname, Trinidad and Tobago, and Venezuela.

Middle East - the area comprised of Aden; Bahrain; Cyprus; Egypt; Iran, The Islamic Republic of ; Iraq; Israel; Jordan; Kuwait; Lebanon; Oman; Qatar; Saudi Arabia; Sudan; The Syrian Arab Republic; the United Arab Emirates and the Republic of Yemen.

Military agencies - the departments of the Army, Navy, Air Force, the Marine Corps, the Coast Guard, the respective academies of the Army, Navy, Air Force, and Coast Guard, and the National Guard. The reserve officer training corps is not included.

Military passenger - military personnel of the U.S.A. military agencies who are on active duty status or who have been discharged from active military service within seven days of the date of commencement of travel.

Minor - a passenger who has reached his/her second birthday but not his/her 12th birthday as of the date of commencement of travel.

Miscellaneous charges order ("MCO") - a document issued by a carrier or its agents requesting issue of an appropriate passenger ticket and baggage check or the provision of services to the person named in such document.

Month - A period of time from a given date in one month to the corresponding date in a subsequent month(s), e.g.

1 month: January 1 to February 1

2 MONTHS: January 15 TO March 15

Exception 1: When the given date is the last date in one month, the corresponding date in a

subsequent month(s) shall be the last date in such subsequent month, e.g.

1 month: January 31 to February 28, 29

1 month: March 31 to April 30

2 months: June 30 to August 31

Exception 2: When the corresponding date does not exist in a shorter subsequent month(s) shall mean

From a given date in one month to the last date of such shorter subsequent month, e.g.

1 month: January 31 to February 28, 29

2 months: July 31 to September 30

National ("a national") - a person who has the citizenship of a country, either by birth or by naturalization.

National Transportation Agency ("NTA") - the Canadian Transportation Agency.

Normal fare - the fare established for a first, intermediate or economy class service and restricted fares denominated and published as normal fares. children's and infants' fares that are established as a percentage of the fares referred to above are also considered normal fares.

North America - the area comprised of Canada, continental U.S.A. and Mexico.

North Central Pacific - all routes between points in Canada/U.S.A. and points in area no. 3, except points in the Southwest Pacific via the Pacific Ocean.

Neutral Unit of Construction (NUC) - the unit value equivalent of local currency fares, add-ons and related charges derived by converting same using the IATA rate of exchange.

Online tariff data base - the remotely accessible, on-line version, maintained by the filer of (1) the electronically filed tariff data submitted to the "official DOT tariff database", and (2) the departmental approvals, disapprovals and other actions, as well as departmental notations concerning such approvals, disapprovals or other actions, that subpart w of the proposed part 221 requires the filer to maintain in its database. The term "official D.O.T. tariff database" means those data records (as set forth in sections 221.283 and 221.286 of the rule) which would be in the custody of, and maintained by the department of transportation.

Online transfer point - any point at which the passenger transfers from one service of a carrier to another service of the same carrier (bearing a different flight number).

One way sub journey - part of a journey whenever travel from one country does not return to such country and to which the fare is assessed as a single pricing unit using a one way fare.

One way trip - a one way trip is any journey that for fare calculation purposes is not a complete round trip or circle trip by air.

Open jaw trip - travel which is essentially of a round trip nature but the outward point of departure and inward point of arrival and/or outward point of arrival and inward point of departure of which are not the same.

Open jaw normal - travel from one country and return thereto comprising not more than two international fare components with a domestic surface break in one country either at unit

origin or unit turnaround or a surface break at both unit origin and unit turnaround and for which the fare is assessed as a single pricing unit using half round trip fares. In this context:

- A) Turnaround open jaw shall mean where the outward point of arrival in the country of unit turnaround and the inward point of departure in the country of unit turnaround are different.
- B) Origin open jaw shall mean where the outward point of departure in the country of unit origin and the inward point of arrival in the country of unit origin are different.  
exceptions:
  - 1) For travel originating in Canada or U.S.A., the surface break may be permitted between countries in the Europe sub-area provided travel in both directions is via the Atlantic.
  - 2) Canada/U.S.A. shall be considered as one country.
  - 3) Scandinavia shall be considered as one country.

Open jaw special - travel comprising only two international fare components with a surface break(s) which unless otherwise specified in a special fares resolution may be between any two points/countries in the area(s) of unit origin and/or turnaround for which the special fare resolution applies and for which the fare is assessed as a single pricing unit using half round trip fares in this context.

- A) For turnaround open jaw the outward point of arrival and the inward point of departure are different or,
- B) For origin open jaw the outward point of departure and the inward point of arrival are different or,
- C) For single open jaw either a) or b) applies or,
- D) For open jaw, any combination of the above may apply.

Operating carrier - the airline actually providing carriage or other services incidental to such services. The operating carrier may be different from the marketing carrier in situations where bilateral agreements exist; e.g., code share agreements.

Origin - the initial starting place of the journey as shown on the ticket.

Other charges - charges such as taxes, fees, etc., with no relation to fares, not to be shown in the fare construction box of the ticket, excluding excess baggage charges.

Passenger - any person, except members of the crew, carried or to be carried in an aircraft with the consent of carrier.  
passenger coupon - that portion of the passenger ticket issued by or on behalf of the carrier, constituting the passenger's written evidence of the contract of carriage.

Passenger ticket or "ticket" - the record of agreement for the carrier(s) to provide transportation and related services under certain terms and conditions to the passenger named on the ticket and in accordance with applicable



governing tariffs and regulations.

Point of turnaround - the farthest geographical fare break (between two fare components) from the pricing unit origin.  
prepaid ticket advice (PTA) - the notification between offices of a carrier or between carriers that a person has purchased and requested issuance of prepaid transportation to another person.

Pricing unit is a journey or part of a journey that is priced as a separate entity; i.e., is capable of being ticketed separately.

Proportional fare: see "arbitrary."

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Rebooking - a change of reservation or other change not requiring ticket reissuance.

Rerouting - a change of routing or other changes that require ticket reissuance.

Reservation or booking - the allotment in advance of seating or sleeping accommodation for a passenger or of space weight capacity for baggage or goods.

Reservations booking designator (RBD) - the code used in reservations messages to denote the compartment in which reservations are made.

Resident ("a resident") - a person whose usual residence is in a certain country, provided that a more restricted definition may apply under local definition.

Round the world (RTW) - travel from the point of origin and return thereto that involves only one crossing of the Atlantic Ocean and one crossing of the Pacific Ocean.

Round trip - travel entirely by air from a point to another point and return to the original point comprising two half round trip fare components only, for which the applicable normal half round trip fare for each component, measured from the point of unit origin, is the same for the routing travelled; provided that this definition shall not apply to round the world travel. If the fares to be used differ through class of service/seasonality/midweek-weekend/carrier variations, the outbound fare shall be used also for the inbound fare component for the purpose of determining if the pricing unit is a round trip.

Routing - the carrier(s) and/or the cities and/or class of service and/or type of aircraft via which carriage is provided between two points.

Scandinavia - the area comprised of Denmark, Norway and Sweden.

School year - a period of 12 consecutive months less

whatever interruptions for vacations are normally granted by the educational establishment at which the student is enrolled; provided that where the official scholastic year is less than 12 months, "school year" shall mean not less than a 6 month period less whatever interruptions for vacations are normally granted at the educational establishment at which the student is enrolled.

Sector or segment is a portion of a journey covered by a single flight coupon.

Segment - a portion of a journey comprised of legs or segments usually used in fare construction.

Service animals - any guide dog or other animal trained to provide necessary assistance to a qualified individual with a disability or a trained animal that assists law enforcement officers in the search for contraband and other items or that provides assistance with rescue efforts.  
side trip - a journey from and/or to an en route point of a fare component.

Side trip combination - the combination of a fare that could be ticketed separately from and/or to an en route point of a fare component.

Single open jaw trip - travel that is essentially of a round trip nature, except that the outward point of arrival and inward point of departure are not the same or the outward point of departure and inward point of arrival are not the same.

SITI - the sale and ticket issuance both occur in the country of commencement of transportation.

SITO - the ticket sale occurs in the country of commencement of transportation and the ticket issuance occurs outside the country of commencement of transportation.

SOTI - the ticket sale occurs outside the country of commencement of transportation and the ticket issuance occurs in the country of commencement of transportation.

SOTO - the ticket sale and ticket issuance both occur outside the country of commencement of transportation.

South America - the area comprised of Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, French Guiana, Guyana, Paraguay, Peru, Suriname, Uruguay and Venezuela.

South Asian Subcontinent - the area comprised of Afghanistan, Bangladesh, Bhutan, India, Nepal, Pakistan, Maldives and Sri Lanka.

South East Asia - the area comprised of Brunei; Dar Es Salaam; China; Guam; Hong Kong; Indonesia; Kampuchea; Kazakhstan; Kyrgyzstan; Laos, People's Democratic Republic of; Malaysia; Mongolia; Myanmar; Philippines; Singapore; Taiwan, province of; Tajikistan; Thailand;

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Turkmenistan; Russian Federation (east of the Ural Mountains);  
Uzbekistan and Vietnam.

South Pacific - the area comprised of all routes between  
points in the U.S.A./Canada and points in the Southwest Pacific via  
the Pacific Ocean.

Southern Africa - points within Africa comprised of Botswana,  
Lesotho, Mozambique, Namibia, South Africa and Swaziland.

Southwest Pacific - the area comprised of American Samoa,  
Australia, Cook Islands, Fiji, French Polynesia, Gilbert and  
Ellice Islands, Loyalty Islands, New Caledonia, New Hebrides, New  
Zealand, Papua New Guinea, Samoa, Society Islands, Solomon Islands,  
Tonga and intermediate Islands.

Special drawing right ("SDR") - a special unit of currency,  
the value of which fluctuates and is recalculated each  
banking day. these values are known to most commercial  
banks and are reported in some newspapers and in the IMF  
survey, published weekly by the International Monetary Fund,  
Washington, D.C. 20431.

Special fare - a fare other than a normal fare.

Standby passengers - passengers who board a flight subject  
to space availability at departure time and only after all  
passengers having reservations for such flight and all  
passengers without reservations but paying fares other than  
adult standby fares have boarded the flight.

Stopover - when a passenger arrives at an intermediate point  
and it not scheduled to depart within 24 hours of arrival.

Sunday rule - return travel from the last fare construction  
point outside the country of unit origin must not be  
commenced before 0001 hours on the Sunday after the date of  
arrival at the first fare construction point outside the  
country of unit origin.

Surface sector - transportation by means other than air  
between two intermediate points in a fare component.  
through charge/fare - a fare applicable for travel between  
two consecutive fare construction points via an intermediate  
point(s).

Ticket (or "passenger ticket") - either the document  
entitled "passenger ticket and baggage check" or the  
electronic ticket, in each case issued by or on behalf of  
the carrier, and including conditions of contract, notices  
and the coupons contained in it.

Ticketed point - points shown in the 'good for passage'  
section of the passenger ticket plus any other point(s) used  
for fare construction and shown in the fare construction box  
of the passenger ticket; provided that two flight numbers of  
two carriers such as for an interchange flight will not be  
permitted on one flight coupon.

Transatlantic sector - that portion of travel covered by a single flight coupon from the point of departure in area no. 1 to the point of arrival in area no. 2 and vice versa.

Transfer - a change from the flight on one carrier to the flight of another carrier; or a change from the flight of a carrier to another flight of the same carrier bearing the same flight number or a change from the flight of a carrier to another flight; that is, service bearing a different flight number of the same carrier, irrespective of whether or not a change of aircraft occurs.

Transfer point - any point at which the passenger transfers from the services of one carrier to another service of the same carrier (bearing a different flight number) or to the service of another carrier.

Transit point - any stop at an intermediate point on the route to be travelled (whether or not a change of aircraft is made) which does not fall within the definition of a stopover.

Transpacific sector - the portion of travel covered by a single flight coupon from the point of departure in area no. 1 to the point of arrival in area no. 3 and vice versa.

Trust territory - the area comprised of the Caroline Islands, Mariana Islands and Marshall Islands.

United Kingdom (or "U.K.") - the area comprised of England, Scotland, Wales, Northern Ireland, Channel Islands and the Isle of Man.

United States of America (or the "United States" or the "U.S.A.") -, unless otherwise specified, the area comprised of the 48 contiguous states; the District of Columbia; Alaska; Hawaii; Puerto Rico; the U.S. Virgin Islands; American Samoa; the Canal Zone; Guam; Midway and Wake Islands.

United States Department of Defense - the U.S.A. departments of the Army, Navy, Air Force and the U.S. Marine Corps.

Validate - to stamp or write on a passenger ticket an indication that the passenger ticket has been officially issued by carrier.

West Africa - the area comprised of Angola, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Congo, Cote D' Ivoire, Equatorial Guinea, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Liberia, Mali, Mauritania, Niger, Nigeria, Sao Tome and Principe, Senegal, Sierra Leone, Togo and the Congo.

Westbound - travel from a point in area no. 2 or 3 to a point in area no. 1 via the Atlantic Ocean or travel from a point in area no. 1 to a point in area no. 2 or 3 via the Pacific ocean.

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Western hemisphere - the area comprised of the continental United States, Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Canada, Greenland, Mexico, Central and South America, and the Caribbean Area.

## Rule 2 Standard Format of Electronic Rules

### Rule Title/Application (Category \*\*)

This category contains the rule title and defines the application of the rule. It will be used to indicate the geographical application of the rule, type of service (first, coach, etc.), type of transportation (one way or round trip), type of journey (single open jaw, round trip, etc.) and applicability for use with joint fares, tour fares and group fares. Provisions for capacity limitations, general rules which are not applicable and miscellaneous information which is not category specific will also appear here. This category will appear with every rule with at least the rule title.

### Eligibility (Category 1)

This category is used to define the identification requirements and age range for a particular passenger type, if such conditions exist. It is not used to define the actual passenger types; e.g., clergy, military, etc., for a fare class. Passenger type information is provided in the fare class application. If this category is not present, the assumption is that there are no eligibility restrictions.

### Day/Time (Category 2)

This category reflects times and/or days when travel is permitted. The day/time information applies to origins of trips scheduled to depart during that time period. If this category is not present, the assumption is that the fare is available for travel at all times of the day and all days of the week.

### Seasonality (Category 3)

Unless otherwise specific in the governing fare rule, the following general rules apply:

- (1) Fares with no seasonal description apply all year.
- (2) Published one way seasonal fares  
The date of the first international/transoceanic flight of each fare sector will determine the seasonal fare to be applied to each sector.
- (3) Published it seasonal fares  
The date of the first international/transoceanic flight of each fare sector will determine the seasonal fare to be applied to the entire journey.
- (4) Day of week travel restrictions  
The date of the first international/transoceanic flight of each fare sector will determine the day-of-week fare level to be applied to each sector.

### Flight Application (Category 4)

This category reflects information regarding the use of a fare on specific flight numbers, types of service (non-stop, multi-stop, etc.), equipment types and travel via points. It may be used to reflect either positive or negative application of the information. If this category is not

present, it indicates that there are no flight restrictions for the fare.

#### Advance Reservations/Ticketing (Category 5)

##### (1) Reservations

- (A) If no specific provisions are included in the applicable fare rule, reservations may be made at any time prior to the departure of the desired flight, subject to availability of space.
- (B) Unless otherwise stated in the specific fare rule, any advance reservation requirement applies to reservations for the entire journey.
- (C) Unless otherwise stated in the specific fare rule, any advance reservation requirements stated in this category refer to the number of days prior to the date of commencement of travel (from the point of origin) that reservations must be confirmed. the actual date of departure may not be included in counting the advance reservation requirement. when an advance reservation requirement is stated in months, reservations must be confirmed no later than the same (numerically designated) day of the month when the reservation deadline occurs. when there is no similar, numerically designated day in the month in which the deadline occurs, the last day of the month will be considered as the deadline.
- (D) All bookings will be cancelled at the ticketing time limit irrespective of the status of the flight segments.

##### (2) Payment and ticketing

- (A) Unless otherwise stated in the specific fare rule, the purchase of a PTA will constitute purchase of a ticket; therefore, any provision stipulated in the fare rule for tickets shall also apply to PTAs (see also rule 65 - tickets).
- (B) If no specific provisions are stipulated in the applicable fare rule, then payment and ticketing may be completed any time prior to departure from point of origin; furthermore, such fare may be retroactively applied in the calculation of refunds (see category 16). If, however, the fare rule specifically states "prior to departure" then payment and ticketing must occur prior to departure and must follow any other specified ticketing guidelines and retroactive application for refunds is not permitted.

#### Minimum Stay (Category 6)

- (1) WHERE A RULE STATES THAT THERE IS NO MINIMUM STAY REQUIREMENT, THE RETURN TRAVEL MAY COMMENCE AT ANY TIME PRIOR TO THE MAXIMUM STAY LIMIT.
- (2) Minimum stay is measured by counting from the day after commencement of outbound international/transoceanic travel to the earliest day return international/transoceanic travel is permitted. when a minimum stay is stated in months, return travel will not be permitted prior to the same numerically designated day of the month when the minimum stay

requirements are met. When there is no similar, numerically designated day in the month in which the deadline occurs, the last day of the month will be considered as the minimum stay requirement. When specified in a fare rule that the minimum stay is required in or at a specific area, country or city, the minimum stay requirement is counted from the day after arrival in that specified area, country or city to the earliest day that return travel may commence.

#### Maximum Stay (Category 7)

- (1) Where a rule states that there is no maximum stay, travel will be permitted within the normal validity of the ticket, which is usually one year from the date travel commences from the point of origin, or for open tickets, one year from the date of issue.
- (2) Maximum stay is measured by counting from the day after departure from the point of origin to the last day travel may commence from the last stopover point, including the point of turnaround if no other stopovers are made. When a maximum stay is stated in months, return travel must commence by the same numerically designated day of the month when the maximum stay limitations expire. When there is no similar, numerically designated day in the month in which maximum stay limitations expire, the last day of the month will be considered as the maximum stay limitation.

#### Stopovers (Category 8)

- (1) Unless otherwise specifically stipulated in a specific rule, stopovers are permitted in accordance with rule 135 (stopovers) as shown in this tariff.
- (2) a stopover will occur when a passenger arrives at an intermediate point from which he is not scheduled to depart on the day of arrival. If there is no connecting departure scheduled on the day of arrival, departure on the next day within 24 hours of arrival shall not constitute a stopover.

#### Transfers (Category 9)

It is assumed that an unlimited number of transfers may be made and that no restrictions apply to transfers. This category defines the conditions or restrictions under which transfers may occur and the applicable charges, carriers and locations associated with these transfers. If this category is not present, transfers may be made anywhere along the passenger's route.

#### Permitted Combinations (Category 10)

Each fare shall be specified as one or more of the following types of journeys:

- (1) One way (OW): A fare designated as ow applies to one way transportation. Unless otherwise stated in the specific fare rule, this fare may only be used in combination with other fares as a component of a one way journey.
- (2) Round trip (RT)/Circle trip (CT):



- (A) In the case of published one way fares, the fare for RT/CT transportation will be the sum of the applicable fares for each sector of the journey.
  - (b) In the case of published round trip fares, the fare for RT/CT transportation will be the applicable published fare when travel is via the same international carrier in both directions and via the routing/mileage provisions specified for the fare. If travel is not via the same international carrier in both directions, or if travel does not adhere to the routings/mileage provisions specified for the fare, 50 percent of a rt fare may be combined with 50 percent of another applicable rt fare provided such combination is permitted in this category.
- (3) Single open jaw (SOJ)/Open jaw (OJ):
- (A) In the case of published one way fares, the fare for SOJ/OJ transportation will be the sum of the applicable fares for each sector of the journey.
  - (b) In the case of published round trip fares, the fare for SOJ/OJ transportation will be 50 percent of the applicable round trip fare for each sector of the journey, provided such combination is permitted in this category. The open jaw portion(s) of a journey will be considered to be a single point in determining the minimum and maximum stay requirements, stopover conditions, etc.
- (4) Any fare may be combined, end-on-end, with any other fare that permits such combination provided all conditions of each fare are met. Travel must be via the fare combination point(s).
- (5) Any fare may be combined with the applicable arbitraries.
- (6) Unless otherwise restricted in the specific fare rule, 50 percent of a rt fare published in this tariff may be combined with 50 percent of another RT fare governed by the same rule published in this tariff.
- (7) Unless otherwise stated in the specific fare rule, 50 percent of a rt fare published in this tariff may not be combined with:
- (a) 50 percent of a similar fare published in the same global direction published in this tariff.
  - (b) 50 percent of a similar fare published in the same global direction by another carrier in another tariff.
  - (c) 100 percent of a one way fare to construct a round trip or circle trip fare.
- (8) When a specific fare rule permits combination of 50 percent of a rt fare with 50 percent of another fare in the same tariff or another tariff, and the governing provisions of the rules differ, the following provisions will apply unless otherwise stated in the applicable fare rules:
- (a) Period of validity
    - (i) Seasonality
      - when 50 percent of a rt fare is combined with another fare and seasonality applications

- vary, the date of the first international/transoceanic flight on the outbound portion of the journey will be applied to the seasonality specifications of each fare component to determine the seasonal fare to be applied to such sectors.
- (ii) Day of week  
The day of week application of each fare shall apply to the appropriate sector over which the fare is assessed.
  - (B) Surcharges  
The surcharge provisions of each fare shall apply to the appropriate sector over which the fare is assessed.
  - (C) Length of stay
    - (i) The longer minimum stay requirement will apply to the entire journey.
    - (ii) The shorter maximum stay requirement will apply to the entire journey.
  - (D) Stopovers  
The stopover restrictions of each fare shall apply to the appropriate sector over which the fare is assessed, provided that the passenger will not receive more than the maximum allowable number of stops in the most restrictive rule.
  - (E) Discounts  
The discount that results in the highest fare shall apply to the entire journey.
  - (F) Tour requirements  
Tour features may be sold in conjunction with combined fares provided both fares are combinable with inclusive tour packages. When specific tour features are required, the largest number of tour features shall apply to entire journey. When minimum tour prices are specified, the highest minimum tour price shall apply to the entire journey.
  - (G) group requirements
    - (i) the larger minimum group size of the two fares shall apply to the entire journey.
    - (ii) THR group travel requirements of each fare shall apply to the appropriate sector over which the fare is assessed.
  - (H) Reservations and ticketing
    - (i) the longest advance reservation requirement will apply to the entire journey.
    - (ii) the longest advance payment/ticketing requirement will apply to the entire journey.
    - (iii) Any rule provision requiring simultaneous payment and ticketing shall apply in addition to the longer advance payment/ticketing deadline.
    - (iv) If there is a deposit required in conjunction with advance reservations, the largest requirement will apply to the entire journey.
  - (I) Routing/rerouting
    - (I) The routing conditions of each fare shall apply to the appropriate sector over which

- the fare is assessed.
- (ii) The most restrictive voluntary rerouting provisions will apply to the entire journey.
- (iii) The involuntary rerouting provisions of each fare shall apply to the appropriate sector over which the fare is assessed.
- (j) Cancellation and refunds  
The highest cancellation penalty that is applicable during any given time period will apply to the entire journey.

#### Blackout Dates (Category 11)

This category is used to define single dates or date ranges when travel is not permitted. The assumption is made that blackouts apply to the scheduled departure time of a flight regardless of the portion of the passenger's travel they represent. If this category is not present, the fare is not subject to blackout dates.

#### Surcharges (Category 12)

This category defines the conditions under which surcharges are applicable and the corresponding charge. The assumption is that there are no surcharges unless this category is present. If restrictions for a fare may be waived or modified based upon payment of a charge, these conditions will be found in either this category or in (category 16) penalties.

#### Accompanied Travel (Category 13)

This category is used as a component of a rule when travel with one or more other passengers is necessary to qualify for a fare. If this category is not present, any passenger may travel alone over the entire routing.

#### Travel Restrictions (Category 14)

This category is used to state specific travel date restrictions. Usually these are the dates when the fare may first be used for travel or after which it may no longer be used. If this category is not present, the fare is available for travel at all times.

#### Sales Restrictions (Category 15)

This category is used to define a fare that is available for sale subject to restrictions based on date, point of sale or similar conditions. The dates are most commonly first and last reservation or ticketing dates. If this category is not present, the fare is available for reservations and ticketing at all times, anywhere and by anyone.

#### Penalties (Category 16)

##### (1) Routing

Unless further restricted in the specific fare rule, travel must be via the routing and/or mileage provisions that are specified for the fare. If there is more than one routing at the same fare, the passenger may specify the routing prior to issuance of the ticket. If any portion of the ticket is left on the "open" basis, the passenger may specify any of the

optional routings, otherwise the carrier will determine the routing.

- (2) Rerouting  
Rerouting will require a ticket to be either revalidated (change to the flight number and/or travel date) or reissued (change to the destination, connection or stopover point(s)).
- (A) Voluntary rerouting  
as used herein, "voluntary rerouting" shall refer to any changes in reservations of confirmed flights requested by a passenger. Unless otherwise stated in a specific fare rule, the following conditions will apply:
- (i) If there are no specific restrictions on rerouting in the specific fare rule, then voluntary rerouting shall be permitted as outlined in rule 255 (reroutings) of this tariff. The revised routing must conform to the provisions of the original fare or the revised itinerary, as outlined in rule 255 (reroutings) of this tariff.
  - (ii) In the case of fares that have advance reservation restrictions, voluntary rerouting will be permitted, without penalty, prior to the advance reservation deadline. Where a restriction is placed on voluntary rerouting, such restriction will apply only after the reservations deadline has passed.
  - (iii) If there is a penalty for rerouting, reservations for the revised itinerary will only be confirmed prior to the advance reservations deadline or upon simultaneous reissue/ revalidation of the passenger's ticket.
  - (iv) If voluntary rerouting is not permitted in the specific fare rule, the cancellation provisions (outlined in category 16 of the specific fare rule) shall apply whenever a passenger voluntarily changes confirmed reservations.
- (b) Involuntary rerouting  
normal involuntary rerouting procedures in accordance with rule 255 (reroutings) in this tariff shall apply unless specifically stated in the applicable fare rule.
- (3) Cancellation prior commencement of travel
- (a) Unless otherwise amended by specific provisions in the applicable fare rule, the provisions of rule 90 (refunds), in this tariff, shall apply.
  - (b) Unless otherwise stated in the specific fare rule, in the case of fares that have advance payment/ticketing requirements, the specified cancellation penalty will apply only after the advance payment/ticketing deadline has passed.
  - (c) If a passenger fails to use the confirmed flights indicated on the ticket, all flight coupons remaining in the ticket will become void for further transportation at the ticketed fare. The

- applicable cancellation penalty will be applied before any refund will be processed.
- (4) Cancellation after commencement of travel
- (a) Unless otherwise amended by specific provisions in the applicable fare rule, the provisions of rule 90 (refunds), shall apply.
  - (b) when a fare has a specified cancellation penalty and a passenger fails to use the confirmed flight(s) indicated on the ticket, all flight coupons still remaining in the ticket will become void for further transportation at the ticketed fare. The original fare paid by the passenger may be applied toward the purchase of any fare(s) that may be retroactively applied to the sector(s) flown by the passenger. The cancellation penalty will be deducted from any refundable amount.
- (5) At any time  
Cancellation penalties may be applied toward the purchase of a higher QR fare governed by a different rule from that originally ticketed providing that any tickets issued for revised itineraries are annotated "non-ref (amount of cancellation penalty)".

#### Higher Intermediate Point (Category 17)

It is assumed that the higher intermediate point rule applies. This category is used to negate that assumption when stopovers or connections are made at specific geographic locations.

#### Ticket Endorsements (Category 18)

This category is used to indicate ticket endorsement text and the location on the ticket for the endorsement. If this category is not present, there are no endorsement requirements for the fare.

#### Children's Discounts (Category 19)

Unless otherwise stated in a specific fare rule, provisions of rule 200 (children's and infants' fares) and rule 50 (acceptance of children), in this tariff, as well as the following conditions will apply.

- (1) Infants' fares:
- An infant less than two years of age on the date of commencement of travel from the point of origin will be charged the amount specified in the fare rule.
- (a) A passenger traveling at an infant discount fare is not entitled to a seat that is reserved prior to departure. If a seat is reserved prior to departure, the infant will be eligible only for discounts applicable to infants occupying a seat.
  - (b) When infants begin their journey (less than 2 years) but on their return flight they become a child (2 years or more). A separate seat will be provided to passenger of two years or more. The following two options will be offered to the passenger to choose from:
    - two one way e-tickets must be issued with directional one way fares i.e.
    - (i) For the outbound, one way infant fare will be

- applicable.
- (ii) For the inbound, one way child fare will be applicable.
  - (c) Should a customer opt to have a separate seat for the infant then a return child fare with passenger type code CHD will be applicable for the entire journey.
  - (d) where the specific fare rule does not permit an infant's discount, a discount may be calculated on the lowest fare for which his/her itinerary qualifies (considering routing restrictions, minimum/maximum stay and advance purchase/ticketing restrictions and reservation booking codes where necessary).
  - (e) where the specific fare rule allows for free infant transportation, either for the entire journey or a portion of the journey, a ticket/coupon must be issued for the entire journey, including the free transportation.
- (2) Children's fares:
- A child who is at least two (2) years of age but less than 12 years of age on the date of commencement of travel from the point of origin, accompanied by a passenger who is at least 18 years of age, will be charged the amount specified in the specific fare rule.
- (a) where the specific fare rule does not permit children's discounts, then the accompanied child will either pay the full adult fare or a discount may be calculated on the lowest applicable fare for which his/her itinerary qualifies (considering routing restrictions, minimum/maximum stay and advance purchase/ticketing restrictions and reservations booking codes).
  - (b) The discount listed for children and infants will also apply to any charge or surcharge and to any cancellation or refund penalty that would normally be assessed to the adult fare.

#### Tour Conductor Discounts (Category 20)

This category is used to provide either specific fare amounts or the information for calculating discount fares for tour conductors. It also specifies accompanying travel requirements for the tour conductors travelling at the calculated or specified fare. If this category is not present, the fare is not discountable for tour conductors.

#### Agent Discounts (Category 21)

This category is used to provide either specific fare amounts or the information for calculating discount fares for agents. It also specifies the accompanying travel requirements for agents travelling at the calculated or specified fare. If this category is not present, the fare is not discountable for agents.

#### All Other Discounts (Category 22)

This category is used to provide the specific fare amounts or the information for calculating discount fares for all passenger types other than children, tour conductors and

agents. If also specifies the accompanying travel requirements for the passengers travelling at the calculated or specified fare. If this category is not present, the fare is not discountable for the passenger types that fall into this category.

#### Miscellaneous Provisions (Category 23)

This category is used to specify whether specific fares should or should not be used for construction of unpublished fares, proration, refund calculation, currency adjustments or as proportional fares. The assumption is that fares may be used for any purposes.

#### (Category 24)

Currently not available

#### (Category 25)

Currently not available

#### Groups (Category 26)

##### (1) Group SIZE

A minimum group size refers to the minimum number of passengers required to form a group, which will permit the use of a particular fare. Unless otherwise specified in the fare rule, in order to determine the minimum group size, two children each paying at least 50 percent of the applicable group fare will be counted as one member of the group.

##### (2) Affinity

(A) The travel group shall be formed from affinity groups; i.e., members or employees of the same association, corporation, company or other legal entity (hereinafter referred to as the "organization") which shall have principal purposes, aims and objectives other than travel, and sufficient affinity existing prior to the application for transportation to distinguish it and set it apart from the general public; provided that no transportation may be offered to an organization.

(b) With respect to the formation of affinity travel groups:

- (i) Solicitation shall be limited to personal letters, circulars and telephone calls addressed to members of the organization, to group publications intended solely for members of the federation or body to which the organization belongs, and to any other form of solicitation as defined in (iii) below,
- (ii) Solicitation shall be effected only by officials of the organization or members of the travel group,
- (iii) "Public solicitation" shall be deemed to exist when the group transportation is described, referred to or announced in Advertisements or any other writing or by means of public communication, whether paid

or unpaid, including but not limited to telephone campaigns, radio, telegraph and television; provided, however, that a statement in public news media, other than advertisement, that could not reasonably be construed as calculated or likely to induce travel as a member of the travel group and which has not been initiated by the organization, any member of the travel group, the carrier or an agent or representative of any of them, shall not be considered public solicitation.

- (iv) The travel group shall not be gathered directly or indirectly by a person engaged in soliciting or selling transportation services or providing or offering to provide transportation to the general public, provided that the mere ascertainment of the group fare and/or its collection from members of the travel group shall not of itself be deemed to constitute engaging in such acts; provided further that if the organizer of the travel group (hereinafter referred to as "applicant") employs a travel agent to assist in the travel arrangements, such travel agent shall in no way solicit members of the travel group, except that after the party to be transported is formed, the travel agent may contact members of such group for the purposes of arranging other travel services in addition to assisting in travel arrangements.
  - (v) Each member of the travel group shall be a member of the organization at the time of application for the group fare and shall have been such a member for at least six months immediately prior to the date on which the transportation will commence.
  - (vi) The travel group may include the spouse and dependent children of a member of the organization from which the party to be transported is drawn and the parents of a member living in the same household as the member; provided, however, that any such spouse, dependent children or parents are accompanied on the flight by such member unless the member has been compelled to cancel his passage and only if such member's fare is not refunded.
- (3) Own use groups
- (a) The travel group shall be formed only for use of one person (which expression shall include an individual person or legal entity such as an association, partnership, company or corporation) (hereinafter referred to as "the purchaser"); provided that such purchaser shall not, wholly or partially, directly or indirectly, share the cost of air transportation with other persons



- interested in obtaining such transportation including the passengers carried. Notwithstanding the foregoing, such cost may have been raised by voluntary contributions, provided that the voluntary contributions are not solicited nor obtained solely from the passengers to be carried.
- (b) Participation in the travel group is not limited to those actually contributing.
  - (c) The minimum amount of each person's contribution has not been prescribed by the purchaser; and,
  - (d) Each person to be included in the travel group is selected by the purchaser and for reasons other than such person's request that he be included in the travel group.
- (4) Incentive groups  
The travel group shall be comprised of groups of employees and/or dealers and/or agents (including spouses) of the same business firm(s), corporation(s) or enterprises(s) (excluding non-profit organizations) travelling under an established incentive travel program that rewards the employees, dealers and/or agents for past work or provides an incentive for future activities; provided that:
- (a) The incentive travel program shall include air transportation, accommodations, sightseeing, entertainment and other features, the cost of which is borne entirely by such firm/corporation/enterprise and not passed on directly or indirectly to the employees, dealers or agents;
  - (b) Officials (and spouses) of such firm, corporation or enterprise may be included in the group if they are travelling for the purposes of making awards or officiating in the incentive travel program;
  - (c) each member of the incentive group is a member of the organization at the time of application for the group fare.
- (5) Documentation
- (a) General requirements for all individual and group inclusive tours. There must be vouchers specifying sleeping accommodations and any sightseeing or other features of the tour. Such vouchers, including those for ground transportation, must be available for inspection during check-in prior to commencement of outbound transatlantic travel.
  - (b) Affinity/incentive/non-affinity/own use group requirements
    - (i) written application, in the form required, shall provide a full description of the travel desired, the names and total number of passengers, and, where applicable, the affinity/incentive use provision under which the travel is being requested, and must be signed by the applicant (the person responsible for the travel arrangements of The group).
    - (ii) The application must be submitted to the

- issuing carrier (the carrier whose tickets are to be issued) prior to commencement of outbound travel. The deadline for receipt of the application is specified in each particular group travel rule.
- (iii) Except as otherwise noted, only those passengers listed in the written application may be transported.
  - (iv) Passenger substitution/additions - if name changes and/or additions to the list of participants in the travel group may be made after the written application has been submitted, a statement will appear in this category giving the number of changes and/or additions.

Tours (Category 27)  
Intentionally left blank

Visit Another Country (Category 28)  
Intentionally left blank

Deposits (Category 29)  
This category indicates if there are deposit requirements to qualify for a fare, e.g., deposit amount, days required prior to ticketing/travel, refund of deposit conditions and waivers for the deposit requirements. If this category is not present, the assumption is that there are no deposit requirements for the fare.

## Rule 5 Application of Tariff

### (A) General

- (1) This tariff shall apply to carriage of passengers and baggage, and to all services incidental thereto, by QR under local and joint fares and charges.
- (2) rules apply to local carriage via QR and to joint transportation via QR in conjunction with other participating carriers.
- (3) Fares, charges and monetary amounts shown in dollars or cents are stated in terms of U.S. currency except where fares, charges and monetary units are specifically stated as being in Canadian dollars or other currency.
- (4) Rules stating any limitation on or conditions relating to the liability of carriers for personal injury or death are not to be included in tariffs, except as otherwise provided herein, nothing in this tariff modifies or waives provisions of the Warsaw convention.
- (5) Rules in this tariff govern the application of all fares and charges published in tariffs that specifically refer to and are made subject to this tariff with such exceptions that may be expressly stated in such tariffs. These rules constitute the conditions upon which each carrier transports or agrees to transport and are expressly agreed to by the passenger to the same extent as if such rules were included in the conditions of carriage.
- (6) The rates, fares, charges, classifications rules, regulations, practices and services provided herein and in tariffs governed by this tariff have been filed in each country in which filing is required by treaty, convention or agreement entered into between that country and Canada, in accordance with the provisions of the applicable treaty, convention or agreement.
- (7) Except as otherwise provided below, fare rule provisions, local or joint fares, including arbitraries contained in the online tariff database maintained by airline tariff publishing company, agent on behalf of QR are considered to be part of this tariff.
- (8) The obligations of the carrier under the air passenger protection regulations (appr) form part of the tariff and supersede any incompatible or inconsistent term and condition of carriage set out in the tariff to the extent of such inconsistency or incompatibility, but do not relieve the carrier from applying terms and conditions of carriage that are more favorable to the passenger than the obligations set out in the appr.

### (B) Gratuitous carriage

with respect to gratuitous carriage, carrier reserves

the right to exclude the application of all or any part of this tariff.

(C) Change without notice

Except as may be required by applicable laws, government regulations, orders and requirements, QR's rules, regulations and conditions of carriage are subject to change without notice; provided, that no such change shall apply to a contract of carriage after the carriage has commenced.

(D) Effective rules, fares and charges

except as otherwise provided herein, the applicable rules, fares and charges for carriage of passengers and or baggage are those duly published by QR and shall be those in effect on the date of commencement of carriage covered by the first flight coupon of the ticket. When the fares or charges collected are not the applicable fares or charges, the difference will be refunded to or collected from the passenger as may be appropriate.

Exception 1: (Applicable to QR for local and joint transportation originating in U.S.A. or Canada ) no increase will be collected in cases where the ticket has been issued prior to the effective date of a tariff containing an increase in the applicable fare, effected through a change in fare level, a change in conditions governing the fare, or a cancellation of the fare itself, provided:

- (a) The originating international flight coupon of the ticket was issued flight specific at the fare contained in a tariff lawfully in effect on the date of ticket issuance (determined by the validation stamped or imprinted on the tickets).
- (b) The originating international flight shown on the ticket is not voluntarily changed at the passenger's request subsequent to the effective date of any increase in the applicable fare.
- (c) Flights other than the originating international flight are not voluntarily changed to reflect a revised routing via which the original fare charged would not have been applicable.
- (d) This provision shall apply only to the passenger to whom the ticket was originally issued.

Exception 2: (Applicable for local and joint Transatlantic transportation or originating in Canada to points in area no. 2 for downgrades only). When a new fare is introduced or a current fare is reduced, ticketed passengers may downgrade prior to departure of the

originating flight and receive a refund of the difference in fares less an administrative service charge, subject to the following conditions:

- (a) No change may be made to the origin/destination/connection/stopover points or flights/dates shown on the original ticket.
  - (b) All conditions of the new fare must be met including rebooking in the correct booking code.
  - (c) An administrative service charge of CAD 50.00 will be applied for all ticketed/unticketed PTAS presented for downgrade.
  - (d) If the original ticket had a non-refundable penalty, the original non-refundable amount will remain non-refundable.
  - (e) This provision shall apply only to the passenger to whom the ticket was originally issued.
- (E) Percentage of fares or charges  
When rules or provisions in this tariff, or tariffs governed hereby, provide for the application of fares and charges based upon percentages of other fares and charges, such proportionate fares and charges will be determined in accordance with the percentage conversion table of this tariff.
- (F) Reference to tariffs, pages, rules, items and notes are continuous and include revisions, supplements thereto and reissues thereof.
- (G) No agent, servant or representative of carrier has authority to alter, modify or waive any provisions of the contract of carriage or of this tariff.
- (H) Overriding law: (applicable to QR only for transportation to, from, or via a point(s) outside Canada .) Insofar as any provision contained or referred to in the ticket or in this tariff may be contrary to mandatory law, government regulations, orders, or requirements, such provision shall remain applicable to the extent that it is not overridden thereby. The invalidity of any provision shall not affect any other part.

Tariff: QR1  
Carrier: Qatar Airways - QR

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## Rule 20 Capacity Limitations

QR shall limit the number of passengers carried on any one flight at fares governed by rules or fares making reference hereto and such fares will not necessarily be available on all flights or in all markets. The number of seats that QR shall make available on a given flight will be determined by QR'S best judgement as to the anticipated total passenger load on each flight.

## Rule 21 Transport of Disabled Passengers

- (A) Definitions -passengers shall be considered disabled when their physical, medical or mental condition requires individual attention on enplaning, deplaning, during flight, in an emergency evacuation or during ground handling which is normally not extended to other passengers.
- (1) Ambulatory - a person who is able to move about within the aircraft unassisted.
  - (2) Non-ambulatory - a person who is not able to move within the aircraft unassisted.
  - (3) Self-reliant - a person who is independent, self-sufficient and capable of taking care of all personal needs during flight, and does not require assistance of a personal nature, such as assistance with eating, using the washroom facilities or administering medication nor does not require assistance from the carrier beyond the range of services that are normally offered by the carrier.
  - (4) Non-self-reliant - a person who is incapable of self-care during a flight.
  - (5) Determination of self-reliance  
the carrier will accept the disabled person's determination as to self-reliance.
  - (6) Assistant (personal attendant) - an able-bodied person physically capable of assisting a disabled passenger to an exit in the event of an emergency and who will attend to the personal needs of that passenger during flight, where such is required.
  - (7) wheelchair-bound athlete - a non-ambulatory person with upper body and arm development such as to make him/her physically capable of egressing an aircraft in an emergency with minimal assistance, and who is a member of a bona-fide sports organization.
  - (8) Random seating - the assignment of any passenger seat on the main deck of an aircraft except a seat in a row of seats at an emergency exit.
  - (9) Planned seating - the assignment of passenger seats at or near the end of an evacuation line to an exit which, in general, will be floor level exit.
  - (10) Service animals - the carrier will accept for transportation, without charge, a service animal required to assist a person with a disability provided that the animal is properly harnessed and certified as having been trained by a professional service animal institution. Service animals will not be carried unless proper permits are obtained for entry into the countries of transit/final destination, and such permits are presented prior to commencement of travel. Should injury to or death of a service animal result from the fault or negligence of the carrier, the carrier will

undertake to provide expeditiously, and at its own expense, for medical care, and if necessary, replacement of the animal.

(B) Acceptance of passenger with disabilities

- (1) The carrier will accept the disabled person's determination as to self-reliance.
- (2) Carrier will refuse to transport or will remove at any point, any passenger whose mental or physical condition is such as to render him/her incapable of caring for himself/herself without assistance, unless he/she is accompanied by an attendant who will take care of him/her and who will provide him/her with a service related to a disability that is not usually provided by the carrier's staff.
- (3) Disabled passengers will be accepted for transportation as outlined in the following:

Disability	Assistant Required
Blind	No
Deaf	No
Blind and Deaf/Self Reliant	No
Blind and Deaf/Non Self Reliant	Yes
Intellectually Disabled/ Self-Reliant	No
Intellectually Disabled/ Non-Self-Reliant	Yes
Ambulatory/Self-Reliant	No
Ambulatory/Non-Self-Reliant	Yes
Note: The Maximum No. per Flight: No Limit.	
Non-Ambulatory/Non- Self-Reliant	Yes
Non-Ambulatory/Self- Reliant	No*

\* - Except in cases where the number of such passengers travelling on a given flight exceeds the civil aeronautics directorate transport Canada guideline commercial air services (carriage of non-ambulatory passengers on large turbo-jet airplanes). Carriers are advised to refer to the current guideline for further information.

- (4) Medical clearance  
 Carrier reserves the right to require a medical clearance from the company medical authorities if travel involves any unusual risk or hazard to the passenger or to other persons (including, in cases of pregnant passengers, unborn children).

(C) Seating restrictions

Disabled passengers will not be permitted to occupy seats in designated emergency exit rows, over-wing emergency exit rows or where the ventral stair may have to be used as an emergency exit or the upper deck of the B747.

(D) Reservations/check-in requirements

Reservations should be made at least 72 hours in advance of travel, advising the carrier as to the nature of the disability and assistance required, so



that carrier arrangements can be made. carriers will make every effort to accommodate passengers who fail to make reservations 24 hours in advance.

(E) Acceptance of mobility aids

In addition to the regular free baggage allowance provided rule 190, carrier will accept the following items which must be stowed in the baggage compartment:

- (1) Manually operated wheelchairs and walkers electric/battery-powered wheelchairs and electric-powered carts and scooters.
- (2) wheelchairs with nonspillable batteries with terminals disconnected and taped.
- (3) wheelchairs with spillable wet cell batteries on certain types of aircraft with terminals disconnected and taped, providing they can be securely fastened in an upright position and protected against contact with other articles. carrier requires 24 hour notice for carriage of spillable wet cell battery operated wheelchairs.

In addition to the above, where space permits, one manually operated folding wheelchair per flight may be stored in the passenger cabin without charge.

where a mobility aid cannot be carried in the passenger cabin QR will provide assistance in disassembling and packaging the aid, unpacking and reassembling the aid, and returning the aid promptly on arrival at the person's destination, all without charge.

passengers are requested to check-in least 3 hours prior to departure time.

- (4) Crutches and canes may be retained in the passenger's custody provided they are stowed in accordance with carrier's safety regulations.
- (5) If a mobility aid is damaged or lost, the carrier will immediately provide a suitable temporary replacement without charge. If a damaged aid can be repaired, the carrier will arrange, at its expense, for the prompt and adequate repair of the aid and return it to the passenger as soon as possible. If a damaged aid cannot be repaired or is lost and cannot be located within 96 hours after the passenger's arrival, the carrier will, at its discretion, replace it with an identical aid satisfactory to the passenger or reimburse the passenger for the replacement cost of the aid.

(F) Acceptance of service animals

QR accepts for transportation without charge a properly harnessed service dog, regardless of breed or type that is individually trained to do work or perform tasks for the benefit of a qualified individual with a disability. The service dog will be permitted to accompany such passenger into the cabin but will not be permitted to occupy a seat. The number of service dogs per disabled passenger will be limited to:

To/From Canada: one per passenger

To/From USA: two per passenger

Tariff: QR1  
Carrier: Qatar Airways - QR

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It will be the sole responsibility of the customer to ensure they hold the proper documentation required for the animal to transit or enter any country in their itinerary.

Acceptance will be subject to documentation as required by local government regulations known as Air Carrier Access Act (US) and Accessible Transportation for Persons with Disabilities Regulations (CA)(G) Refusal to transport

Carrier is not liable for its refusal to transport any passenger or for its removal of any passenger in accordance with the preceding paragraphs of this rule, But such carrier will, at the request of the passenger, refund in accordance with rule 90 (refunds - involuntary).

(H) Rules and discounts

The following rules are applicable:

55 (Liability of carriers)

80 (Revised routings, failure to carry and missed connections)

85 (Schedules, delays and cancellation of flights)

87 (Denied boarding compensation)

90 (Refunds)

## Rule 22 Medical Services

- (A) Medical transport  
Qatar Airways carries a special wheelchair on board the A300/600 and A330 (one wheelchair in overhead locker above seat 41D and 42D respectively) to take passengers to their seats. There is no special wheelchair on board the A320/A321 aircraft.
- (B) Expenses
- (1) Expenses for medical examinations or special attention of any kind whatsoever including hospital charges at night stops etc. Must be borne by the passengers. Any fee for completion of the medical information form (Medif) will be the responsibility and no authority for arranging hospital admission.
  - (2) Hospital admission: Arrangements for admission to hospitals must be made by medical authorities at the originating station. QR has no responsibility and no authority for arranging hospital admission.
  - (3) Ambulances: An ambulance service is available at most airports at all times, however at every station, local procedures apply. Requests for an ambulance must be made through the Qatar Airways senior station representatives, well in advance. charges are to be borne by the passenger. This matter must be clarified and agreed to at the time or reservations with the passenger or agent.
- (C) wheelchairs  
Categories:  
WCHR passenger can ascend/descend steps and make own way to/from cabin seat but cannot manage long distances equals wheelchair ramp  
WCHS passenger cannot ascend/descend steps but is able to make own way slowly to/from cabin seat equals wheelchair steps  
WCHC passenger is completely immobile and requires a wheelchair to/from aircraft and to/from cabin seat equals wheelchair cabin (or carry).  
in addition to the above codes and definition of wheelchair passengers, the following equipment codes shall be used, whenever the passenger carries his/her own wheelchair (note that these wheelchairs are free of charge and not included in the baggage allowance):  
WCBD passenger has own wheelchair with dry battery  
WCMP passenger has own wheelchair, not battery; manual power  
Note: Cancelled

Tariff: QR1  
Carrier: Qatar Airways - QR

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## Rule 23 Personal Data

The passenger recognizes that personal data has been given to QR for the purpose of making a reservation for carriage, issuing a ticket, issuing a boarding pass obtaining ancillary facilitating immigration and entry requirements and making available such data to government agencies in connection with passenger travel. For these purposes, the passenger authorizes QR to retain and use such data and to transmit it to QR offices and authorized agents, government agencies, other carriers or the providers of such services in whatever country they may be located.

## Rule 24 Screening of Passengers and Baggage

Passengers and/or their baggage may be subject to security screening, including but not limited to, security profiling, physical pat-downs and inspections, x-ray screening, manual bag searches, questioning of passengers and use of electronic or other detectors or security screening devices, in the sole discretion of the government, airport or QR, and with or without passenger's presence, consent or knowledge. Neither QR nor its employees or agents is liable for any damage, loss, delay (including refusal to transport), confiscation of property, injury or other harm to or arising out of security screening or passenger's failure to comply with such screening.

## Rule 25 Refusal to Transport, Limitation of Carriage

- (A) QR may refuse carriage of a passenger or a baggage for reasons of safety or if, in the exercise of QR reasonable discretion, QR determine that:
- (1) Such action is necessary in order to comply with any applicable law, regulations or orders of any state or country to be flown, from, into or over; or
  - (2) Passenger conduct, age or mental or physical state, including passenger impairment from alcohol or drugs is such as to:
    - (a) Require special assistance from QR; or
    - (b) Cause discomfort or make passenger objectionable to other passengers; or
    - (c) Involve any hazard or risk to passenger or to other persons or to property or
  - (3) Such action is necessary because passenger has failed to observe QR instructions; or
  - (4) Passenger has refused to submit to a security check; or
  - (5) The applicable fare or any charges or taxes payable have not been paid, or credit arrangements agreed between QR and passenger (or the person paying for the ticket) have not been complied with; or
  - (6) Passenger does not appear to be properly documented;
  - (7) Passenger may seek to enter a country through which passenger is in transit; or
  - (8) Passenger may destroy or otherwise dispose of himself/herself documentation during flight; or
  - (9) Passenger will not surrender a travel document to be held by the flight crew against receipt, when so requested by QR; or
  - (10) The ticket presented by passenger:
    - (a) Has been acquired unlawfully or has been purchased from an entity other than the issuing carrier or its authorized agent; or
    - (b) Has been reported as being lost or stolen; or
    - (c) Is a counterfeit ticket; or
    - (d) Any flight coupon has been altered by anyone other than QR or another carrier or QR respective authorized agents, or has been mutilated and QR reserve the right to retain such ticket; or
  - (11) As the person presenting the ticket (passenger) cannot prove that (passenger) is the person named in the "name of passenger" box in the ticket and QR reserve the right to retain such ticket.
- (b) Special assistance  
Acceptance for carriage of unaccompanied children, incapacitated persons, pregnant women or persons with illness are subject to prior arrangement with QR. passengers with any disabilities who have advised QR of any special requirements they may have at the time of

ticketing and been accepted by QR, shall not subsequently be refused carriage on the basis of such disability or special requirements.

- (C) Refusal to carry or removal of passenger  
QR may, in QR reasonable discretion, refuse to carry passenger, or remove passenger en route, due to passengers conduct, behaviour, physical or mental condition. in such a case, QR may cancel the remaining unused portion of the ticket, and passenger will not be entitled to further carriage or to a refund, either in respect of the sector, which was the subject of refusal of carriage or removal, or in respect of any subsequent sectors covered by the ticket. QR will not be liable for any consequential loss or damage alleged due to any such refusal of carriage or removal en route. QR reserve the right to claim from passengers all reasonable and proper costs of such removal as referred to in (a)(2) of these conditions.
- (D) Conduct aboard aircraft
- (1) Unacceptable behaviour  
If in QR'S reasonable opinion passenger conducts himself/herself aboard the aircraft so as to endanger the aircraft or any person or property on board, or obstruct the crew in the performance of their duties, or fail to comply with any instructions of the crew, including but not limited to those with respect to smoking, alcohol or drug consumption or behave in a manner to which other passengers may reasonably object, QR may take such measures as QR deems necessary to prevent continuation of such conduct, including restraint. passenger may be disembarked and refused onward carriage at any point and may be prosecuted for offences committed on board the aircraft.
  - (2) Payment of diversion costs  
If as a result of passengers behaviour, QR diverts the aircraft to an unscheduled place of destination and passengers are disembarked from the aircraft, QR reserve the right to claim from passenger all the reasonable and proper costs of the diversion including but not limited to air traffic control charges, diversion fuel costs, airport landing charges and necessary flight crew costs.
  - (3) Using electronic devices onboard the aircraft  
for safety reasons QR may forbid or limit operation board the aircraft of electronic equipment including but not limited to portable radios, cd players, electronic games or transmitting devices including mobile telephones, radio controlled toys and walkie-talkies. passenger must not operate any other electronic devices on board without QR permission, except that portable recorders hearing aids and heart pacemakers may be used.

Tariff: QR1  
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## Rule 26 Smoke Free Service

All QR flights are non-smoking flights. Smoking is prohibited in all areas of the aircraft.



Tariff: QR1  
Carrier: Qatar Airways - QR

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### Rule 30 Inter-Airport Transportation

When a metropolitan area is served by more than one airport and the passenger requires connecting service with arrival at one airport and departure from another airport, transportation between those airports must be arranged by and at the passenger's expense. Baggage must be claimed and rechecked by the passenger.

Tariff: QR1  
Carrier: Qatar Airways - QR

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### Rule 35 Passenger Expenses En Route

QR will provide passenger expenses en route in accordance with IATA multilateral interline traffic agreement - hotel accommodation, meals and surface transport multilateral agreement and as modified by notes 65, 71, 83 AMD 84 attached thereto.

Tariff: QR1  
Carrier: Qatar Airways - QR

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## Rule 40 Taxes

Any tax or other charge imposed by government authority and collectable from a passenger will be in addition to the published fares and charges.

Rule 41 Fuel Surcharge (YQ)

The QR fuel charge, is assessed on all QR issued tickets worldwide. exceptions and method of collection from each journey origin countries are mentioned in the below paragraph. the reflecting amount is ow and rt is double of ow.

United States of America

Economy (Currency USD)

From/to	America	Europe	Far East	GCC	Others	GCC	QA
U.S.	455	275	244	218		226	
U.S.							
Exceptions	-	140	-	-		-	
From/to	ISC in	ISC Others	MEA1 R	Africa	AU		
U.S.	230	230	218	238	269		
Premium (Currency USD)							
From/to	America	Europe	Far East	GCC	Others	GCC	QA
U.S.	525	369	390	360		369	
U.S.							
Exceptions	-	197	-	-		-	
From/to	ISC in	ISC Others	MEA1 R	Africa	AU		
U.S.	374	374	360	382	390		

Canada

Economy (Currency CAD)

From/to	America	Europe	FAR East	GCC	Others	GCC	QA
Canada	453	273	233	223		223	
U.S.							
Exceptions	-	140	-	-		-	
From/to	ISC in	ISC Others	MEA1 R	Africa	AU		
Canada	233	233	233	233	243		
Premium (Currency CAD)							
From/to	America	Europe	FAR EAST	GCC	Others	GCC	QA
Canada	508	273	288	278		278	
U.S.							
Exceptions	-	197	-	-		-	
From/to	ISC in	ISC Others	MEA1 R	Africa	AU		
Canada	278	278	278	278	308		

Glossary

Regions defined

Africa	AMER	ISC Others	FAR India	GCC East	MEA others	GCC	AU QA	Europe
DJ	AR	BD	IN	CN	AE	LB	QTR	AUS
DZ	BR	LK		HK	BH	JO		NZ
EG	CA	MV		JP	KW	IR		
ET	US	NP		KR	OM	IQ		
KE				ID	PK	IL		
MA				KH	SA			
MZ				MM				
NA				MY				
NG				PH				
RW				SG				
SC				TH				
SD				VN				

Tariff: QR1  
Carrier: Qatar Airways - QR

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TN  
TZ  
UG  
ZA  
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CH  
CY  
DE  
DK  
ES  
FI  
FR  
GB  
GR  
IE  
IT  
NL  
NO  
SE

(2) US exception countries table:  
US Exceptions GR CY TR AZ AM BG

## Rule 50 Acceptance of Children†

### (A) Transportation of babies

An infant between 8 days and under 2 years of age (Travelling at 10% fare) is acceptable with an accompanying adult. Infants less than 8 days old may be accepted, only as approved medical case if travelling for emergency medical treatment (in incubators) or, if the mother of the infant is travelling on compassionate grounds.

- (1) Two infants with one accompanying adult are acceptable for travel if the second infant is over 12 months and is able to sit in a seat with a seat belt. (the second infant will travel at 75%, i.e. child fare).

**\*\*Note\*\*** For itineraries to/from Canada in accordance with Canadian Aviation Regulations one adult cannot be responsible for more than one infant whether they occupy a seat or are lap held.

- (2) Three infants are acceptable with two adults if each adult looks after one infant during take-off and landing and if the third infant is over 12 months and is able to sit in a seat with seat belt. (Child fare of 75% will apply to the third infant). If this is not possible, the third infant is only acceptable with an escort.
- (3) A collapsible carrycot, pushchair or stroller, in which an infant under 2 years of age is carried, will be accepted without charge.
- (4) An infant travelling at 10% fare, has 10 kgs of baggage allowance. If the limit is exceeded or it is evident that unauthorized articles have been packed in the infant cabin bag, then treat the excess weight as part of the allowance of the accompanying adult passenger.
- (5) Passengers under the age of 5 years old are prohibited from travelling without their parent or an accompanying person who is at least 16 years old.

### (B) Unaccompanied minors (UM)

All children between 5 and 11 years (i.e. up to but not including the 12th birthday), travelling on firm tickets (see note) and not accompanied by a person of at least 16 years of age.

- (1) Escort service

QR provides a paid escort service for customers who are between 5 to 11 years of age. This service is also extended to those customers who are between 12 to 15 years.

- (2) Young passengers (YP)

Ages 12 to 15 years (i.e. up to but not

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† Tracked changes applicable to/from Canada and annotated throughout the entirety of Rule 50 are effective August 5, 2021 pursuant to Order 2021-A-3 of the CTA.

- including the 16th birthday) travelling alone or not accompanied by a passenger over 16 years of age.
- (3) Sick or mentally disabled children (of any age) are not normally accepted for travel unaccompanied, unless special application and arrangements are made.
  - (4) Five unaccompanied minor's are allowed per flight.
  - (5) Young passengers can also be handled as UM. This is on request of the YPS parents or guardian.
  - (6) All reservations must be confirmed. No UMS/YPS will be booked on RQ or SA basis (see note).  
Note: UMS/YPS can normally only travel on firm tickets. However minors with RQ/SA status (e.g. children of staff) can be accepted on single sector flights. Under no circumstances will QR take the responsibility to accept a minor with a non-confirmed connection. Once the child has been accepted on the flight, it can be treated as UM and normal procedures will apply. Reservations when listing such a passenger for travel, an SSR should be added so that a comment "UM action required when accepted" is included.
- (1) (C) we will facilitate the assignment of a seat of a child who is less than 14 years old. The proximity between the child and the adult is dependent on the child's age:
    - 4 years of age or younger: A seat that is adjacent to their parent, guardian or tutor's seat
    - (2) 5-11 years: A seat that is in the same row as their parent, guardian or tutor's seat, and that is separated from that parent, guardian or tutor's seat, by no more than one seat.
    - (3) 12-13 years: A seat that is in a row that is separated from the row of their parent, guardian or tutor's seat by no more than one row.

## Rule 55 Liability of Carrier

- (A) Successive carriers  
Carriage to be performed by several successive carriers under one ticket or under a ticket and any conjunction ticket in connection therewith is regarded as a single operation.
- (B) Laws and provisions applicable  
Personal damages
- (1) subject to (2) and (3) below, carriage hereunder is subject to the rules and limitations relating to liability established by the applicable Warsaw convention or the Montreal convention unless such carriage is not carriage by air and/or is not international carriage to which the conventions apply.
- (2) (a) Subject to 2(b) and 2(c) below, the liability of QR for damages sustained in the event of death, wounding or any other bodily injury by passenger shall not be subject to any limit imposed by the applicable convention nor by any statutory, legislative or judicial interpretation or application thereof.
- (b) Subject to sub-article 2(c) below, for any damage up to the sum of the equivalent of 113,100 SDR, QR shall not exclude or limit or liability by proving that QR and QR agents have taken all necessary measures to avoid the damage or that it was impossible for it or them to take such measures.
- (c) Notwithstanding the provisions of (2)(a) or (2)(b) above, if QR proves that the damage was caused by, or contributed to by the negligence of the injured or deceased passenger, QR may be exonerated wholly or partly from liability in accordance with applicable law.
- (3) (a) QR shall without delay, and in any event not later than fifteen days after the identity of the natural person entitled to compensation has been established, make such advance payments as may be required to meet immediate economic needs on a basis proportional to the hardship suffered.
- (b) without prejudice to (3)(a) above, an advance payment shall not be less than 16,000 SDR per passenger in the event of death.
- (c) An advance payment shall not constitute recognition of liability and may be offset against any subsequent sums paid on the basis of our liability, but is not refundable, except in the cases prescribed in (2)(c) above or in circumstances where it is subsequently proved that the person who received the advance payment caused, or contributed to, the damage by negligence or was not the person entitled to compensation.



- (4) In carriage which is not by air and or which is not international carriage to which the conventions apply:
- (a) QR shall be liable for damage to passenger and or passenger checked baggage only if such damage has been caused by our negligence. If there has been contributory negligence on passenger part, our liability shall be subject to the applicable law relating to contributory negligence.
  - (b) Except in the case of acts or omissions done with intent to cause damage or recklessly and with knowledge that damage would probably result,
    - (i) Our liability with respect to passenger for death, wounding or other bodily injury shall be limited to the sum of 16,600 SDR provided that if, in accordance with applicable law, a different limit of liability is applicable such different limit shall apply.
    - (ii) QR shall be under no liability in respect of delay except as provided in the applicable convention, these conditions of carriage and or applicable law.
- (5) General  
To the extent not in conflict with foregoing and whether or not the convention applies;
- (a) QR is liable only for damage occurring during the carriage by air by QR. If QR issues a ticket or check baggage over the lines of another carrier QR does so only as the agent for such other carrier. nevertheless with respect to checked baggage, passenger also has a right of action against the first or last carrier, where the carriage is, in accordance with these conditions, considered to be a single operation.
  - (b) QR is not liable for damage arising from compliance with any laws or government regulations, or from passenger failure to comply with the same.
  - (c) If a passenger is carried whose age or mental or physical condition is such as to involve any hazard or risk to himself or herself, QR shall not be liable for any illness, injury or disability, including death, attributable to such condition or for the aggravation of such condition.
  - (d) Any exclusion or limitation of liability available to QR shall apply to and be for the benefit of QR employees, agents and representatives and any person whose aircraft is used by QR employees' agents and representatives. The aggregate amount recoverable from QR employees, agents and

- representatives and from such other persons and or their employees, agents and representatives shall not exceed the amount of our limit of liability.
- (e) Unless so expressly provided nothing herein contained shall waive any exclusion or limitation of our liability under the applicable conventions or applicable laws.
  - (f) A special agreement is applicable to carriage to from, or with an agreed stopping place in the United States of America (see applicable us tariffs.) QR shall avail itself of the limitation of liability provided in the convention. However, in accordance with article 22 (1) of the convention, QR and certain other carriers agree that as to all international carriage by such carriers to which the convention applies and which according to the conditions of contract includes a point in the United States of America as a point of origin, a point of destination or agreed stopping place:
    - (i) The limit of liability for each passenger for death, wounding or other bodily injury shall be the sum of us\$75,000 inclusive of legal fees and costs except that, in case of a claim brought in a state where provision is made for separate award of legal fees and costs, the limit shall be the sum of us\$58,000 exclusive of legal fees and costs.
    - (ii) Such carriers shall not, with respect to any claim arising out of the death, wounding or other bodily injury of a passenger, avail themselves of any defense under article 20(1) of the convention.
- Nothing herein shall be deemed to affect the rights and liabilities, of such carriers with regard to any claim brought by, on behalf of, or in respect of any person who has willfully caused damage, which resulted in death, wounding or other bodily injury of a passenger. The names of carriers party to the agreement referred to in this article are available at all ticket offices of such carriers has entered into the said agreement solely on its own behalf and with respect to carriage performed by it and has not thereby imposed any liability on any other carrier with respect to the portion of the carriage performed by such other carrier or assumed liability with respect to the portion of the carriage performed by such other carrier,
- (g) Except as may be specifically provided otherwise in these conditions of carriage or by applicable law QR shall be liable to

- passenger only for recoverable compensatory damages for proven losses.
- (h) Nothing in these conditions of carriage shall waive any exclusion or limitation of our liability or any defense available to use under the convention or applicable laws unless otherwise expressly stated.
  - (i) Nothing in these conditions of carriage shall waive any exclusion or limitation of our liability or any defense available to QR under the convention or applicable laws as against any public social insurance body or any person who is liable to pay compensation or has paid compensation in respect of the death, wounding or other bodily injury of a passenger.
- (6) Damage to baggage
- (a) In the case of unchecked baggage including personal items, the carrier is liable if the damage resulted from its fault or that of its servants or agents.
  - (b) QR is not liable if the damage resulted from inherent defect quality or vice of the baggage. If there has been contributory negligence on passenger part, our liability shall be subject to the applicable law relating to contributory negligence.
  - (c) Our liability for damage to baggage is as follows:
    - (i) where the applicable warsaw convention applies:  
QR liability shall be limited to us \$20 or 17 SDR or equivalent in local currency per kilogram and in the case of damage to unchecked baggage shall be limited of US \$400 or 332 SDR or equivalent in local currency or per passenger, (see rule 21 (e)(5)) provided that if the weight of the baggage is not recorded on the baggage check, it is presumed that the total weight of the checked baggage does not exceed the applicable free baggage allowance for the class of service concerned, as provided in carrier's regulations. Where no such free baggage allowance is specified in carrier's regulations and no weight has been recorded a maximum of 32 kilogram is presumed. Where a passenger's baggage allowance is determined by reference to the number of items of baggage rather than the weight of items and no weight has been recorded a maximum weight of 32 kilograms per item of checked baggage up to a maximum of two items of baggage is presumed for each adult passenger and for each child paying at least 50% of the normal adult fare. In the case of

- an infant who is not entitled to a separate seat, the presumed maximum weight shall be 20 kilograms for a maximum of one item of baggage. If in the case of checked baggage higher value is declared, QR liability shall be limited to such higher declared value.
- (ii) where the Montreal convention applies QR maximum liability is limited to the local currency equivalent of 1,131 SDR per passenger for checked and unchecked baggage.
  - (iii) if, in accordance with applicable law, different limits of liability are applicable such different limits apply.
- (d) The maximum limits of liability stated in (c)(i) and (ii) above shall not apply if the damage resulted from any act or omission done by us with intent to cause damage or recklessly and with the knowledge that damage would probably result or in the case of checked baggage a higher value is declared in writing at the time it was handed to the carrier and an additional charge is paid to the carrier pursuant to an excess valuation facility.
- (e) Our liability shall not exceed the amount of proven damages. Furthermore QR shall not be liable for indirect or consequential damages.
- (f) QR is not liable for injury to passenger or for damage to passenger baggage caused by property contained in passengers baggage. any passenger whose property causes injury to another person or damage to QR'S or another person's property shall indemnify QR for all losses and expenses incurred by QR as a result thereof.
- (g) QR is not liable for damage to fragile or perishable items, money, jewelry, precious metal, silverware, negotiable paper, securities, or other identification documents or samples, which are included in passengers checked baggage whether or not QR knew of the inclusion of such items.
- (7) For the purpose of international carriage governed by the Montreal convention, the liability rules set out in the Montreal convention are fully incorporated herein and shall supersede and prevail over any provisions of this tariff which may be inconsistent with those rules.
- (C) Limitation of liability
- (1) Time limitation on claims  
No action shall lie in the case of damage to checked baggage unless the person entitled to delivery complains to QR forthwith after the discovery of the damage, and, at the latest, within seven days from the date of receipt; and in

the case of delay, unless the complaint is made at the latest within 21 days from the date on which the baggage has been placed passenger disposal. every complaint must be made in writing and dispatched within the time aforesaid.

(2) Time of limitation on actions

Any right to damage shall be extinguished if an action has not been brought within two years reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped. The method of calculating the period of limitation shall be determined by the law of the court seized of the case.

(3) Claims must be made in-person, in writing or via our website within the stipulated time limits. Qatar Airways reserves the right to exclude claims made via social media channels.

(D) Overriding Law

(1) Overriding law

Insofar as other provisions contained or referred to in the ticket or in this tariff may be contrary to mandatory law, government regulations, orders, or requirements such provision shall remain applicable to the extent that it is not overridden thereby. The invalidity of any provision shall not affect any other part.

(2) Modification and waiver

No agent, servant, or representative of carrier has authority to alter, modify, or waive any provisions of the contract of carriage or of this tariff.

## Rule 60 Reservations, Confirmations, Information Disclosure

- (A) Reservation requirements  
A reservation for space on a given QR flight is valid when QR or an authorized agent of QR confirms the availability and allocation of such space. Subject to payment or other satisfactory credit arrangements, a validated ticket will be issued by QR or the authorized agent of QR indicating such confirmed, reserved space provided the passenger:
- (1) Purchases his ticket in accordance with the advance purchase requirements of the applicable fare rule; or,
  - (2) Purchases his ticket in accordance with QR's specific instructions, irrespective of the provisions of the applicable fare rule; or,
  - (3) In the absence of specific instructions, applies to QR or the authorized agent of QR for such ticket at least one hour prior to the time required to be present for check-in before the departure of the originating flight.
  - (4) Such reservation of space is subject to cancellation by QR without notice if the passenger does not comply with the agreed advance purchase requirements.
- (B) Once a passenger obtains a ticket indicating confirmed reserved space for a specific flight and date either from QR or its authorized agent, the reservation is confirmed even if there is no subsequent record thereof in QR's reservation system.
- (C) At the time a reservation is made and prior to actual ticket purchase, QR will disclose any applicable information regarding flights that are operated by another carrier on which QR has placed its code in a code share arrangement.
- (D) QR does not guarantee allocations of any particular seat in the aircraft, including advanced seat requests. QR reserves the right to assign or reassign seats at any time, even after boarding of the aircraft. This may be necessary for operational, safety or security reasons.
- (E) Upon request, QR will disclose general information regarding aircraft configuration and onboard products and services for the aircraft type on which the passenger is booked. Variations may occur within an aircraft type.
- (F) QR will make available through its website or otherwise, its general conditions of carriage and associated rules and restrictions.
- (1) QR does not guarantee allocations of any particular seat in the aircraft, including advanced seat requests.
  - (2) QR will make every effort to provide seats for which confirmed reservations have been made but no absolute guarantee of seat availability is denoted by the expressions "reservations," "bookings,"

"status ok," "confirmed," etc., and the timings attached to them. If QR is unable to provide space in the class of service for which a reservation has been made in accordance with paragraph (a) and paragraph (f) hereof, QR shall be liable to the extent provided in rule 55 (liability of carrier).

(G) Timely arrival at check-in

- (1) The passenger shall arrive at QR's check-in location at the airport or other point of departure at the time fixed by QR or, if no time is fixed, sufficiently in advance of flight departure to permit completion of government formalities and departure procedures.
  - (a) QR check-in counters worldwide open three (3) hours before the departure of each flight.
  - (b) First and business class passengers should report to QR check-in desks no later than 60 minutes prior to departure, but earlier check-in is recommended.
  - (c) Economy class passengers should report to QR check-in desks at least three (3) hours prior to departure.
  - (d) Pre-assigned seats will be released 50 minutes before departure for first and business class passengers who have not presented themselves for check-in 60 minutes prior to departure and 90 minutes prior to departure for economy passengers.
  - (e) If the passenger fails to arrive in time at QR's check-in location at such airport or other point of departure, or appears improperly documented and not ready to travel, QR may cancel the space reserved for him.
  - (f) 50 minutes before departure for first and business class passengers who have not presented themselves for check-in 60 minutes prior to departure and 90 minutes prior to departure for economy passengers.
  - (g) Passengers not at the boarding gate 30 minutes prior to departure may be denied boarding and their baggage may be offloaded.
  - (h) QR is not liable to the passenger for loss or expense due to passenger's failure to comply with these provisions.

(H) Communication expenses

The passenger will be charged for communication expenses incurred by QR as the result of a request by the passenger in connection with his reservation or journey other than communication expenses incurred in securing his original reservation on a flight.

(I) Reconfirmation of reservations

Any onward or return reservation shall be subject to the requirement to reconfirm the reservation in accordance with and within the limits specified in QR's regulations. Failure to comply with any such requirement will entitle QR to cancel the onward or

- return reservation.
- (J) Cancellation of onward reservation made by QR  
If a passenger fails to occupy space that has been reserved for him/her on a flight, QR shall be entitled to cancel or to request cancellation of any onward or return reservations that QR has made or procured for the passenger.
  - (K) QR will endeavor to provide the aircraft specified in the timetable or at the time the passenger ticket is issued; however, QR cannot guarantee any particular aircraft. QR reserves the right to substitute different aircraft type and models. This may be necessary for operational, safety or security reasons.
  - (L) For operational, safety or security reasons, there may be occasions where it will be necessary for QR to supplement its fleet with services operated on QR's behalf by another operator. When this occurs QR will try to ensure that the passenger receives the same in-flight service but this may not always be possible.
  - (M) Although not generally required by QR, the passenger may be required to reconfirm his/her reservation. The passenger is responsible for checking the reconfirmation requirements of QR.



## Rule 65 Tickets

- (A) Prima facie evidence of contract
- (1) A ticket valuable and passenger should take appropriate measure to safeguard it and ensure that it is not lost or stolen. The ticket constitutes prima facie evidence of the contract of carriage between QR as the carrier and passenger as the passenger named on the ticket and passenger may be required to produce appropriate identification. The conditions of contract contained in the ticket are a summary of some of these conditions of carriage. QR will provide carriage only to the passenger holding such ticket or holding as proof of payment or part payment, any other carrier's document issued by another carrier or its authorized agent. The ticket is and remains at all times the property of the issuing carrier.
  - (2) Requirement for ticket  
passenger will not be entitled to be carried on a flight unless passenger presents a ticket valid and duly issued in accordance with QR regulations and containing the coupon for that flight and all other unused flight coupons and the passenger coupon. Furthermore passenger will not be entitled to be carried if the ticket presented is mutilated or if it has been altered otherwise than by QR or by an authorized agent. In the case of an electronic ticket, passenger shall not be entitled to be carried on a flight unless passenger provide positive identification and a valid electronic ticket has been duly issued in passenger name.
  - (3) Loss of ticket  
In case of loss or mutilation of a ticket, or part thereof, or non presentation of a ticket containing the passenger coupon and all unused flight coupons, upon passenger request QR will replace such ticket or part of it by issuing a new ticket provided there is evidence readily ascertainable at the time that a ticket valid for the flights in question was duly issued and passenger sign an agreement to reimburse QR for the costs and losses, which are necessarily and reasonably incurred by QR or another carrier for misuse of the ticket. QR will not claim reimbursement from passenger for any such losses, which result from QR's negligence. The issuing carrier may charge a reasonable administration fee for this service (which in QR's case will be no less than us\$50.00 (or the local currency equivalent)).
  - (4) Ticket not transferable  
a ticket is not transferable except as required by any locally applicable laws, in particular those

of the European community concerning package holidays. If a ticket is presented by someone other than the person entitled to be carried there under and or entitled to a refund in connection therewith, QR shall not be liable to the person so entitled if, in good faith, QR provides carriage or makes a refund to the person presenting a ticket.

- (5) Tickets sold at discounted fares  
Some tickets are sold at discounted fares, which may be partially or completely non-refundable. passenger should choose the fare best suited to his/her needs. Passenger may also wish to ensure that they have appropriate insurance to cover instances where passenger has to cancel ticket. many special fares are valid only on the dates and for the flights shown on the ticket and may not be changed at all, or may be changed only on payment of an additional fee.

(B) Period of validity

- (1) A ticket is valid for carriage for one year from the day of commencement of travel or, if no portion of the ticket is used, from the day of issue thereof, except as otherwise provided in the ticket, these conditions or QR's regulations.

(2) Extension of validity

if passenger is prevented from travelling within the period of validity of the ticket because QR:

- (a) Cancel the flight on which passenger hold a reservation; or
- (b) Omit a scheduled stop, being passenger place of departure, place of destination or a stopover, or
- (c) Fail to operate a flight reasonably according to schedule or
- (d) Cause passenger to miss a connection; or
- (e) Substitute a different class of service; or
- (f) Are unable to provided previously confirmed space.

The validity of passenger ticket will be extended until QR's first flight on which space is available in the class of service for which the fare has been paid.

(3) Inability to provide space

When a passenger holding a ticket is prevented from travelling within the period of validity of the ticket because, at the time such passenger requests reservation, QR is unable to provide space on the flight, the validity of that passenger's ticket will be extended in accordance with QR's regulations.

(4) Illness of passenger

When a passenger after having commenced his or her journey is prevented from travelling within the period of validity of the ticket by reason of illness, QR will extend provided such extension is not precluded by QR's regulations applicable to the fare paid by the passenger becomes fit to

travel according to a medical certificate, or until QR's first flight after such date from point where the journey is resumed on which space is available in the class of service for which the fare has been paid. When the flight coupons remaining in the ticket involve one or more stopovers, the validity of such ticket, subject to QR regulations, will be extended for not more than three months from the date shown on such certificate. In such circumstances, QR will extend similarly the period of validity of tickets of other members of the passenger's immediate family accompanying an incapacitated passenger.

(5) Death of a passenger

In the event of death a passenger en route, the tickets of the persons accompanying the passenger may be modified by waiving the minimum stay or extending the validity. In the event of a death in the immediate family of a passenger who has commenced travel, the passenger's ticket and those of his or her immediate family accompany the passenger may be likewise modified. Any such modification will be made upon receipt of a valid death certificate and any extension of validity shall be for a period no longer than 45 days from the date of death.

(C) Flight coupon sequence

- (1) QR will honour flight coupons only in sequence from the place of departure as shown on the ticket.
- (2) The ticket may not be valid and QR may not honour passenger ticket if the first flight coupon for international travel has not been used and passenger commences his/her journey at any stopover or agreed stopping place.
- (3) Each flight coupon will be accepted for carriage in the class of service specified therein on the date and flight for which accommodation has been reserved. When flight coupons are issued without a reservation being specified thereon, space will be reserved on application subject to the conditions of the relevant fare and the availability of space on the flight applied for.

(D) Name and address of carrier

QR'S name may be abbreviated in the ticket. QR'S address shall be deemed to be the airport of departure shown opposite the first abbreviation of QR in the "carrier" box in the ticket, or in the case of an electronic ticket, as indicated for QR's first flight segment in the itinerary receipt. This should not be taken to be the place where QR is domiciled or has its principal place of business for the purpose of the applicable convention.

(E) Any fares issued in Canada by Qatar Airways ATO/CTO office and will extract the following ticketing fees

Validating Carrier	Subcode	Security Table	Amount	Currency
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Tariff: QR1  
 Carrier: Qatar Airways - QR

CTA No. 524 DOT No. 823

QR	T01	YTOQR0101	50	CAD
QR	T01	YMQQR0121	50	CAD
QR	T01	YULQR0001	50	CAD
QR	T01	YTOQR0101	100	CAD
QR	T01	YMQQR0121	100	CAD
QR	T01	YULQR0001	100	CAD
Validating Carrier	Subcode	Tax included	Fare Basis	Commercial Name
QR	T01	Yes	Economy	Service fee
QR	T01	Yes	Economy	Service fee
QR	T01	Yes	Economy	Service fee
QR	T01	Yes	Premium	Service fee
QR	T01	Yes	Premium	Service fee
QR	T01	Yes	Premium	Service fee
Validating Carrier	SUBCODE	Security Table	Amount	Currency
QR	T01	ATLQR0020	25	USD
QR	T01	BOSQR0020	25	USD
QR	T01	CHIQR0101	25	USD
QR	T01	DFWQR0020	25	USD
QR	T01	FLLQR0730	25	USD
QR	T01	HOUQR0101	25	USD
QR	T01	IAHQR0001	25	USD
QR	T01	JFKQR0001	25	USD
QR	T01	LAXQR0020	25	USD
QR	T01	MIAQR0020	25	USD
QR	T01	NYCQR0101	25	USD
QR	T01	NYCQR0102	25	USD
QR	T01	ORDQR0020	25	USD
QR	T01	PHLQR0020	25	USD
QR	T01	PHLQR0005	25	USD
QR	T01	PHLQR0101	25	USD
QR	T01	WASQR0101	25	USD
Validating Carrier	Subcode	Tax included	Fare Basis	Commercial Name
QR	T01	Yes	all	Service Fee

## Rule 75 Currency of Payment

Subject to exchange laws and government regulations, the following rules shall apply:

- (A) Payment in country of commencement of transportation payment shall be made as follows:
- (1) In the currency of the country of commencement of transportation, or
  - (2) In any currency acceptable to the carrier, provided that the equivalent of the local currency fare is collected at the bankers buying rate of exchange in effect on the date of issuance of the transportation document.
- (B) Payment outside the country of commencement of transportation Payment shall be made as follows:
- (1) The amount to be paid shall be determined by converting the total amount to be collected, expressed in the currency of the country of commencement of transportation, into the currency of the country of payment at the applicable bankers selling rate of exchange in effect on the date of the transaction.
  - (2) Payment shall be made either in the currency of the country of payment, or in any currency acceptable to the carrier, provided that the equivalent of the local currency amount of the country of payment established in accordance with paragraph (1) above is collected at the bankers buying rate of exchange on the date of the transaction.
- (C) Rates of exchange
- (1) (Applicable for the U.S.A.)  
The banker's rates referred to in the payment rules means the unit rate published each Tuesday in the wall street journal under the heading "foreign exchange". this rate will be applicable from wednesday for each week up to and including Tuesday the following week. when a national holiday falls on Monday, foreign exchange rates do not appear in the Tuesday edition of the wall street journal. in such exceptional cases, the previous week's rates are used through wednesday instead of Tuesday and the Wednesday edition of the wall street journal will be used for the period Thursday through Tuesday.
  - (2) (Applicable for Canada )  
The banker's buying rate or bankers selling rates means the unit rate published in the Toronto globe and mail, Friday edition, each week, as the foreign exchange mid-market rate in Canadian funds. for currencies not quoted in such publication, the bankers rate shall mean the bank buying rate quoted by the royal bank of Canada , main office in winnipeg, as of the close of business on Thursday of each week. these rates

- will be applicable from Monday of the following week up to and including the following Sunday.
- (D) En route reassessment of fare
- (1) The fare will be reassessed in the currency of the country of commencement of transportation.
  - (2) The local currency fares to be used will be those applicable at the time of commencement of transportation.
  - (3) The IATA rate of exchange to be used will be that applicable at the time of original ticket issuance.
  - (4) If an en route reassessment of the fare results in a refund, the amount of the refund shall be converted using the banker's rate applicable at the date of the refund, except when original payment has been made in a currency other than the currency of the country of commencement of transportation, refunds in the same currency as originally tendered will be made at the exchange rate used for the original payment.
  - (5) If an en route reassessment of the fare results in an additional collection, the amount of additional collection shall be converted using the banker's selling rate applicable at the date of original collection.

Note: QR will pay the refund in the same form (e.g., cash, check, credit card, etc.) that was used in purchasing the original transportation document. QR, in making the refund, will observe any refund restriction that may be published in the applicable rules governing the original transportation document. Further, QR will observe a government or QR restriction imposed on the conversion and refund of currencies outside the country whose currency was originally collected.

## Rule 85 Schedule Changes, Flight Delays and Cancellation

- (A) Times and schedules not guaranteed
- (1) QR undertakes to use its best efforts to carry the passenger and his baggage with reasonable dispatch. Times shown in the ticket, timetables or elsewhere are not guaranteed and do not form part of the contract of carriage and QR assumes no responsibility for making connections.
  - (2) Schedules are subject to change without notice. QR may, when circumstances so require, alter or omit stopping places shown on the ticket or in schedules and may without notice substitute alternative carrier or aircraft.
  - (3) QR will not be liable for errors or omissions in timetables or other publications or schedules or in statements or representations made by employees, agents or representatives of QR as to the dates or times of departure or arrival or as to the operation of any flight.
- (B) Right to cancel, postpone, etc.
- When circumstances so require, QR may without notice cancel, terminate, divert, postpone, or delay any flight, in which case, if QR is unable to provide previously confirmed space, or causes a passenger to miss a connecting flight on which he/she holds a reservation, QR with due consideration to the passenger's reasonable interest shall:
- (1) Carry the passenger on another of its scheduled flights on which space is available; or
  - (2) Reroute the passenger to the destination indicated on the ticket or applicable portion thereof by its own scheduled services or the scheduled services of another carrier, or by means of surface transportation. If the fare, excess baggage charges and any applicable service charge for the revised routing are higher than the refund value of the ticket or applicable portion thereof as determined under rule 90, no additional fare or charge shall be collected from the passenger. In the event the fare and charges for the revised routing are lower, a refund shall be made; or
  - (3) Make a refund in accordance with the provisions of rule 90 and, except as above, QR shall not have any other liability to passenger.
- (C) Delayed Flight Compensation for passengers traveling from/to Canada:
- In the event of a flight disruption, that is within the carrier's control or required for safety purposes, airlines are subject to additional requirements such as:
    - (1) Passengers must be rebooked in the same class of service and if they are booked in a higher class of service the air carrier cannot request supplementary payment;
    - (2) Large carriers must rebook passengers on the next available and reasonable flight operated by the original

- carrier or a carrier with which the original carrier has a commercial agreement.
- (3) If the carrier cannot rebook the passenger on a flight that departs within 48 hours of the original departure time, they may be required to book the passenger with a competitor.
  - (4) If the carrier is unable to rebook the passenger on a flight with a competitor, they may be required to rebook the passenger on a flight leaving from another airport that is within a reasonable distance and provide free transportation to that airport.
  - (5) If rebooking does not meet a passenger's travel needs, the passenger may be entitled to a refund and in some cases compensation for inconvenience.
  - (6) If the flight disruption is not within the carrier's control and rebooking does not meet a passenger's travel needs, the carrier will not be required to provide a refund.
  - (7) Compensation for delays within a carrier's control will be provided based on the following:
    - 3-6 hours: CAD400
    - 6-9 hours: CAD700
    - 9+ hours: CAD1000
- (D) Tarmac Delays for passengers traveling from/to Canada:  
If a flight is delayed on the tarmac for any length of time either after the doors are closed for take-off or after the flight has landed, the carrier is required to provide passengers with the following free of charge:
- (1) if the aircraft is equipped with lavatories, access to those lavatories in working order;
  - (2) proper ventilation and cooling or heating of the aircraft;
  - (3) if it is feasible to communicate with people outside of the aircraft, the means to do so; and
  - (4) food and drink, in reasonable quantities, taking into account the length of the delay, the time of day and the location of the airport.
- Further if a flight is delayed on a tarmac at an airport in Canada, the carrier must provide an opportunity for passengers to disembark three (3) hours after the doors have closed for take-off or three (3) hours after the flight has landed or at any earlier time if it is feasible (subject to certain exceptions).
- Note that the requirement to allow passengers to disembark the aircraft only applies at Canadian airports. The prescribed treatment (e.g. food and drink) required is not limited to airports in Canada.



## Rule 87 Denied Boarding Compensation

Note: In the case of code-share, passengers are advised that the denied boarding rules applicable to their transportation are those of the carrier identified on your ticket and not of the carrier operating the flight. When the carrier is unable to provide previously confirmed space due to there being more passengers holding confirmed reservations and tickets than for which there are available seats on a flight, the carrier will follow the provisions of this rule, unless as otherwise provided in other applicable foreign legislation.

### (A) Applicability

- (1) This rule applies to all passengers irrespective of the type of ticketed fare.
- (2) A passenger who fails to check-in or present themselves at the boarding area within the carrier's check-in deadline and/or boarding time deadline will not receive denied boarding compensation, will have their reservations cancelled and will be subject to the terms and conditions associated with the fare on which he or she is travelling.

### (B) Request for volunteers

When a situation of denied boarding due to overbooking occurs, the following will apply:

- (1) The carrier will publicly ask for volunteers to relinquish their seats from among the confirmed passengers. At the same time, the carrier will announce what type of benefits passengers will be entitled to should a passenger voluntarily relinquish his/her seat. This request process will take place at the check-in or boarding areas. The carrier will continue to make this request of passengers until it obtains enough volunteers to prevent other passengers from being involuntarily denied boarding or until it determines that it does not, despite its best effort, have enough volunteers.
- (2) Once a passenger has voluntarily relinquish his/her seat, the passenger will not later be involuntarily denied boarding unless he/she has been advised at the time he/she volunteered of such possibility. At the time the passenger is advised of such possibility of a further denial of boarding, the passenger is to be advised of any further compensation to which he or she may be entitled to receive.
- (3) The passenger who voluntarily surrenders his/her seat will receive agreed upon benefits from the carrier. Volunteers will be offered rerouting/refund options as set out in paragraph (d)(1)(2) and (3) of this rule over and above the aforementioned benefits. In addition, a passenger who has voluntarily surrendered his/her seat will be offered the following free of charge:

- (a) A meal voucher, if the transportation acceptable to the passenger departs more than four (4) hours after the original departure time of the flight on which passengers were denied boarding.
  - (b) An overnight hotel stay and airport transfers, if the transportation acceptable to the passenger departs more than eight (8) hours after the original departure time of the flight on which the passenger was denied boarding and involves an overnight stay, provided the passenger's travel did not start at the airport where the denied boarding situation occurred.
  - (c) A telephone call, email or fax message to the destination point of travel.
- (C) Boarding priorities  
In the event there are not enough volunteers, the remaining passengers will be denied boarding on an involuntary basis. Passengers holding confirmed and ticketed reservations will be permitted to board in the following order until all available seats are occupied:
- (1) Persons with disabilities and any accompanying attendant or service animal.
  - (2) Passengers travelling under the services of the unaccompanied minor program.
  - (3) Passengers travelling due to death or illness of a member of the passenger's family.
  - (4) Passengers for whom, in the carrier's own assessment, failure to travel would cause severe hardship.
  - (5) Passengers holding first/executive/business or full economy class tickets.
  - (6) Passengers travelling as a group including the tour conductor of the group.
  - (7) All other passengers with confirmed and ticketed reservations will be accommodated in the order in which they presented themselves for check-in.
- (D) Transportation for passenger denied boarding  
a passenger has the right to take the flight he or she has purchased. The carrier will present a passenger who has been denied boarding, whether voluntarily or involuntarily, with the following options:
- (1) Carry the passenger to the destination named on the ticket, or applicable portion thereof, within a reasonable amount of time, on another of its passenger aircraft or in a different class of service on which space is available, without additional charge, regardless of the class of service in which the passenger was booked; or,
  - (2) Reroute the passenger to the destination named on the ticket, or applicable portion thereof, on its own transportation services within a reasonable amount of time. If the fare for the revised routing or class of service is higher than the fare paid by the passenger, the carrier will require no additional payment from the passenger.

- if the fare for the revised routing is in a lower class of service, a refund will be made for the difference in fare. The refund will be made to the purchaser of the ticket. The form of refund will be the same as the form of payment used for the ticket. The refund will be based on the total value of the ticket; or
- (3) Reroute the passenger to the destination named on the ticket, or applicable portion thereof, on another air carrier's transportation services, including interline or, where possible and necessary, non-interline carriers, within a reasonable amount of time. If the fare for the revised routing or class of service is higher than the fare paid by the passenger, the carrier will require no additional payment from the passenger if the fare for the revised routing is in lower class of service, a refund will be made for the difference in fare. The refund will be made to the purchaser of the ticket. The form of refund will be based on the total value of the ticket; or
  - (4) If the passenger chooses to no longer travel as the denied boarding results in the loss of purpose of travel or if the carrier is unable to perform the options stated in (1), (2) or (3) above within a reasonable amount of time, the carrier will transport the passenger to the point of origin named on the ticket and refund the amount of the ticket in accordance with rule 90, irrespective if travel has commenced, or subject to passenger's agreement, offer a travel voucher for future travel in the same amount.
  - (5) Otherwise, should the alternate transportation proposed by the carrier not meet the passenger's satisfaction, the carrier will offer a refund equal to the fare and charge paid. The refund will be made to the purchaser of the ticket(s). the form of refund will be the same form used as payment of the ticket(s). The refund will be based on the total value of the ticket(s). For complete conditions on refunds see rule 90. nothing in the above shall limit or reduce the passenger's right, if any, to claim damages, if any, under the applicable convention, or under the law when neither convention applies. In addition to the above, the carrier will always consider the needs of the passenger on a case by case basis and take into account all known circumstances to avoid or mitigate the damages caused by the schedule irregularity within the carrier's control.
- (E) Compensation for passengers involuntarily denied boarding in addition to providing transportation, the following will apply to a passenger who is involuntarily denied boarding.
- (1) Conditions of payment
    - (a) The passenger holding a confirmed and ticketed reservation must present him/herself

- for carriage in accordance with this tariff, having completed fully with the carrier's applicable reservation, ticketing, check-in and boarding requirements within the time limits and at the location set out in rule 60(f).
- (b) The carrier must not have been able to accommodate the passenger on the flight on which he or she confirmed and ticketed reservations and the flight departed without the passenger.
- (2) A passenger will not be eligible for compensation under the following conditions:
- (a) The passenger who checks-in after the carrier's check-in deadline or presents him/herself at the boarding area after the carrier's boarding time deadline, as specified under 60(f), will not receive denied boarding compensation and will have his/her reservation cancelled as specified under rule 25, refusal to transport.
  - (b) When a flight on which the passenger hold confirmed and ticketed reservations is cancelled.
  - (c) When space on a flight has been requisitioned by a government or by medical authorities for emergency transportation.
  - (d) IF, for operational and safety reasons, beyond the carrier's control, the aircraft has been substituted with one having lesser capacity and the carrier took all reasonable measures to avoid the substitution or that it was impossible or the carrier to take some measures.
  - (e) If the carrier arranges comparable transportation at no extra cost to the passenger and the passenger uses this comparable transportation to reach their final destination within one hour of the scheduled arrival of their original flight on which boarding was denied.
- (3) Rules for compensation and assistance
- (a) Denied boarding is a refusal by an airline to carry a passenger on a flight, even though the passenger has presented him or herself for boarding under the conditions mentioned above under the heading applicability, except when there are reasonable grounds to deny boarding, such as reasons of health, safety, security or inadequate travel documentation.
  - (b) QR gives higher boarding priority to any person with a disability or medical condition and unaccompanied minors.
  - (c) Before QR denies boarding for a flight, QR will call for volunteers to surrender their reservations, in return for benefits under conditions to be agreed, and also assistance as described in paragraph (b).

- (d) If sufficient number of volunteers come forward, and QR denies boarding to the passenger against their will, QR will compensate the passenger (To/From Canada).
  - (i) CAD 900, if the arrival of the passenger's flight at the destination that is indicated on the original ticket is delayed by less than six hours;
  - (ii) CAD 1,800, if the arrival of the passenger's flight at the destination that is indicated on the original ticket is delayed by six hours or more, but less than nine hours;
  - (iii) CAD 2,400, if the arrival of the passenger's flight at the destination that is indicated on the original ticket is delayed by nine hours or more.
  - (iv) Offer duty of care for a deviation of less than one hour from scheduled time of flight arrival at final destination.
  - (v) Passengers are entitled to exchange the travel vouchers for cash at the rate of CAD \$1.00 in cash being equivalent to CAD \$3.00 in travel vouchers within one (1) month.
- (e) QR will offer the passenger, free of charge:
  - (i) Meals and refreshments in a reasonable relation to the waiting time;
  - (ii) Hotel accommodation in cases where a stay or one or more nights becomes necessary;
  - (iii) Transport between the airport and place of accommodation (hotel or other); and
  - (iv) Two telephone calls, telex or fax messages or e-mails.
- (4) Right to care  
In addition, a passenger who is involuntarily denied boarding will be offered the following free of charge:
  - (a) A meal voucher, if the transportation acceptable to the passenger departs more than four (4) hours after the original departure time of the flight on which passengers was denied boarding.
  - (b) An overnight hotel stay and airport transfers, if the transportation acceptable to the passenger departs more than eight (8) hours after the original departure time of the flight on which the passenger was denied boarding and involves an overnight stay, provided the passenger's travel did not start at the airport.
  - (c) A telephone call, email or fax message to the destination point of travel.
- (5) Time of offer of compensation
  - (a) Once compensation has been offered, and it accepted, the passenger will sign an acknowledgement of offer on the day and at

- the place where the denied boarding occurred.
- (b) In the event the alternate transportation departs before the acknowledgement of offer can be signed, the offer will be sent by mail or by other means within 24 hours after the time the denied boarding occurs. The passenger will, in turn, sign this acknowledgement and return it by mail to the carrier.
- (F) Denied boarding compensation (applicable for transportation from the U.S.)
- (1) Applicability
    - the following rules shall apply:
      - (a) In respect of flight departing from an airport in the U.S.;
      - (b) On condition that the passenger has a confirmed reservation on the flight concerned and present himself/herself for check-in as stipulated and at the time indicated in advance and in writing or electronically, or, if no time is indicated, not later than 60 minutes before the published departure time;
      - (c) Only to the passengers travelling at a fare available directly or indirectly to the public, or; on tickets issued under a frequent flyer program or other commercial program;
      - (d) Where QR is the operating carrier of the flight.
  - (2) Rules for compensation and assistance
    - (a) Denied boarding is a refusal by an airline to carry a passenger on a flight, even though the passenger has presented himself/herself for boarding under the conditions mentioned above under the heading applicability, except when there are reasonable grounds to deny boarding, such as reasons of health, safety, security or inadequate travel documentation.
    - (b) QR will compensate the passenger:
      - deviation from standard time of arrival (STA) at final destination (or point of stopover if stopover exceeds 24 hours):
        - (i) More than 1 hours and less than or equal to 4 hours from STA - offer compensation equivalent to 200% of one-way fare (carriers may limit this amount to USD775 if it is higher than USD775) in the form of cash or check.
        - (ii) More than 4 hours from STA - offer compensation equivalent to 400% of one-way fare (carriers may limit this amount to USD1,550 if it is higher than USD1550) in the form of cash or check.
        - (iii) Customers must be proactively paid within 24 hours

## Rule 88 Issuance of Ticket Stock

- (A) QR will issue to a person a stock of tickets and validating stamp for the purpose of issuing tickets for transportation, subject to 1) reasonable credit requirements and 2) entering into a written agreement authorizing the issuance of tickets and providing for accounting, reservation and ticketing procedures and provisions protecting QR from loss or misuse of the tickets.
- (B) QR will arrange for the issuance of a ticketing machine to a person for the purpose of issuing tickets for transportation, subject to 1) reasonable credit requirements and 2) entering into a written agreement authorizing the issuance of tickets and providing for accounting, reservation and ticketing procedures and provisions protecting QR from loss or misuse of the tickets. QR will make no charge for the ticket machine or related communication service. The ticketing machine and related communication services will be provided by an independent company, which is not an agent of QR and at the person's expense.
- note: For the purpose of the above paragraphs, "person" means an individual, firm, copartner ship, corporation, company, assignee or similar representative thereof.

## Rule 90 Refunds

(A) Voluntary  
General

Following QR failure to provide carriage in accordance with the conditions of contract, or where passenger request a voluntary change of passenger arrangements, refund for an unused ticket or portion thereof will be made by QR in accordance with this rule or with QR's regulations.

(B) Person to whom refund will be made

(1) Except as hereinafter provided QR shall be entitled to make refund either to the person named on the ticket, or to the person who has paid for the ticket upon presentation of satisfactory proof of such payment. If a ticket has been paid for by a person other than the passenger named in the ticket and QR has indicated on the ticket that there is a restriction on refund, QR will make a refund only to the person paying for the ticket or to that person's order.

(2) Except in the case of lost tickets, refunds will only be made on surrender to QR of the passenger coupon or passenger receipt and surrender of all unused flight coupons.

(3) A refund made to anyone presenting the passenger coupon or passenger receipt and all unused flight coupons and holding himself or herself out as a person to whom the refund may be made under sub-paragraphs (1)(2) above shall be deemed a proper refund and will discharge QR from liability and any further claim for refund.

(C) Involuntary refunds

If QR cancels a flight, fails to operate a flight reasonably according to schedule, fails to stop at a point to which the passenger is destined or ticketed to stopover, is unable to provide previously confirmed space or cause passenger to miss a connecting flight on which passenger hold a reservation, the amount of refund will be; if no portion of the ticket has been used, the amount equal to the fare paid, if a portion of the ticket has been used, the refund will be the higher of:

(i) The one way fare (less applicable discounts and charges) from point of interruption to destination or point of next stopover, or

(ii) The difference between the fare paid and the fare for the transportation used.

(D) Voluntary refunds

If passenger wishes to have a refund of his/her ticket for reasons other than those set out in paragraph (c) it will be at our sole discretion to determine the refund, the amount of which:

(1) If no portion of the ticket has been used, an amount equal to the fare paid, less any applicable service charges or cancellation fees' or



- (2) If a portion of the ticket has been used, any refund will be an amount equal to the difference between the fare paid and the applicable fare for travel between the points for which the ticket has been used, less any applicable service charges or cancellation fees.
- (E) Refund of lost ticket  
If a ticket or portion thereof, or a card used for issuance of an electronic ticket is lost, refund will be made on proof of loss satisfactory to QR and upon payment of any applicable service charges, provided that
- (a) The lost ticket, or portion thereof, has not been used, previously refunded or replaced, and
  - (b) The person to whom the refund is made undertakes, in such form as may be prescribed by QR, to repay to QR the amount refunded in the event and to the extent that the lost ticket or portion thereof is used by any person or that refund thereof is made to any person in possession of the ticket.
  - (c) If QR or our authorized agent loses the ticket or a portion of it, the loss will be QR's responsibility.
- (F) Right to refuse refund
- (1) After the expiry of the validity of the ticket, QR may refuse refund when passenger application is made later than the time prescribed in QR's regulations.
  - (2) QR may refuse refund on a ticket, which has been presented to QR or to government officials as evidence of intention to depart from that country unless passenger establish to QR's satisfaction that passenger has permission to remain in the country or that passenger will depart by another carrier or another means of transport.
- (G) Currency  
All refunds will be subject to government laws, rules and regulations or orders of the country in which the ticket was originally purchased and of the country in which the refund is being made. Subject to the foregoing provision, refunds will normally be made in the currency in which the ticket was paid for, but may be made in another currency in accordance with QR's regulations.
- (H) By whom ticket refundable  
Voluntary refunds will be made only by the carrier, which originally issued the ticket or by its agent if so authorized.
- (I) Charter ticket nonrefundable  
Charter tickets used as part of inclusive tour holidays are not refundable by QR in any circumstances.
- (J) Refund to credit cards accounts  
Refund due on tickets paid for with a credit card can only be credited to the credit card account used for the original purchase. The refundable amount to be paid by QR will be accordance with the rules within this article only on the basis of the amount and the currency entered in the ticket. The refundable amount

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to be credited to the credit card account of the card owner can vary from the originally debited amount by the credit card company for the ticket due to differences in rates of currency conversion. Such variations do not entitle the recipient of the refund to claim against QR.

## Rule 89 Travel Documents

### (A) Check of official travel documents

#### (1) Policy

- (a) Passenger(s) must hold valid travel documents:
  - (i) Passports or identity cards or other types of documents
  - (ii) visa, if needed
  - (iii) Health certificates(s), if needed
- (b) Although it is the responsibility of the passenger to ensure that his/her travel documents are in order for the destination (and transfer points) of the journey, as stated in QR "conditions of carriage", it is QR policy to check that these travel documents are in order for the entire journey of the passenger.
- (c) where a passenger arrives with an expired identity document or without a visa, such passenger will be declared inadmissible and ordered to leave the country immediately by the authorities at the airport of arrival.

Noncompliance with entry requirements will result in heavy fines for the airline

#### (2) Identity document

- (a) An official document issued by a competent national authority to nationals or to alien residents (could be stateless persons) of the issuing country. Such identity documents confirm the citizenship of the holder.
- (b) Types of identity documents
  - (i) Ordinary passport
  - (ii) Diplomatic or consular passport
  - (iii) Official, special or service passports issued to government officials
  - (iv) Military identity documents
  - (v) "Laissez passer" document from the un
  - (vi) Seaman's book
  - (vii) National identity card
  - (viii) Children's identity card
  - (ix) Certificate of identity issued to refugees ("stateless")
  - (x) Joint (family) passports, normally a passport is only issued to only one single person; however, there are also joint passports in which case one passport is issued for several family members (usually a mother and her children under 16 years of age or husband and wife with or without children); for travel alone such passports may only be used by the person named first in the passport; a wife may not use the passport for travel without her husband, or a child without its

- parent.
- (c) The name in the ticket should be checked against the name in the identity document.
  - (d) Photograph in the identity document should be checked against the person in front of passenger.
  - (e) An identity document is only issued for a limited period of validity which is specified in the document and which may be extended by appropriate annotation in the document, by the issuing authorities.
- (3) visa
- (a) Citizens of certain countries require an entry in a passport or other travel document to enable them to enter or transit other countries. This entry is called a visa and is issued by a consular official of a government to indicate that the bearer has been given authority to enter or re-enter the country concerned.
  - (b) Visas are normally only issued by a consulate abroad of such country and will only, in rare exceptional cases, be issued on arrival. A visa appears on one page of the passport either as a stamp or as a sticker with stamp and signature of the issuing consulate.
  - (c) Visas could be for single, double or multiple entries and they usually have validity. Some visas could also be valid for a lengthy period of time or for the holder's lifetime or for the duration of the passport.
  - (d) There are different types of visas: business visa, visitor's visa, tourist visa, immigrant visa and other visas for special purposes (e.g. pilgrims, students etc...) Countries can impose different individual conditions on these visas.
  - (e) A visa issued in a family passport is valid only for those family members in the passport who are expressly mentioned in the visa, i.e. entry will not be permitted to any family member in the passport who is not expressly mentioned in the visa.
  - (f) For transit through a country, a transit visa with much shorter validity is issued to those requiring a visa. To some nationals, transit visas are issued on arrival or some passengers may be allowed to transit without visa (TWOV).
- TWOV facilities are not intended for those holding SA (space available) tickets e.g. airline staff or other passengers travelling on industry discount.
- Note: In some countries, a valid visa, as well as a general visa exemption for certain nationals, is not a guarantee for being permitted entry into such countries by the immigration authorities, e.g. where the passenger holds insufficient funds to

- sustain living in that country or to leave the country again, or where the taking-up of illegal work is suspected.
- (4) Vaccination/health certificate  
Only a few countries, mostly in tropical areas, require for entry, proof of certain vaccinations and/or a health certificate. As a rule a vaccination certificate in an international format as laid down by the (who) health organization (who) containing confirmation of these vaccinations, is recognized. Different vaccinations have different period of validity. normally it is the passenger's responsibility to check whether he/she has the necessary vaccinations/certificates.

## Rule 116 Interline Baggage Acceptance

- (A) **Applicability**  
This rule is applicable to all interline itineraries issued on a single ticket whose origin or ultimate ticketed destination is in Canada . it establishes how QR will determine which carrier's baggage rules apply to any passenger's entire interline itinerary.
- (B) **General**  
For the purposes of interline baggage acceptance:
- (1) The carrier whose designator code is identified on the first segment of the passenger's interline ticket will be known as the selecting carrier.
  - (2) Any carrier who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket will be known as a participating carrier.
- (C) **Baggage rule determination by selecting carrier**
- (1) **Checked baggage**  
the selecting carrier will:
    - (a) Select and apply its own baggage rules as set out in its tariff to the entire interline itinerary; or
    - (b) Select the most significant carrier, as determined by IATA resolution 302 and conditioned by the Canadian transportation agency, in order for that carrier's baggage rules, as established in its tariff, to apply to the entire interline itinerary.the carrier identified by means of a) or b) will be known as the selected carrier.
  - (2) **Carry-on baggage**  
Each operating carrier's carry-on baggage allowances will apply to each flight segment in an interline itinerary. Notwithstanding, the carry-on baggage charges that will apply to the entire interline itinerary will be those of the selected carrier.
- (D) **Baggage rule application by participating carrier**  
where QR is not the selected carrier on an interline itinerary but is a participating carrier that is providing transportation to the passenger based on the ticket issued, QR will apply as its own the baggage rules of the selected carrier throughout the interline itinerary.
- (E) **Disclosure of baggage rules**  
summary page at the end of an online purchase and e-ticket disclosure
- (1) For baggage rules provisions related to a passenger's 1st and 2nd checked bag and the passenger's carry-on baggage (i.e. the passenger's "standard" baggage allowance), when the carrier sells and issues a ticket for an interline itinerary, it will disclose to the passenger on any summary page at the end of an online purchase

and on the passenger's itinerary/receipt and e-ticket at the time of ticketing the baggage information relevant to the passenger itinerary as set out in paragraph 2 below. The disclosed information will reflect the baggage rules of the selected carrier.

- (2) The carrier will disclose the following information:
  - (a) Name of the carrier whose baggage rules apply;
  - (b) Passenger's free baggage allowance and/or applicable fees;
  - (c) Size and weight limits of the bags, if applicable;
  - (d) Terms or conditions that would alter or impact a passenger's standard baggage allowances and charges (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card);
  - (e) Existence of any embargoes that may be applicable to the passenger's itinerary; and,
  - (f) Application of baggage allowances and charges (i.e. whether they are applied once per direction or if they are applicable at each stopover point).
- (3) The carrier will provide this information in text format on the passenger's e-ticket confirmation. any fee information provided for carry-on bags and the first and second checked bag will be expressed as specific charges (i.e., not a range).

#### web site disclosure

The carrier will disclose on its web site, in a convenient and prominent location, a complete and comprehensive summary of all the carrier's own baggage rules, including information concerning:

- (a) The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- (b) The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- (c) Excess and oversized baggage charges;
- (d) charges related to check in, collection and delivery of checked baggage;
- (e) Acceptance and charges related to special items, e.g. surf boards, pets, bicycles, etc.;
- (f) Baggage provisions related to prohibited or unacceptable items, including embargoes;
- (g) Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. Frequent flyer status, early check in, pre-purchasing baggage allowances with a particular credit card); and,
- (h) Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges etc.

#### (F) Definitions

"Airline designator code"

An identification code comprised of two-characters which is used for commercial and traffic purposes such as reservations, schedules, timetables, ticketing, tariffs and airport display systems. airline designators are assigned by IATA. When this code appears on a ticket, it reflects the carrier that is marketing the flight, which might be different from the carrier operating the flight.

"Baggage rules"

The conditions associated with the acceptance of baggage, services incidental to the transportation of baggage, allowances and all related charges. for example, baggage rules may address the following topics:

- . The maximum weight and dimensions of passenger bags, if applicable, both checked and unchecked;
- . The number of checked and unchecked passenger bags that can be transported and the applicable charges;
- . Excess and oversized baggage charges;
- . Charges related to check-in, collection and delivery of checked baggage;
- . Acceptance and charges related to special items, e.g. surfboards, pets, bicycles, etc.;
- . Baggage provisions related to prohibited or unacceptable items, including embargoes;
- . Terms or conditions that would alter or impact the baggage allowances and charges applicable to passengers (e.g. frequent flyer status, early check-in, pre-purchasing baggage allowances with a particular credit card); and,
- . Other rules governing treatment of baggage at stopover points, including passengers subject to special baggage allowances or charges, etc.

"Interline agreement":

An agreement between two or more carriers to co-ordinate the transportation of passengers and their baggage from the flight of one air carrier to the flight of another air carrier (through to the next point of stopover).

"Interline itinerary":

All flights reflected on a single ticket involving multiple air carriers. Only travel on a single ticket is subject to the agency's approach provided the origin or the ultimate ticketed destination is a point in Canada .

"interline travel":

travel involving multiple air carriers listed on a single ticket that is purchased via a single transaction.

"Single ticket":

A document that permits travel from origin to destination. It may include interline/code-share



and intra-line segments. It may also include end-to-end combinations (i.e., standalone fares that can be bought separately but combined together to form one price).

"Summary page at the end of an online purchase":

A page on a carrier's web site which summarizes the details of a ticket purchase transaction just after the passenger has agreed to purchase the ticket from the carrier and has provided a form of payment.

"Ultimate ticketed destination":

In situations where a passenger's origin is a non-Canadian point and the itinerary includes at least one stop in Canada, as well as at least one stop outside Canada. If the stop in Canada is the farthest checked point and the stop is more than 24 hours, the agency would consider the ultimate ticketed destination to be Canada.

Carrier definitions (various)

"Down line carrier":

Any carrier, other than the selecting carrier, who is identified as providing interline transportation to the passenger by virtue of the passenger's ticket.

"Marketing carrier":

The carrier that sells flights under its code.

"Most Significant Carrier (MSC)":

Is determined by a methodology, established by IATA (resolution 302), which establishes, for each portion of a passenger's itinerary where baggage is checked through to a new stopover point, which carrier will be performing the most significant part of the service. For travelers under the resolution 302 system, the baggage rules of the MSC will apply. For complex itineraries involving multiple checked baggage points, there may be more than one MSC, resulting in the application of differing baggage rules through an itinerary.

"Most significant carrier (MSC)-IATA resolution 302 as Conditioned by the agency":

In this instance, the MSC is determined by applying IATA resolution 302 methodology as conditioned by the agency. The agency's reservation has stipulated that only a single set of baggage rules may apply to any given interline itinerary. The aim of the agency's reservation is to allow the selecting carrier to use the MSC methodology to determine which carrier's baggage rules apply to an international interline itinerary to or from Canada, while reinforcing the role of tariffs in the determination of which carrier's rules apply.

"Operating carrier":

The carrier that operates the actual flight.

"Participating carrier(s)":

Includes both the selecting carrier and down line carriers who have been identified as providing interline transportation to the passenger by

virtue of the passenger's ticket.

"Selected carrier":

The carrier whose baggage rules apply to the entire interline itinerary.

"selecting carrier":

The carrier whose designator code is identified on the first segment of the passenger's ticket at the beginning of an itinerary issued on a single ticket whose origin or ultimate destination is in Canada .

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### Rule 131 Applicability of Fares

The fare paid shall only be applicable when international travel commences in the country of the point of origin shown on the ticket; i.e., if international travel actually commences outside the country of the ticketed point of origin, the fare must be reassessed from the point where international travel actually began, for example, if a ticket is purchased at the Indian Rupee fare for travel Mumbai-Doha-London-New York and the passenger actually commences travel in Dubai instead of Mumbai, the fare must be reassessed at the Doha-New York Qatari Rial level.

## Rule 135 Stopovers and Agreed Stopping Places

- (A) Advance arrangements required  
Stopovers will be permitted only if arranged with carrier in advance and provided for in the ticket.
- (B) Agreed stopping places  
Stopovers may be permitted at the agreed stopping places subject to government requirements and QR regulations.

## Rule 136 Fares, Charges and Routings

- (A) General  
Fares apply only for carriage from the airport at the point of origin to the airport at the point of destination. Fares do not include ground transport service between airports and between airports and town centers, unless QR's without additional charge.
- (B) Applicable fares  
Applicable fares for carriage governed by these conditions are those published by QR, or, if not so published, constructed in accordance with QR's regulations. Except as otherwise provided in QR's regulations, the applicable fare is the fare for the flight or flights in effect on the date of commencement of the carriage covered by the first flight coupon of the ticket. When the amount that has been collected is not the applicable fare, the difference shall be paid by the passenger or, as the case may be, refunded by QR in accordance with carrier's regulations.
- (C) Routing  
Unless otherwise provided in QR's regulations, fares apply only to routings published in connection therewith. If there is more than one routing at the same fare, the passenger, prior to ticket issue, may specify the routing. If no routing is specified, QR may determine the routing.
- (D) Currency  
Subject to applicable law, fares and charges are payable in any currency acceptable to QR. When payment is made in a currency other than the currency in which the fare is published, such payment will be made at the rate of exchange established in accordance with QR's regulations.
- (E) Taxes fees and charges  
Applicable fares, taxes, fees and charges imposed by government or other authority, or by the operator of an airport shall be payable by passenger. At the time the passenger purchases a ticket, he/she will be advised of taxes, fees and charges not included in the fare, most of which normally be shown separately on the ticket. The taxes, fees and charges imposed on air travel are constantly changing and can be imposed after the date of ticket issuance. If there is an increase in tax, fee or charge shown on the ticket, passenger will be required to pay it. Similarly, if a new tax, fee or charge is imposed even after ticket issuance passenger will be required to pay it. In the event of any taxes, fees or charges, which passenger have paid to QR at the time of ticket issuance are abolished or reduced such that they no longer apply to passenger, or a lesser amount is due, passenger will be entitled to claim a refund.

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## Rule 140 waitlists

Waitlist acceptance/clearance is based on actual revenue Value and is at QR's discretion. QR'S automatic waitlist Clearance/prioritization is based on customer importance, Revenue value, likelihood of travel if confirmed and Fairness to passenger.

## Rule 145 Currency Applications

### Local currency fares and charges

- (1) Fares and related charges are expressed in the local currency of the country of commencement of transportation (COC), except those countries listed below which are expressed (A) in US dollars or (B) in Euro:

(A)

Afghanistan	Lebanon
Angola	Liberia
Anguilla	Madagascar
Antigua and Barbuda	Malawi
Argentina	Maldives
Bahamas	Mexico
Bangladesh	Mongolia
Barbados	Montserrat
Belize	Nicaragua
Bermuda	Nigeria
Bolivia	Palestinian Territory
Bonaire	Panama
Brazil	Paraguay
Burundi	Peru
Cambodia	Philippines
Cayman Islands	Rwanda
Chile	Saba
Colombia	Saint Eustatius
Congo, Dem. Rep. of	Saint Kitts
Costa Rica	and Nevis
Cuba	Saint Lucia
Dominica	Saint Vincent and
Dominican Republic	The Grenadines
Ecuador	Sao Tome and
El Salvador	Principe
Eritrea	Sierra Leone
Ethiopia	Somalia
Gambia	Suriname
Ghana	Tanzania, United
Grenada	Republic of
Guatemala	Timor Leste
Guinea	Trinidad and
Guyana	Tobago
Haiti	Uganda
Honduras	Ukraine
Indonesia	United States
Iraq	and U.S. Territories
Israel	Uruguay
Jamaica	Venezuela
Kenya	Viet Nam
Laos	Zambia
	Zimbabwe

(B)

Albania  
Armenia  
Austria  
Azerbaijan

Belarus  
Belgium  
Bosnia and Herzegovina  
Bulgaria  
Cape Verde  
Croatia  
Cyprus  
Estonia  
Finland  
France except French Polynesia  
(including Wallis and Futuna)  
New Caledonia (including Loyalty Islands)  
Georgia  
Germany  
Greece  
Ireland  
Italy  
Kyrgyzstan  
Latvia  
Lithuania  
Luxembourg  
Macedonia (FYROM)  
Malta  
Moldova, Republic of Monaco  
Montenegro  
Netherlands  
Portugal  
Romania  
Russia  
Serbia  
Slovakia  
Slovenia  
Spain  
Tajikistan  
Turkey  
Turkmenistan  
Uzbekistan

- (2) All add-ons shall be established in the currency of the country concerned, or where agreed, in U.S. dollars or in Euro or in any other currency.  
Combination of local currency fares  
To combine two or more local currency fares, convert all local currency fares into the currency of the country of commencement of transportation.
- Step 1: (a) Establish the NUC amount for each local currency fare by dividing the local currency fare by the applicable IATA Rate of Exchange (ROE) shown in the Currency Conversion Table below for the country in which the currency is denominated.  
(b) Calculate the resultant amount to two decimal places, ignoring any further decimal places.
- Step 2: Add the resultant NUC amounts for the sectors involved.
- Step 3: (a) Established the through local currency fare by multiplying the total NUC



amounts (derived from Steps 1, 2, and 3 above) by the IATA Rate of Exchange (ROE) shown in the currency conversion table below for the country of commencement of travel.

- (b) Calculate the resultant amount of one decimal place beyond the number of decimal places shown next to the local currency in the conversion table below, ignoring any further decimal places.
- (c) Round up to the next higher rounding unit shown next to the local currency in the currency conversion table, unless otherwise indicated.

Exception: When an international ticket is comprised of all domestic fare components, but within different countries, the provisions outlines above shall apply.

Other Charges

Other charges shall be separately converted to the currency of the country of sale using the Bankers' Selling Rate using the rounding units shown next to other charges in the currency conversion table.

MCOs for unspecified transportation and PTAs.

MCOs for unspecified transportation and PTAs when honored for payment of Air transportation shall be subject to the provisions of Rule 75 (Currency of Payment). The country of payment of the PTA or MCO shall be considered the country of original issue and determine construction Rules to apply.

Currency Table

For IATA Rate of Exchange (ROE) currency conversion table see pages 259-275.

Local Currency Rounding Table

For those countries where fares are expressed in USA and the USD is not the local currency; see pages 280-Q thru 282.

Currency Table

Abu Dhabi

(See United Arab Emirates)

Afghanistan

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

Albania

Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01

Algeria

Algerian Dinar	DZD	ROE:120.675876	Note -
Round Up: Local Currency - 1			Other Charges - 1

American Samoa

US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1

Angola

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

Anguilla

US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1

Antigua and Barbuda

US Dollar	USD	ROE:1.0	Note D
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Round Up: Local Currency - 1	Other Charges - 0.1
Argentina	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Armenia	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.1
Aruba	
Aruban Guilder AWG ROE:1.8000000	Note -
Round Up: Local Currency - 1	Other Charges - 1
Australia	
Australian Dollar AUD ROE:1.468910	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Austria	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Azerbaijan	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.1
Bahamas	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Bahrain	
Bahraini Dinar BHD ROE: .376100	Note -
Round Up: Local Currency - 1	Other Charges - 1
Bangladesh	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Barbados	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Belarus	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.1
Belgium	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Belize	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Benin, Rep. Of	
CFA Franc XOF ROE:595.677380	Note -
Round Up: Local Currency - 100	Other Charges - 100
Bermuda	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Bhutan	
NGULTRUM BTN ROE:71.969032	Note -
Round Up: Local Currency - 1	Other Charges - 1
Bolivia	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Bonaire	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Bosnia and Herzegovina	

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Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Botswana			
PULA	BWP	ROE:11.113232	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Brazil			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
British Virgin Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Brunei			
Darussalam			
Brunei Dollar	BND	ROE:1.385105	Note -
Round Up: Local Currency - 1			Other Charges - 1
Bulgaria			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.01
Burkina Faso			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Burundi			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Cambodia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 1.0
Cameroon			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Canada			
Canadian dollar	CAD	ROE:1.323867	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Cape Verde			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Cayman Islands			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Central African Republic			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Chad			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Chile			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
China			
Yuan Renminbi	CNY	ROE:7.145291	Note -
Round Up: Local Currency - 10			Other Charges - 1
Chinese Taipei Dollar	TWD	ROE:31.279394	Note -
Round Up: Local Currency - 1			Other Charges - 0.5
Colombia			
US Dollar	USD	ROE:1.0	Note D

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Round Up: Local Currency - 1	Other Charges - 0.1
Comoros	
Comoro	
Franc	KMF ROE:446.758035 Note -
Round Up: Local Currency - 100	Other Charges - 50
Congo (Brazzaville)	
CFA Franc	XAF ROE:595.677380 Note -
Round Up: Local Currency - 100	Other Charges - 100
Congo (Kinshasa)	
US Dollar	USD ROE:1.0 Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Cook Islands	
New Zealand	
Dollar	NZD ROE:1.568442 Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Costa Rica	
US Dollar	USD ROE:1.0 Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Cote d'Ivoire	
CFA Franc	XOF ROE:595.677380 Note -
Round Up: Local Currency - 100	Other Charges - 100
Croatia	
Euro	EUR ROE:.908104 Note E
Round Up: Local Currency - 1	Other Charges - 0.01
Cuba	
US Dollar	USD ROE:1.0 Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Curacao	
Netherlands	
Antilles	
Guilder	ANG ROE:1.790000 Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Cyprus	
Euro	EUR ROE:0.908104 Note -
Round Up: Local Currency - 1	Other Charges - 0.05
Czech	
Republic	
Czech Koruna	CZK ROE:23.484744 Note -
Round Up: Local Currency - 1	Other Charges - 1
Denmark	
DANISH KRONE	DKK ROE:6.773884 Note -
Round Up: Local Currency - 5	Other Charges - 1
Djibouti	
Djibouti Franc	DJF ROE:177.721000 Note -
Round Up: Local Currency - 100	Other Charges - 100
Dominica	
US Dollar	USD ROE:1.0 Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Dominican	
Republic	
US Dollar	USD ROE:1.0 Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Ecuador	
US Dollar	USD ROE:1.0 Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Egypt	
EGYPTIAN Pound	EGP ROE:16.560000 Note -
Round Up: Local Currency - 1	Other Charges - 1

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El Salvador			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Equatorial Guinea			
CFA franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Eritrea			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Estonia			
euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 5			Other Charges - 0.1
Ethiopia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - .			Other Charges - 0.1
Eswatini			
Lilangeni	SZL	ROE:15.071386	Note -
Round Up: Local Currency - 10			Other Charges - 1
European M. Union			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.5
Falkland Islands			
Falkland Islands Pound FKP	FKP	ROE:.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Faroe Islands			
Danish Krone	DKK	ROE:6.773884	Note -
Round Up: Local Currency - 5			Other Charges - 0.1
Fiji			
Fiji Dollar	FJD	ROE:2.204261	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Finland			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
France			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
French Guiana			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
French Polynesia			
CFP Franc	XPF	ROE:108.365631	Note -
Round Up: Local Currency - 5			Other Charges - 1
Gabon			
CFA Franc	XAF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Gambia			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Georgia			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Germany			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Ghana			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Gibraltar			

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Gibraltar			
Pound	GIP	ROE:.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Greece			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 100			Other Charges - 10
Greenland			
Danish Krone	DKK	ROE:6.773884	Note -
Round Up: Local Currency - 5			Other Charges - 1
Grenada			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guadeloupe			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Guam			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Guatemala			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guinea			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Guinea-Bissau			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Guyana			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 1
Haiti			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Honduras			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Hong Kong			
Hong Kong Dollar	HKD	ROE:7.841150	Note -
Round Up: Local Currency - 10			Other Charges - 1
Hungary			
Forint	HUF	ROE:299.756829	Note -
Round Up: Local Currency - 10			Other Charges - 10
Iceland			
Iceland Krone	ISK	ROE:126.754430	Note -
Round Up: Local Currency - 100			Other Charges - 10
India			
Indian Rupee	INR	ROE:71.969032	Note -
Round Up: Local Currency - 5			Other Charges - 1
Indonesia			
Indonesian Rupiah	IDR	ROE:14126.800000	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Iran, Islamic Republic of			
Iranian Rial	IRR	ROE:112807.000000	Note -
Round Up: Local Currency - 100			Other Charges - 100
Iraq			
Iraq Dinar	IQD	ROE:1199.765150	Note D
Round Up: Local Currency - 0.1			Other Charges - 0.05

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Ireland			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Israel			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Italy			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Jamaica			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Japan			
YEN	JPY	ROE:106.608770	Note -
Round Up: Local Currency - 100			Other Charges - 10
Jordan			
Jordanian Dinar	JOD	ROE: .709000	Note -
Round Up: Local Currency - 1			Other Charges - 0.05
Kazakhstan			
Tenge	KZT	ROE:387.166000	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Kenya			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Kiribati			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Korea, Democratic People's Republic of North Korean			
Won	KPW	ROE:107.250000	Note -
Round Up: Local Currency - 1			Other Charges - 1
Korea, Republic of			
Korean Won	KRW	ROE:1201.730079	Note -
Round Up: Local Currency - 100			Other Charges - 100
Kuwait			
Kuwait Dinar	KWD	ROE:.304751	Note -
Round Up: Local Currency - 1			Other Charges - 0.05
Kyrgyzstan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Laos, People's Democratic Republic of			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Latvia			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Lebanon			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Lesotho			
LOTI	LSL	ROE:15.071386	Note -

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Round Up: Local Currency - 10	Other Charges - 0.1
Liberia	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Libyan Arab	
Jamahiriya	
Libyan Dinar LYD ROE:1.431813	Note -
Round Up: Local Currency - 0.1	Other Charges - 0.05
Lithuania	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Luxembourg	
Luxembourg	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Macao	
Pataca MOP ROE:8.076385	Note -
Round Up: Local Currency - 10	Other Charges - 1
Madagascar	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 100	Other Charges - 50
Malawi	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Malaysia	
Malaysian	
Ringgit MYR ROE:4.194384	Note -
Round Up: Local Currency - 1	Other Charges - 1
Maldives	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Mali	
CFA Franc XOF ROE:595.677380	Note -
Round Up: Local Currency - 100	Other Charges - 100
Malta	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Marshall Islands	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Martinique	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Mauritania	
Ouguiya MRO ROE:37.391920	Note -
Round Up: Local Currency - 20	Other Charges - 10
Mauritius	
Mauritius Rupee MUR ROE:37.445118	Note -
Round Up: Local Currency - 5	Other Charges - 1
Mayotte	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 1	Other Charges - 0.01
Mexico	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Micronesia	
US Dollar USD ROE:1.00	Note -
Round Up: Local Currency - 1	Other Charges - 0.1



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Moldova, Republic of			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Monaco			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Mongolia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Montenegro			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Montserrat			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Morocco			
Moroccan Dirham	MAD	ROE:9.756254	Note -
Round Up: Local Currency - 5			Other Charges - 1
Mozambique			
Metical	MZM	ROE:62.046000	Note -
Round Up: Local Currency - 10000			Other Charges - 10000
Myanmar			
Kyat	MMK	ROE:1546.704423	Note D
Round Up: Local Currency - 1			Other Charges - 1
Namibia			
Namibian Dollar	NAD	ROE:15.071386	Note -
Round Up: Local Currency - 10			Other Charges - 1
Nauru			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Nepal			
Nepalese Rupee	NPR	ROE:115.150452	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Netherlands			
Netherlands			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Netherlands Antilles			
Netherlands Antillean Guilder	ANG	ROE:1.790000	Note -
Round Up: Local Currency - 1			Other Charges - 1
New Caledonia			
CFP Franc	XPF	ROE:108.365631	Note -
Round Up: Local Currency - 100			Other Charges - 10
New Zealand			
New Zealand Dollar	NZD	ROE:1.568442	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Nicaragua			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Niger			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100

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Nigeria			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Niue			
New Zealand Dollar	NZD	ROE:1.568442	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Norfolk Island			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Northern Mariana Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Norway			
Norwegian Krone	NOK	ROE:9.026063	Note -
Round Up: Local Currency - 5			Other Charges - 1
Occupied Palestinian Territory			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Oman			
Rial Omani	OMR	ROE: .384500	Note -
Round Up: Local Currency - 1			Other Charges - 1
Pakistan			
Pakistan Rupee	PKR	ROE:156.955904	Note -
Round Up: Local Currency - 10			Other Charges - 1
Palau			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Panama			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Papua New Guinea			
KINA	PGK	ROE:3.487872	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Paraguay			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Peru			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Philippines			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Poland			
PLN		ROE:3.948006	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Portugal			
Portuguese			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Puerto Rico			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Qatar			
Qatari Rial	QAR	ROE:3.640000	Note -
Round Up: Local Currency - 10			Other Charges - 10
Reunion			
Euro	EUR	ROE:.908104	Note -

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Round Up: Local Currency - 1	Other Charges - 0.01
Romania	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.01
Russian Federation	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.01
Rwanda	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Saba	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Saint Helena	
Saint Helena	
Pound SHP ROE: 0.818146	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Saint Kitts and Nevis	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Saint Lucia	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Saint Maarten	
Guilder Netherlands ANG ROE:1.790000	Note -
Antilles	
Round Up: Local Currency - 1	Other Charges - 0.1
Saint Pierre and Miquelon	
Euro EUR ROE:.908104	Note -
Round Up: Local Currency - 0.01	Other Charges - 0.01
Saint Vincent and The Grenadines	
US Dollar USD ROE:1.0	Note D
Round Up: Local Currency - 1	Other Charges - 0.1
Samoa	
Tala WST ROE:2.758274	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Sao Tome and Principe	
US Dollar USD ROE:1.0	Note -
Round Up: Local Currency - 1	Other Charges - 0.1
Saudi Arabia	
Saudi Riyal SAR ROE:3.750000	Note -
Round Up: Local Currency - 1	Other Charges - 1
Senegal	
CFA Franc XOF ROE:595.677380	Note -
Round Up: Local Currency - 100	Other Charges - 100
Serbia	
Euro EUR ROE:.908104	Note E
Round Up: Local Currency - 1	Other Charges - 0.1
Seychelles	
Seychelles	
Rupee SCR ROE:14.552957	Note -
Round Up: Local Currency - 1	Other Charges - 1
Sierra Leone	

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US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Singapore			
Singapore Dollar	SGD	ROE:1.385105	Note -
Round Up: Local Currency - 1			Other Charges - 1
Slovakia			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 1
Slovenia			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 100			Other Charges - 1
Solomon Islands			
Solomon Islands Dollar	SBD	ROE:8.494263	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Somalia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
South Africa			
Rand	ZAR	ROE:15.071386	Note -
Round Up: Local Currency - 10			Other Charges - 1
South Sudan			
South Sudanese Pound SSP		ROE:159.403000	Note G
Round Up: Local Currency - 1			Other Charges - 1
Spain			
Euro	EUR	ROE:.908104	Note -
Round Up: Local Currency - 1			Other Charges - 0.01
Sri Lanka			
SRI LANKA RUPEE	LKR	ROE:181.346000	Note -
Round Up: Local Currency - 100			Other Charges - 1
Sudan			
Sudanese Dinar	SDG	ROE:45.225000	Note G
Round Up: Local Currency - 1			Other Charges - 1
Suriname			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Sweden			
Swedish Krone	SEK	ROE:9.726038	Note -
Round Up: Local Currency - 5			Other Charges - 1
Switzerland			
SWISS Franc	CHF	ROE:.987367	Note -
Round Up: Local Currency - 1			Other Charges - 0.5
Syrian Arab Republic			
Syrian Pound	SYP	ROE:436.000000	Note G
Round Up: Local Currency - 1			Other Charges - 1
Tajikistan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Tanzania, United Republic of			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Thailand			
Baht	THB	ROE:30.821100	Note -
Round Up: Local Currency - 5			Other Charges - 5
Timor - Leste			

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US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 5			Other Charges - 0.1
Togo			
CFA Franc	XOF	ROE:595.677380	Note -
Round Up: Local Currency - 100			Other Charges - 100
Tonga			
Pa'anga	TOP	ROE:2.385951	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Trinidad and Tobago			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Tunisia			
Tunisian Dinar	TND	ROE:2.918174	Note -
Round Up: Local Currency - 0.5			Other Charges - 0.5
Turkey			
Turkish Lira	TRY	ROE:5.715780	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Turkmenistan			
New Manat	TMT	ROE:3.500000	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Turks and Caicos Islands			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Tuvalu			
Australian Dollar	AUD	ROE:1.468910	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Uganda			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Ukraine			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
United Arab Emirates (Comprised of Abu Dhabi, Ajman, Dubai, Fujairah, Ras-el-Khaimah, Sharjah, Umm Al Qaiwain)			
UAE Dirham	AED	ROE:3.672750	Note -
Round Up: Local Currency - 10			Other Charges - 10
United Kingdom			
Pound Sterling	GBP	ROE:0.818146	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
United States			
US Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Uruguay			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Uzbekistan			
Euro	EUR	ROE:.908104	Note E
Round Up: Local Currency - 1			Other Charges - 0.1
Vanuatu			

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Vatu	VUV	ROE:114.140000	Note -
Round Up: Local Currency - 100			Other Charges - 10
Venezuela			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Vietnam			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Wallis and Futuna Islands			
CFP Franc	XPF	ROE:108.365631	Note -
Round Up: Local Currency - 100			Other Charges - 10
Yemen, Republic of			
Yemini Rial	YER	ROE:250.000000	Note G
Round Up: Local Currency - 1			Other Charges - 0.1
Zambia			
US Dollar	USD	ROE:1.0	Note D
Round Up: Local Currency - 1			Other Charges - 0.1
Zimbabwe			
Zimbabwe Dollar	USD	ROE:1.0	Note -
Round Up: Local Currency - 1			Other Charges - 0.1

Notes:

- D International Fares from this country are published in US Dollars. This rate of exchange is to be used solely to convert local currency domestic fares to US Dollars. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- E International Fares from this country are published in Euro. This rate of exchange is to be used solely to convert local currency domestic fares to Euro. This will allow combination of domestic fares and international fares from this country on the same ticket and provide a common industry base.
- G This rate of exchange is established by Government Order and does not result from the application of Resolution 024c.

Local Currency Rounding Table

For those countries where fares are expressed in USD and the USD is not the local currency, and when payment is tendered in the local currency, the amounts shall be rounded up to next unit as per the following table, unless otherwise shown:

Afghanistan			
Afghani	AFA		Note -
Round Up: Local Currency - 1			Other Charges - 1
Albania			
Lek	ALL		Note -
Round Up: Local Currency - 1			Other Charges - 1
Angola			
KWANZA	AOK		Note -
Round up: Local Currency - 1000000			Other Charges - 0.1
Kwanza			
Reajustado	AOR		Note -
Round Up: Local Currency - 100			Other Charges - 100
Anguilla			

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EC Dollar	XCD		Note 3
Round Up: Local Currency - 1			Other Charges - 0.1
Antigua and Barbuda			
EC Dollar	XCD		Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Argentina			
Argentine Peso	ARS		Note 1,3
Round Up: Local Currency - 1000			Other Charges -
1000			
Armenia			
Armenian Dram	AMD		Note -
Round Up: Local Currency - 100			Other Charges - 10
Azerbaijan			
Azerbaijani			
Manat	AZM		Note -
Round Up: Local Currency - 100			Other Charges - 10
Bahamas			
Bahamian Dollar	BSD		Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Bangladesh			
Taka	BDT		Note -
Round Up: Local Currency - 1			Other Charges - 1
Barbados			
Barbados Dollar	BBD		Note -
Round Up: Local Currency - 1			Other Charges - 0.1
Belarus			
Belarussian			
Ruble	BYB		Note -
Round Up: Local Currency - 100			Other Charges - 10
Belize			
Belize Dollar	BZD		Note 1
Round Up: Local Currency - 1			Other Charges - 0.1
Bermuda			
Bermudian			
Dollar	BMD		Note 3
Round Up: Local Currency - 1			Other Charges - 0.1
Bolivia			
Boliviano	BOB		Note 1
Round Up: Local Currency - 1			Other Charges - 0.1
Bosnia and Herzegovina			
Dinar	BAD		Note -
Round Up: Local Currency - 1			Other Charges - 1
Brazil			
Brazilian Real	BRL		Note 1,2
Round Up: Local Currency - 1			Other Charges - 1
Burundi			
Burundi Franc	BIF		Note -
Round Up: Local Currency - 10			Other Charges - 5
Bulgaria			
Lev	BGL		Note -
Round Up: Local Currency - 1			Other Charges - 1
Cambodia			
Riel	KHR		Note -
Round Up: Local Currency - 10			Other Charges - 10
Cape Verde			
Cape Verde			

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Escudo	CVE	Note -
Round Up: Local Currency - 100		Other Charges - 100
Cayman Islands		
Cayman Island		
Dollar	KYD	Note 3
Round Up: Local Currency - 0.1		Other Charges - 0.1
Chile		
Chilean Peso	CLP	Note 1
Round Up: Local Currency - 1		Other Charges - 1
Colombia		
Colombian Peso	COP	Note 1
Round Up: Local Currency - 100		Other Charges - 100
Costa Rica		
Costa Rican		
Colon	CRC	Note 1
Round Up: Local Currency - 10		Other Charges - 10
Croatia		
Croatian Kuna	HRK	Note 3
Round Up: Local Currency - 1		Other Charges - 1
Cuba		
Cuban Peso	CUP	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Dominica		
EC Dollar	XCD	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Dominican Republic		
Dominican Peso	DOP	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Ecuador		
Sucre	ECS	Note 1,3
Round Up: Local Currency - 1		Other Charges - 0.1
El Salvador		
El Salvador		
Colon	SVC	Note -
Round Up: Local Currency - 1		Other Charges - 1
Eritrea		
Ethiopian Birr	ETB	Note -
Round Up: Local Currency - 1		Other Charges - 1
Estonia		
Kroon	EEK	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Ethiopia		
Ethiopian Birr	ETB	Note -
Round Up: Local Currency - 1		Other Charges - 1
Gambia		
Dalasi	GMD	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Georgia		
Lari	GEL	Note -
Round Up: Local Currency - 100		Other Charges - 10
Ghana		
Cedi	GHC	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Grenada		
EC Dollar	XCD	Note -
Round Up: Local Currency - 1		Other Charges - 0.1



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Guatemala			
Quetzal	GTQ		Note 3
Round Up: Local Currency	- 1		Other Charges - 0.1
Guinea			
Guinea Franc	GNF		Note -
Round Up: Local Currency	- 100		Other Charges - 100
Guyana			
Guyana Dollar	GYD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Haiti			
Gourde	HTG		Note -
Round Up: Local Currency	- 1		Other Charges - 0.5
Honduras			
Lempira	HNL		Note 1
Round Up: Local Currency	- 1		Other Charges - 0.2
Indonesia			
Rupiah	IDR		Note -
Round Up: Local Currency	- 100		Other Charges - 100
Israel			
Shekel	ILS		Note 3
Round Up: Local Currency	- 1		Other Charges - 1
Jamaica			
Jamaican Dollar	JMD		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Kazakhstan			
Kazakhstan			
Tenge	KZT		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Kenya			
Kenyan Shilling	KES		Note -
Round Up: Local Currency	- 5		Other Charges - 5
Kyrgyzstan			
Som	KGS		Note -
Round Up: Local Currency	- 1		Other Charges - .1
Laos, People's Democratic Republic of			
Kip	LAK		Note -
Round Up: Local Currency	- 10		Other Charges - 10
Latvia			
Latvian Lats	LVL		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Lebanon			
Lebanese Pound	LBP		Note -
Round Up: Local Currency	- 100		Other Charges - 100
Liberia			
Liberian Dollar	LRD		Note -
Round Up: Local Currency	- 100		Other Charges - 100
Lithuania			
Lithuanian Litas	LTL		Note -
Round Up: Local Currency	- 1		Other Charges - 0.1
Macedonia, The Former Yugoslav Republic of			
Dener	MKD		Note 3
Round Up: Local Currency	- 1		Other Charges - 1
Madagascar			
Malagasy Franc	MGF		Note -

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Round Up: Local Currency -1000		Other Charges - 50
Malawi		
Kwacha	MWK	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Maldives		
Rufiyaa	MVR	Note 1
Round Up: Local Currency - 1		Other Charges - 1
Mexico		
Mexican		
Peso	MXN	Note -
Round Up: Local Currency - 1		Other Charges - 1
Moldova, Republic of		
Moldovan Leu	MDL	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Mongolia		
Tugrik	MNT	Note -
Round Up: Local Currency - -		Other Charges - -
Montserrat		
EC Dollar	XCD	Note 3
Round Up: Local Currency - 1		Other Charges - 0.1
Nepal		
Nepalese Rupee	NPR	Note -
Round Up: Local Currency - 1		Other Charges - 1
Nicaragua		
Cordoba Oro	NIO	Note 1
Round Up: Local Currency - 1		Other Charges - 1
Nigeria		
Naira	NGN	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Panama		
Balboa	PAB	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Paraguay		
Guarani	PYG	Note 1
Round Up: Local Currency - 1000		Other Charges - 1000
Peru		
Nuevo Sol	PES	Note -
Round Up: Local Currency - 0.1		Other Charges - 0.1
Philippines		
Philippine Peso	PHP	Note -
Round Up: Local Currency - 1		Other Charges - 1
Poland		
Zloty	PLN	Note -
Round Up: Local Currency - 1		Other Charges - 0.1
Romania		
Leu	ROL	Note -
Round Up: Local Currency - 1		Other Charges - 1
Russian Federation		
Belarussian		
Ruble	BYB	Note -
Round Up: Local Currency - 100		Other Charges - 10
Rwanda		
Rwanda France	RWF	Note -
Round Up: Local Currency - 10		Other Charges - 5
Saint Kitts and Nevis		

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EC Dollar	XCD		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Saint Lucia			
EC Dollar	XCD		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Saint Vincent and The Grenadines			
EC Dollar	XCD		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Sao Tome and Principe			
Dobra	STD		Note -
Round Up: Local Currency		- 10	Other Charges - 10
Sierra Leone			
Leone	SLL		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Somalia			
Somali Shilling	SOS		Note -
Round Up: Local Currency		- 1	Other Charges - 1
Surinam			
Surinam Guilder	SRG		Note -
Round Up: Local Currency		- 1	Other Charges - 1
Tajikistan			
Tasik Ruble	TJR		Note -
Round Up: Local Currency		- 100	Other Charges - 10
Tanzania, United Republic of			
Tanzanian Shilling	TZS		Note -
Round Up: Local Currency		- 10	Other Charges - 10
Trinidad and Tobago			
Trinidad and Tobago Dollar	TTD		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Turkey			
Turkish Lira	TRL		Note -
Round Up: Local Currency		- 1000	Other Charges - 100
Turkmenistan			
Turkmenistan Manat	TMM		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Uganda			
Uganda Shilling	UGX		Note -
Round Up: Local Currency		- 1	Other Charges - 1
Ukraine			
Hryvnia	UAH		Note -
Round Up: Local Currency		- 1	Other Charges - 0.1
Uruguay			
Uruguayan Peso	UYU		Note -1,3
Round Up: Local Currency		- 100	Other Charges - 100
Uzbekistan			
Uzbekistan Sum	UZS		Note -
Round Up: Local Currency		- 100	Other Charges - 10
Venezuela			
Bolivar	VEB		Note -

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Round Up: Local Currency - 10  
Viet Nam  
Dong VND  
Round Up: Local Currency - 1  
Yemen,  
Republic of  
Yemeni Rial YER  
Round Up: Local Currency - 1  
Yugoslavia  
New Dinar YUM  
Round Up: Local Currency - 1  
Zaire  
New Zaire ZRN  
Round Up: Local Currency - 1  
Zambia  
Kwacha ZMK  
Round Up: Local Currency - 1

Other Charges - 10  
Note -  
Other Charges - 1  
Note -  
Other Charges - 1  
Note 4  
Other Charges - 1  
Note -  
Other Charges - 0.05  
Note -  
Other Charges - 5

Notes:

1. For documents issued in the local currency of this country, refunds shall only be made in this country and in the currency of this country.
2. No rounding is involved, all decimals beyond two shall be ignored.
3. Rounding of fares and other charges shall be to the nearest rounding unit.
4. Rounding shall be accomplished by dropping amounts of 50 paras and less and increasing amounts of more than 50 paras to the next higher New Dinar.

## Rule 150 Application of Fares

- (A) where a local or joint fare is specifically published via the desired routing from point of origin to point of destination, such fare is applicable over such route.
- (B) Unless otherwise provided, flights designated by class(es) of service; e.g., first class, business class or economy class and flight departure or arrival time as specified in connection with the application of fares refer to flights bearing such designations and schedules, flight departure or arrival times, as set forth in QR's official general schedule.
- (C) Fares and charges apply only to air transportation between the airports through which the cities named, in connection with such fares and charges are served by the carrier or carriers by whom, or on whose behalf, such fares and charges are published. ground transportation other than that specified below will be arranged by the passenger at his/her own expense.

## Rule 165 Fare Construction

When the fare between any two points is not specifically published via the desired routing, such fare shall be constructed by combining those fares applicable via the desired routing from the passenger's point of origin to point of destination that produce the lowest fare for the class of service used; provided, however, that such fare will not exceed the lowest fare determined in accordance with this rule. QR's telephone reservation sales representative will offer customers the lowest applicable fare for itineraries for the flights, dates and class of service requested to which our representatives have access. fares not accessible via our telephone reservation system may include, but are not limited to, unpublished fares, consolidator fares, negotiated fares, tour or package fares, and discounts available only via internet web sites.

- (a) Circle-trip/round-trip maximum  
If the fare constructed for such routing exceeds the fare for a circle trip or round trip constructed from the same point of origin that would include such routing, the circle-trip or round-trip fare would apply.
- (b) Interrupted travel  
If a fare constructed for a trip interrupted by travel other than via the participating carriers exceeds the applicable through fare for uninterrupted travel via the routing, the applicable through fare will apply.
- (c) Maximum fare-travel via the same or different classes of service  
A combination of fares of the same or different classes of service may not exceed the lowest of the following fares or combination of fares via the same carrier(s) between and via the same point:
  - (1) a combination of fares via the class of service used for a portion of the transportation and fares for a higher class of service for the remainder of the transportation, or
  - (2) A combination of fares via higher classes of service, or
  - (3) A through published fare via a higher class of service.  
Exception: A through published fare via a higher class of service to or from a more distant point may not be used to construct a fare for an intermediate point(s) if there is a published fare for the same higher class of service to or from such intermediate point(s).
  - (4) In the event that two or more fare types/booking codes are used in an itinerary,

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the through fare to be used, if lower than the sum of applicable fares, is the highest fare type/booking code ranked above.

## Rule 170 Round-Trip Fares

When a ticket is purchased before the transportation commences or is reissued pursuant to rule 255 (rerouting), the fare applicable to a round trip between two points over the lines of one or more carriers shall be:

- (a) when specifically published via the desired routing, the applicable round-trip fare specifically published by or on behalf of such carrier(s).
- (b) when not specifically published via the desired routing, the sum of the one-way fares applicable to the respective one-way segments or the sum of the round-trip segment fares if these are published.



## Rule 175 Circle-Trip Fares

Except as provided below, when a ticket is purchased before the transportation commences or is reissued pursuant to rule 255 (rerouting), the fare applicable to a circle-trip via participating carriers or partly via participating carriers and partly via other scheduled air carriers shall be for the portion of carriage via one or more participating carriers, the sum of 50 percent of the applicable round-trip fares for the respective sections, constructed from the point of origin via the route of travel that produces the lowest fare for the circle trip for class of service used.

Exception: The provisions of this rule are not applicable when any portion of the circle trip is flown via charter services or military air services.

## Rule 185 Routings

- (A) Each fare applies only to transportation via the routings specified in connection with such fare. any local routing in connection with a fare applicable to transportation over the lines of any one carrier between any two points shall be included in any routing in connection with any published joint fare that includes transportation over the lines of such carrier between such points, unless expressly excluded from the joint fare routing or routings.
- (B) Where more than one local fare applies for the portion of passage via a carrier participating in a joint fare, the joint fare shall apply only via the routings specified in connection with the lowest local fare.

Exception: The provisions of paragraph (b) will not apply to joint fares constructed in accordance with rule 165 (fare construction). Travel will be permitted via the routing authorized in connection with the local fares used in constructing such joint fares.

## Rule 190 Baggage

- (A) Definition, contents  
"Baggage means such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with his trip.  
QR has the right (except for diplomatic bags) but not the obligation, to verify, in the presence of the passenger, the contents of his baggage".
- (B) Liability of carrier  
while staff should not be involved in discussions concerning financial settlement, they should be aware of QR's legal situation.  
QR's liability to pay compensation is limited and is calculated on the weight of the baggage lost, damaged, pilfered or delayed. It is in no way insurance or an automatic payment and all claims are subject to proof of value.
- (C) Categories: checked, unchecked, unaccompanied
- (1) Checked baggage: those pieces of baggage, accepted at the check-in counter, registered on the flight coupon (pieces and weight), tagged to the correct destination and for which the passenger is given a receipt (equals passenger's identification/claim portion).  
unchecked baggage: those pieces of baggage, carried by the passenger during the flight in cabin; also called: hand baggage; carry on baggage.
  - (2) Unaccompanied baggage: those pieces of baggage accepted for carriage as cargo.
    - (a) Unaccompanied baggage/rush baggage
    - (b) Unaccompanied baggage sent as cargo
      - (i) Unaccompanied baggage is baggage accepted for carriage as cargo.
      - (ii) Contents: Unaccompanied baggage shall consist of personal wearing apparel and personal articles belonging to passengers (including household goods, portable musical instruments and portable sports equipment but excluding machinery, machine spare parts, money, securities, jewelry, watches, plated ware, furs, films, cameras, tickets, documents, liquors, perfumes, merchandise and salesman samples).
      - (iii) Rates: Unaccompanied baggage is accepted at cargo rates. Charges will be based on weight or volumetric equivalent, whichever is the greater.
      - (iv) Clearance of unaccompanied baggage may involve more formalities than accompanied excess baggage, as it will have to be done at the cargo terminal.
      - (v) Ensure baggage is owner name labelled

- prior to acceptance.
- (D) Rush baggage/expedite baggage
- (1) Rush baggage, is baggage which has been mishandled by a station due to reasons beyond the passengers control (e.g. payload restriction, non-availability of space, oversight etc.) and shall be delivered to the passenger.
  - (2) Rush baggage can be sent under the following conditions:
    - (a) It must have been screened.
    - (b) It must be ensured that the passenger has been already traveled.
- Notes:  
Rush baggage must be stored at the airport in a secure storage area it is imperative that the correct number of pieces and weight is transmitted to the load control staff.  
Important: This transmission of information must be documented. Therefore a SITA telex is recommended.
- (E) Carriage of dangerous goods
- (1) Dangerous goods are articles and substances, which pose significant risk to health, safety and property. Therefore their carriage is strictly controlled by international dangerous goods regulations, which specify the conditions under which dangerous goods can be transported without risking the safety of people and property.
  - (2) The international dangerous goods regulations (as classified in IATA dangerous goods regulations manual) prohibit the carriage of dangerous goods with the exception of certain items passengers (and crew) may carry in their hand or checked baggage provided the items are limited in quantity and for personal use only.
  - (3) Many dangerous goods can be carried as cargo provided the applicable conditions for their carriage have been met.
  - (4) Some "dangerous goods" may be carried on board in restricted quantities.
  - (5) Some "dangerous goods" are restricted to cargo aircraft only and others are prohibited under any circumstances.
- (F) Goods: Restricted articles  
Following items may be carried by passengers provided they are carried according to following rules:
- (1) Alcoholic beverages, when packed in receptacles of less than 5 litres permitted in hand baggage and checked-in baggage
  - (2) Non-radioactive medicinal and toilet articles, when less than a max of 2 kg net weight or less than 2 litres permitted on one's person, in hand baggage or checked-in baggage
  - (3) Dry ice, max 2 kg, when used to pack perishables permitted as had baggage or checked-in baggage. permission of the operator is required
  - (4) Small gaseous oxygen or air cylinders required for medical use permitted in hand baggage, checked-in baggage or on one's person. The approval of the

- operator is required
- (5) Securely boxed, cartridges for sporting purposes, max 5kg gross weight, excluding ammunition with explosive or incendiary projectiles only as checked-in baggage. The approval of the operator is required. Valid export/import licenses may be required
  - (6) Safety matches or a lighter for personal use on board. However lighters containing unabsorbed liquid fuel, lighter fuel and lighter refills are not permitted. Only allowed on one's person, not allowed in baggage
  - (7) wheelchair and other battery-powered mobility aids shipped as baggage.
- (G) Not used
- (H) Dangerous goods: Hidden in the passengers 'baggage
- (1) When passengers checked or unchecked baggage are accepted, great care must be taken that no dangerous goods, other than the "dangerous goods excepted" are taken aboard of an aircraft as baggage.
  - (2) Confirmation should be sought from a passenger about the contents of any item where there are suspicions that it might contain dangerous goods.
  - (3) Typical examples of items which may contain or indicate the presence of dangerous goods include:
    - Aerosol cans can leak if not properly sealed due to cabin pressure. They are also very susceptible to heat and there have been incidents where the cans have exploded as a result of becoming overheated in an aircraft cabin
    - Automobile parts may contain wet batteries, air bag inflators, air bag modules, fuel,
    - Etc.
    - Bull semen is usually cooled with a cryogenic liquefied gas which continuously vaporizes
    - Camping equipment can contain flammable liquid, or butane metal bottles which contain a flammable compressed gas
    - Most chemicals are dangerous and only qualified cargo staff can advise if it is acceptable as cargo. Dangerous chemicals must never be accepted as baggage
    - Dental apparatus may contain chemicals such as resins or solvents
    - Diagnostic specimens may contain infectious substances
    - Diving equipment may include aqualung air cylinders, which can only be accepted if they are emptied diving lamps may contain rechargeable lead acid batteries which, when accidentally operated, may generate extreme heat and can cause fire note that heat producing articles such as underwater torches may be carried in carry-on baggage only with the approval of the operator; the heating producing component or the energy source must be removed to prevent accidental functioning during transport
    - Drilling/mining equipment may contain explosives

- or other dangerous goods
  - Electrical equipment may contain magnetized material
  - Expeditionary equipment may contain several dangerous goods like explosives, gasoline, batteries, etc. frozen food may be packed in carbon dioxide, solid (Dry ice), which is a DGR
  - Fireworks are explosives
  - Frozen embryos may contain liquid nitrogen.
  - Gas cylinders if filled, will contain gas under pressure and can only be accepted as cargo
  - household cleaners can contain chlorides or ammonias. Many bleaching powders contain strong oxidizers which react dangerously with other materials, producing fumes.
  - Ammonias are very corrosive and react with oxidizing materials. Ammonia also produces toxic fumes. There have been instances where aircraft have had to return to an airport due to ammonia fumes affecting passenger and crew household goods can contain paints, aerosols, and flammable liquids
  - Instruments may contain mercury e.g. in barometers, mano-meters and industrial thermometers, etc.
  - Mercury is a metal which remains in liquid form at -38 c. It gives off toxic fumes at high and low pressures. Liquid mercury will quickly penetrate aluminum and it becomes weak and brittle. As most aircraft are produced from aluminum, it can cause severe structural damage if spilled in an aircraft, especially as it is difficult to trace and remove.
  - Most paints are flammable liquids and can only be accepted as cargo. Classified as paints are enamels, lacquers, stains, shellac, varnish, polish fillers and thinners.
  - Photographic equipment can contain hazardous chemicals, racing car team equipment may contain flammable aerosols, nitromethane, other fuel additives or wet batteries.
  - Repair kits can contain adhesives, cellulose, paint, solvents etc. Toolboxes may contain several dangerous goods. Vaccines are often packed with dry ice.
  - wet cell batteries contain acids, which can damage the aircraft structure and adjacent baggage.
- (I) Passenger baggage requiring special packaging
- (1) Articles and substances which do not fall within the definitions of dangerous goods but which, in the event of leakage, may cause serious clean-up problems or corrosion to aluminum on a long term basis, must be checked by the passenger to at least ensure that the packaging is adequate to prevent leakage during transport.
  - (2) In case of doubt as to the acceptability of an item or substance, the question must be referred to passenger supervisor (it is preferable that doubtful articles are left behind rather than risk

- endangering the aircraft and possibly breaking the law).
- (3) Passenger baggage bearing a dangerous goods mark and/or label
    - (a) Passenger may be confronted with an article or packaging showing a warning symbol or consumer hazard label, but it is possible that the articles in the packaging do not meet the criteria for classification shown in the current IATA dangerous goods regulations. In such a case one must obtain clarification that the article is not restricted before accepting the article or substance.
    - (b) A passenger may attempt to carry, either as checked or unchecked baggage, a package marked and/or labelled for dangerous goods. This would indicate that the package contains, or might possibly contain, dangerous goods. The passenger must then be challenged to determine the exact nature of the contents. Should the marking or label indicate the correct nature of the goods, the package must be refused as baggage and the owner referred to the cargo department. Should the contents be other than dangerous goods, the passenger must remove or obliterate the marking prior to acceptance.
  - (J) Special load in cabin
    - (1) General
      - (a) Baggage may be carried on the seats of QR aircraft, provided it belongs to one of the following categories:
      - (b) Delicate items that could be damaged or broken if carried in the aircraft holds. This includes musical instruments, paintings, electronic equipment,
      - (c) Valuables such as money, gold, jewelry
      - (d) Only baggage accompanied by a passenger may be accepted.
      - (e) Cargo shall not be cabin loaded.
      - (f) Limitations:
        - Maximum weight of any such item is 75 kg
        - Maximum length of any such item is 120 cm (48 inches)
    - (2) Provisions of items in excess of these specifications, must be arranged with DOHGSQR-ground services.
    - (3) A maximum of 3 extra seats can be booked per passenger.
      - (a) Dangerous goods must never be accepted as cabin load (except the allowed limited quantity of dry ice which is 2 kg.
      - (b) There is no baggage allowance for tickets that are issued specifically for load on extra seats.
      - (c) A maximum of 3 extra seats can be booked per passenger. Seats required for baggage should be reserved by the passenger when he makes

his own reservation. Seats for baggage not booked will be offered on a subject-to-load basis at the airport.

(K) Diplomatic couriers

General

- (1) Diplomatic mail bags (from embassy of ministry) can be carried in the cabin and the courier remains responsible for them.
  - (2) There is no baggage allowance for tickets that are issued specifically for diplomatic baggage on extra seats.
  - (3) Maximum weight of any such item is 75 kg
  - (4) A maximum of 3 extra seats can be booked per passenger diplomatic mail when dip is accepted and carried as baggage in the hold.
  - (5) Normal excess baggage rates are charged, after allowing for the entitled free baggage allowance.
- Note 1: When dip is accepted and carried as cargo in hold, the relevant procedures are followed as enumerated in the cargo and mail services manual.
- Note 2: Dip must never be accepted and carried unaccompanied as baggage, but should be treated as cargo. All relevant procedures will be followed as enumerated in the cargo and mail services manual.

(L) Acceptance of checked baggage

Acceptance criteria

Detailed acceptance criteria can be found in the conditions of carriage,

- (1) Baggage free allowance is indicated in the ticket (weight or piece concept). Apart from several exceptions to destinations.
- (2) QR restricts the weight and size of a piece of checked baggage to maximum 32 kg (70 lbs) and 406 cm (160 inch) (length plus width plus height). pieces exceeding these criteria must not be accepted as checked baggage.
- (3) There are special instructions for the acceptance and handling of odd-size baggage, animals, dangerous goods and other non-standard baggage.
  - (a) Baggage must be in good condition.
  - (b) Baggage that is damaged, unsuitably packed or contains perishable items:
- (4) Checked baggage must bear the passenger's name on the outside and preferably also on the inside. advise the passenger that the name should be the same as the one mentioned in the ticket. encourage the passenger to also write down his/her address, phone number and, if available, e-mail address. Name stickers and name labels should always be offered when a ticket is issued and be available on check-in desks.
- (5) Passengers should carry their own baggage which they have been responsible for packing and should not accept any items from other passengers (unknown persons).
- (6) Ensure the passenger presents all the baggage at check-in. At the same time, check whether all



- (7) unchecked baggage (hand baggage) is presented. The act of "checking" baggage is the entry in the appropriate boxes of the "passenger ticket and baggage check" of the details of the passengers' checked baggage. (pieces and weight). In the event that baggage gets lost, the claim settlement will be calculated upon these details.
- (a) Clearly explain to the passenger the final destination to which the baggage has been checked and affix the correct destination tag.
  - (b) In addition to the destination tag, affix class tag, priority tag or any other customer service tag if needed.
  - (c) Explain to passengers the custom regulations at intermediate stops. Either the baggage is automatically transferred to the connecting carrier, or the passenger has to pick up the baggage at first point of entry in a particular country, and clear customs.
  - (d) Correct baggage acceptance is essential. mishandled baggage (lost, damaged, sent to wrong destination) is a huge financial loss to the airline and results in dissatisfied passengers.
- (M) Baggage free allowance: weight and piece concept
- (1) Baggage weight concept
    - (a) When the weight concept applies, the allowance box of the ticket will show the amount of kilos.
    - (b) The weight allowed to be carried free of charge, marked in the "allow" box of the ticket, depends on the class of travel paid for:  
Free allowance  
F-class                    40 kgs (88 lbs)  
J-class                    30 kgs (66 lbs)  
Y-class                    20 kgs (44 lbs)
    - (c) An infant travelling on a 67% ticket (child fare), then the normal free baggage allowance applies.
    - (d) Baggage exceeding the free allowance is subject to excess charges.
    - (e) Infants on 10% tickets not entitled to a seat shall be allowed 10 kg (22 lbs) as free baggage allowance and in addition one fully collapsible baby pushchair or stroller or baby basket.
    - (f) Incapacitated passengers: may carry free of charge and in addition to the general free allowance: a collapsible wheelchair, crutches or another orthopedic device.
    - (g) Maximum weight per piece is 32 kg (70 lbs). any single piece of baggage weighing over 32 kg (70 lbs) must be re-packed or sent as unaccompanied baggage in cargo. The 32 kg (70 lbs) limit on an individual bag does not affect the total baggage weight allowance, as

approved by the commercial department.

Note: The 32kg. (70 lb.) Rule is mandatory for all flights to and from Doha international airport (DIA).

- (2) Baggage piece concept
- (a) The piece concept is based on the number, size and weight of the checked baggage.
  - (b) The piece concept only applies for travel between USA/Canada and other countries.
  - (c) when the piece concept is applicable, the allowance box of the ticket must show the code "pc".  
free allowance
    - F-class 2 Pieces
    - J-class 2 Pieces
    - Y-class 2 Pieces
  - (d) Maximum weight per piece is 32 kgs. (70 lbs).
  - (e) maximum dimensions: 158 cm (62 inch) (length plus width plus height)
  - (f) The free allowance above applies for all tickets except for infants travelling on 10% tickets.
  - (g) For infants and incapacitated passengers, special allowances apply. See below.
  - (h) Baggage exceeding the free allowance due to excessive dimensions, weight and/or number is subject to excess charging.
  - (i) Infants on 10% tickets are allowed free of charge:
  - (j) One bag max 115 cm (45 inch) (length plus width plus height), which may be carried as cabin baggage, and
  - (k) One fully collapsible baby pushchair or stroller or carrying basket. The weight of the allowed items may not exceed 10 kgs in total.
  - (l) Incapacitated passengers may carry free of charge and in addition to the general free allowance: a collapsible wheelchair, crutches or another orthopedic device.
- (N) Unchecked baggage policy
- (1) Free allowance: one small size briefcase or ladies handbag, one coat or one cape or one blanket, one umbrella, one pair of crutches or one walking stick, one small camera/binoculars, limited reading material, and infant's carrying bag.
  - (2) Limitations: carriage of other articles is limited to the following maximum:
    - (a) First and business class pax can carry: 2 pieces, 15 kgs/33 lbs, 50 x 37 x 25 cms (20 x 15 x 10 inches)
    - (b) Economy pax can carry: 1 piece, 7 kgs. 15 lbs, 50 x 37 x 25 cms (20 x 15 x 10 inches)
  - (3) All baggage exceeding the unchecked baggage limits must be checked-in. A baggage checker is advised.
- (O) Acceptance of live animals

AVIH - Animal in hold

PETC - Pet in cabin

Acceptance and handling

PETC are not allowed in the cabin of any QR aircraft.

- (1) Live animals and all pets can only be accepted provided that IATA live animals regulations in their entirety, as well as any additional government regulations, which apply in the state of origin, transit and destination, are met. Live animals accepted as baggage must be harmless, domesticated pets. (not applicable to service animals) in case of interline journey, ensure the regulations and restrictions of all carriers involved are complied with.
- (2) Very young and fragile animals should not be accepted. Also female with suckling young are not to be carried.
- (3) Rodents such as mice, rats, marmots, rabbits are not allowed as checked baggage (only to be carried as cargo).
- (4) Pets must be packed in kennels or pet containers
- (5) **Export and import of animals as baggage**
  - (a) Each country has its own set of regulations on the export and import of animals. These regulations must be checked in the "TIM" or, if it is available in the system, Timatic  
**Note: Service animals may travel in the cabin with passengers free of charge. For specific rules regarding carriage of service animals please refer to Rule 21(F)**

(b) Live animals are subject to the conditions of aircraft type.

(P) Acceptance of arms and ammunition

(1) Firearms

- (a) Firearms will be accepted only when unloaded and suitably packed and when checked for carriage in the baggage or other compartment of the aircraft not accessible to the passenger.
  - (b) At the time of check-in, firearms(s) will be surrendered and the passenger will be required to make a written or verbal declaration that the firearm(s) as surrendered is safe for transportation.
  - (c) When firearms used for sport purposes are carried on the aircraft, entry permits shall be in the possession of the passenger for the country or countries of transit and destination.
- (2) Explosives, (munitions, corrosives and articles, which are easily ignited) small arms ammunitions shall be accepted only for carriage in the baggage/cargo compartments of the aircraft and only with prior approval of the carrier as follows:
- (a) Small arms ammunition for sporting purposes in quantities not exceeding 5 kilograms (11 lbs.) Gross weight per passenger, securely

- packaged for personal use, excluding those with explosive or incendiary projectiles.
- (b) Small arms ammunition for sporting purposes, excluding those with explosive or incendiary projectiles, in quantities exceeding 5 kilograms (11 lbs.) (25kgs.) Gross weight per passenger for personal use. When such ammunition is carried, a written declaration shall be made by the passenger confirming that the ammunition is packed in a strong outside container made of wood, metal or fiberboard, and that the ammunition inside the container is protected against shock and secured against movement. The declaration shall also confirm that the passenger is not carrying more than a total of 55 lbs. (25 kgs.) Gross weight.
- (Q) Acceptance of sport equipment
- (1) Bicycles  
Acceptance:  
Bicycles must be properly packed by the owner. A strong cardboard box is considered as the suitable packing for a bicycle. This box will protect both the bike and the baggage of the other passengers.
- (2) SKI equipment (snow and water ski)  
Acceptance  
Ski equipment must be properly packed by the owner.
- (3) Golf equipment  
Acceptance  
Golf equipment must be properly packed by the owner.
- (4) Surfboard, windsurfing equipment, kayaks  
Acceptance  
QR will accept wind surfer boards and kayaks as baggage provided that they are less than 3 metres (10 feet) in length and the mast/sail is detachable and collapsible. Passengers wishing to take wind surfer boards or kayaks of greater length must be referred to QR cargo department. surfing equipment and kayaks must be properly packed by the owner.
- (5) Scuba diving equipment  
Acceptance  
Diving equipment normally consist of: suit, vest, socks, mask, shoes, torch, webs, knife, oxygen cylinder and a regulator. diving cylinders must be empty (meter must show zero). Must be properly pack.
- (6) Fishing equipment  
Acceptance  
Fishing equipment normally consist of: two rods, one reel, one landing net, one pair of fishing boots and one fishing tackle box. Must be properly packed.
- (R) Acceptance of musical instruments
- (1) A passenger is permitted to carry a violin, guitar, or other small musical instrument in the aircraft cabin, without charging the passenger a

fee in addition to any standard fee that carrier may require for comparable carry-on baggage, if the instrument can be stowed safely in a suitable baggage compartment in the aircraft cabin or under a passenger seat, in accordance with the current QR carry-on size requirements; and there is space for such stowage at the time passenger boards the aircraft.

- (2) If there is no space available in the cabin to securely store the musical instruments, or if deemed required by airline staff, the musical instrument may need to be gate checked. Musical instruments must always be packaged in a rigid/hard shell container designed to ship such items. For string instruments, customers are responsible for ensuring that the strings are loosened so that tension is reduced on the top and neck of the instrument.
- (3) If musical instruments are checked in separately, a musical instrument counts as one piece of baggage towards the maximum number of checked bags allowed by fare type. If passenger's bag count (musical instrument plus number of other bags to be checked) exceeds maximum number of items allowed by fare type, additional checked baggage charges will apply.

Rule 255 Rerouting

- (A) QR will reroute a passenger at his/her request and upon presentation of the ticket or portion thereof held by the passenger.  
 exception: the provisions of rule 255 (a) shall require QR or reissue/reroute only between points named on the original tickets that are served by QR.
- (b) Fare applicable to rerouting or change in destination
  - (1) The passenger may change the routing and/or ultimate destination on the ticket in accordance with paragraph (2) below, provided that, after transportation has commenced, a one way ticket will not be converted into a round trip, circle trip or open jaw trip,
  - (2) Except as otherwise provided in rule 85 (schedule changes, flight delays and cancellations), when a passenger requests a rerouting or change in the ultimate destination prior to arrival at the original destination, the fares and charges in effect on the date the change is effected shall be applicable for the entire revised itinerary.
- (c) Fare applicable to upgrading class of service while in flight  
 When a passenger moves from one compartment to another compartment of a multicompartment aircraft while in flight, an additional collection will be made in an amount shown in the tables below.

Table A

All fare differentials are in USD/QAR  
 One way fare differentials  
 Between

Between DOH  
 and cities  
 below

	Y to J		Y to F		J to F	
	USD	QAR	USD	QAR	USD	QAR
Abu Dhabi	200	730	300	1095	100	365
Alexandria	200	730	500	1825	300	1095
Algiers	500	1825	900	3285	400	1460
Amman	200	730	500	1825	300	1095
Athens	200	730	500	1825	300	1095
Bahrain	200	730	300	1095	100	365
Bangkok	500	1825	900	3285	400	1460
Beijing	500	1825	900	3285	400	1460
Beirut	200	730	500	1825	300	1095
Berlin	600	2190	1000	3650	400	1460
Cairo	200	730	500	1825	300	1095
Cape Town	500	1825	900	3285	400	1460
Casablanca	500	1825	900	3285	400	1460
Cebu	500	1825	900	3285	400	1460
Colombo	300	1095	500	1825	200	730
Damascus	200	730	500	1825	300	1095
Dammam	200	730	300	1095	100	365
Delhi	300	1095	500	1825	200	730
Dhaka	300	1095	500	1825	200	730
Dubai	200	730	300	1095	100	365

All fare differentials are in USD/QAR  
 One way fare differentials  
 Between

Between DOH  
 and cities  
 below

	Y to J		Y to F		J to F	
	USD	QAR	USD	QAR	USD	QAR
Frankfurt	600	2190	1000	3650	400	1460
Hong Kong	500	1825	900	3285	400	1460
Hyderabad	300	1095	500	1825	200	730
Islamabad	300	1095	500	1825	200	730
Istanbul	200	730	500	1825	300	1095
Jakarta	500	1825	900	3285	400	1460
Jeddah	200	730	300	1095	100	365
Johannesburg	500	1825	900	3285	400	1460
Karachi	300	1095	500	1825	200	730
Kathmandu	300	1095	500	1825	200	730
Khartoum	500	1825	900	3285	400	1460
Kochi	300	1095	500	1825	200	730
Kuala Lumpur	500	1825	900	3285	400	1460
Kuwait	200	730	300	1095	100	365
Lagos	500	1825	900	3285	400	1460
Lahore	300	1095	500	1825	200	730
London	600	2190	1000	3650	400	1460
Luxor	200	730	500	1825	300	1095
Madrid	600	2190	1000	3650	400	1460
Male	300	1095	500	1825	200	730
Manchester	600	2190	1000	3650	400	1460
Manila	500	1825	900	3285	400	1460
Mashad	200	730	300	1095	100	365
Milan	600	2190	1000	3650	400	1460
Moscow	600	2190	1000	3650	400	1460
Mumbai	300	1095	500	1825	200	730
Munich	600	2190	1000	3650	400	1460
Muscat	200	730	300	1095	100	365
Nairobi	500	1825	900	3285	400	1460

All fare differentials are in USD/QAR  
 One Way Fare Differentials  
 Between

Between DOH  
 and cities  
 below

	Y to J		Y to F		J to F	
	USD	QAR	USD	QAR	USD	QAR
Osaka	500	1825	900	3285	400	1460
Paris	600	2190	1000	3650	400	1460
Peshawar	300	1095	500	1825	200	730
Riyadh	200	730	300	1095	100	365
Rome	600	2190	1000	3650	400	1460
Sanaa	200	730	300	1095	100	365
Seoul	500	1825	900	3285	400	1460
Seychelles	500	1825	900	3285	400	1460
Shanghai	500	1825	900	3285	400	1460
Singapore	500	1825	900	3285	400	1460
Tehran	200	730	300	1095	100	365
Tripoli	500	1825	900	3285	400	1460
Trivandrum	300	1095	500	1825	200	730
Tunis	500	1825	900	3285	400	1460
Vienna	600	2190	1000	3650	400	1460

Yangon 300 1095 500 1825 200 730  
 Zurich 600 2190 1000 3650 400 1460  
 Child fare is 75 percent of the applicable adult fare

Table B

Fare differentials for upgrading  
 adult passengers between cities listed below  
 All fare differentials are in USD/QAR

Between cities One way Fare differentials between

	Y - J		Y - F		J - F	
	USD	QAR	USD	QAR	USD	QAR
Tunis-Algiers	200	730	300	1095	100	365
Johannesburg- Cape Town	200	730	300	1095	100	365
Tripoli- Casablanca	200	730	300	1095	100	365
Singapore-Cebu	200	730	300	1095	100	365
Kuala Lumpur- Jakarta	200	730	300	1095	100	365
Singapore- Jakarta	200	730	300	1095	100	365
Shanghai-Seoul	200	730	300	1095	100	365

Child fare is 75 percent of the applicable adult fare

- (D) Ticket exchanges within one year of original issue, pursuant to changes in rules, fares and charges, will be reissued with the following validity dates:
- (a) Tickets that are reissued as an exchange, either wholly unused or partially used, when the residual value has been used to determine the reissue value, will have a new validity date effective for one year from the date of the exchange.
  - (b) Tickets that are reissued where any or all of the original fares and charges are carried on to the new ticket will retain the original validity date.
- (E) Notwithstanding the provisions of this rule QR will not accept for any purposes under this rule, passenger tickets or related transportation documents issued by any carrier that is in substantial default of its interline obligations or that voluntarily or involuntarily has become the subject of bankruptcy proceedings ("the defaulting carrier").  
 Exception: Notwithstanding the provisions of this paragraph, tickets issued by the defaulting carrier or its sales agent will be reissued/rerouted only between points named on the original ticket that are served by QR, provided that such tickets were issued by such defaulting carrier or sales agent in either's capacity as an agent for QR and for specified transportation via QR. When tickets are accepted, no adjustments in fare will be made that would require QR to refund money to the passenger.



Tariff: QR1  
Carrier: Qatar Airways - QR

CTA No. 524 DOT No. 823

## Rule 9998 QR-1 Table of Contents

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