

FREQUENTLY ASKED QUESTIONS

FIFA ARAB CUP 2021™ TRAVEL PACKAGES

What is included?

All travel packages include a round trip flight operated by Qatar Airways, match tickets and accommodation with breakfast. Please read the Match Ticket Terms of Use [here](#).

Are the flights, hotels and tickets confirmed when I book?

Yes. When you book with us, your flights, accommodation and tickets are guaranteed.

Are the travel packages official?

Yes. As the Official Airline Partner of the FIFA Arab Cup 2021™, Qatar Airways has been granted by FIFA the right to produce, manage and sell travel packages through Qatar Airways Holidays for this tournament.

What are the main benefits of booking a FIFA Arab Cup 2021™ travel packages?

You will have the flexibility to create your very own tailor-made package, consisting of return flights, hotel stay and match tickets. Several hotel options are available to suit your budget.

When is the best time to book?

Now. Travel Packages are on sale and offered on a first-come, first-served basis, and you are advised to book as early as possible to guarantee your place. Limited quantities of travel packages are on offer, and each package is subject to availability at the time of booking.

How do I book my FIFA Arab Cup 2021™ package?

1. Visit qatarairwaysholidays.com
2. Select your departure city, travel dates, number of passengers and travel class
3. Select your preferred hotel and flight
4. Select your hotel and type of room
5. Add up to 7 matches during the period of your travel. Please read the Match Ticket Terms of Use [here](#)
6. Add the contact details of all the passengers in your booking, add your card details and complete your payment

Which travel packages can I book?

You can customize your package and attend any match during the tournament, including the Final. You have the flexibility to select your travel dates, hotel and any available matches.

A single individual can only purchase a maximum of four (4) Tickets per match for up to seven (7) matches. You can only purchase match tickets for one match per day. Please read the Match Ticket Terms of Use [here](#).

Can I book only one part of a travel package?

All of our packages for the FIFA Arab Cup 2021™ must have flight, hotel and a match ticket included. Match tickets cannot be purchased separately with Qatar Airways Holidays. You can also add extra services such as airport transfers, tours and excursions.

What can I do if Qatar Airways does not fly from my city?

You can still book a travel package and depart from the nearest city to you that Qatar Airways serve.

What will happen if my flight is delayed or I miss my flight?

Refunds for missed nights or matches due to delays, booking cancellations or missed flights are not available. You must inform Qatar Airways in advance if you will not be taking your flight, and ensure that you stay updated on our check-in procedures, Covid-19 regulations, baggage allowances and restricted goods. We strongly recommend that you purchase comprehensive insurance to cover all aspects of your trip. All flights are subject to terms and conditions of carriage. Please read the Match Ticket Terms of Use [here](#).

Do I need a visa to enter Qatar?

The FAN ID programme will provide visa-free entry into the State of Qatar for citizens of foreign countries. Applications for the Fan ID can be submitted online via the host country entry portal website (FAC21.qa), where more information can be found. The Fan ID is operated by the government of the State of Qatar. Qatar Airways Holidays is not responsible for its application process, issuance and/or use. All passengers are responsible for ensuring that they obtain the necessary travel documentation, according to the regulations of the Qatar FAN ID Authorities.

More details?

The Fan ID is a smart-technology identification card designed to provide fans with the ultimate experience in Qatar, and will be mandatory for all ticket holders that attend the FIFA Arab Cup 2021™ matches. It will serve as a means of identification and provide access to tournament stadiums.

Which forms of payment are accepted?

We accept Visa, Mastercard and Diners Club. The cardholder must be one of the passengers in the booking.

Do prices include taxes?

Yes, all taxes are included.

What will happen if my personal details are incorrect or incomplete?

You may be denied boarding or entry into your accommodation, the stadiums and/or Qatar. Please ensure accurate personal details are provided as per your passport. Please read the Ticket Terms of Use to clarify any further questions: [Ticket Terms of Use](#)

How may I contact Qatar Airways Holidays for assistance?

Please email our Customer Care team at fifaarabcup@qatarairways.com.qa, for assistance with completing your booking or any queries regarding pending booking confirmation.

Which teams will participate in the FIFA Arab Cup 2021™?

A total of 16 national teams will participate in the FIFA Arab Cup 2021™, including the Qatar national team. The remaining 15 teams are Algeria, Bahrain, Egypt, Iraq, Jordan, Lebanon, Mauritania, Morocco, Oman, Palestine, Saudi Arabia, Sudan, Syria, Tunisia and United Arab Emirates. The dates, times and stadiums of all matches are already confirmed and you can access [here](#)

MODIFYING BOOKINGS

Can I be refunded in the event of an emergency?

All packages are non-refundable, except for bookings affected by unexpected border closures or a positive Covid test result received immediately prior to travel. Match tickets cannot be refunded regardless of the circumstances. You are advised to purchase travel insurance including events insurance to ensure that you are protected in the event of an emergency.

Can I modify my booking after it has been confirmed?

Packages are non-amendable, except for upgrades. Upgrades or extensions to existing bookings are subject to approval, availability of flights, match tickets and/or rooms.

Can I upgrade my class of travel after my booking has been confirmed?

Yes, you may upgrade your class of travel on flights operated by Qatar Airways. Upgrades are subject to availability of seats in the selected class of travel, and fare differences will apply. For assistance with upgrading, please email our Customer Care team at fifaarabcup@qatarairways.com.qa. The option to downgrade is not available.

Can I modify the names of passengers after my booking has been confirmed?

No, all passenger names will be considered final once your booking is confirmed.

What will happen if the FIFA Arab Cup 2021™ is cancelled or is held behind closed doors due to force majeure?

The performance of these Terms and Conditions by either party is subject to acts of God, epidemic, pandemic, war, government action or decree, disaster, border, closures, strikes (other than strikes by our staff), riot or civil disorder, acts of terrorism, curtailment of transportation facilities (to the extent such curtailment was beyond our reasonable control), inclement weather, the rescheduling or cancellation of the Event, its being held "behind closed doors", or its being relocated to another venue or any other emergencies beyond the affected party's control making it illegal or impossible to perform its obligations under these Terms and Conditions. In the event that performance of these Terms and Conditions is not possible by reason of Force Majeure, neither party shall be deemed to be in breach of the terms of these Terms and Conditions and neither party shall then be obligated in any manner to the other with respect to such performance. Compensation will not be payable by either. To the extent we recover monies from the Provider(s) we will refund such monies to you and we will use our reasonable efforts to obtain such recovery. Please read the Match Ticket Terms of Use [here](#).

STADIUM SEATING

What is the match ticket Category 1?

Category 1 seats are located in prime areas of the stadium, and are the best non-hospitality match tickets available. FIFA determines the categorisation of each seat in the stadium on a match-by-match basis. This means that the categorisation of each seat may vary from match to match, and seats may be located in the lower or upper tier of the stadium.

More details?

The Ticket Categorisation remains unaffected from any conditions on the match day, such as weather conditions; and Ticket Category boundaries may vary from match to match. Such differentiation is necessary to secure that the maximum number of Tickets can be made available to football fans. The location of the Ticket Categories is indicated in the Stadium Maps of each Stadium, which will be available at [FIFA.com/tickets](https://www.fifa.com/tickets) in due course. Please read the Match Ticket Terms of Use [here](#).

May I choose my exact seat and row number?

No. Although you may select your seat category at the time of booking, seat and row numbers will be allocated by FIFA. Please note that the seating in each stadium and at each match is configured differently, and that boundaries of Category 1 seats may vary for different matches and different stadiums.

When will I know my seat and row number?

Seat and row numbers will be assigned by FIFA. Qatar Airways Holidays will share the details as soon as they are confirmed.

May I request different seats to my assigned seats?

No. Once assigned, all seat and row numbers will be considered final. Seat and row numbers are subject to confirmation from FIFA.

Will all the seats included in my booking be adjacent to one another in the stadium?

Qatar Airways Holidays and FIFA will make all reasonable efforts to ensure that seats included in a single booking are adjacent to one another or in the same block of the stadium. They are subject to availability. Please also ensure you have read through the stadium code of conduct by clicking [here](#).

When will I receive my match tickets?

Match tickets will be sent via post or will be available for collection if FIFA decide to provide paper tickets. If the tickets are digital, these will be made available via an app that customers will be able to download onto their mobile phones. All details will be shared prior to your trip.

More details?

The location of ticket collection points in Doha will be communicated at a later date. The passenger who made the booking must be physically present for collection and must bring their passport for identity verification. Upon receipt of tickets, passengers are responsible for storing their tickets securely, and bringing them to matches. Qatar Airways Holidays will not accept responsibility for any lost or stolen tickets, and tickets will not be replaced. Please read the [Ticket Terms of Use](#) to clarify any further questions.

How many match tickets may be included in my booking?

Your booking may include a maximum of seven matches per person. Each package includes one ticket per passenger for each of the matches that are part of your booking. Please read the Match Ticket Terms of Use [here](#).

More details?

A single individual can only purchase a maximum of four (4) Tickets per match for up to seven (7) matches, for one single match on any given match day.

May I be partially refunded if I do not attend a match?

No. Packages, all of which include match tickets, are non-refundable regardless of whether matches are attended by some or all of the passengers in the booking. Please read the [Ticket Terms of Use](#) to clarify any further questions.

Need more details about match tickets?

Please read the [Ticket Terms of Use](#) to clarify any further questions.

Are any tickets available for disabled ticket applicants and those with limited mobility?

Yes, there will be a dedicated allocation of accessibility tickets for purchase by disabled people and people with limited mobility. Find out more [here](#).

ACCOMMODATION**What are the check-in and check-out times at my accommodation?**

The check-in time at hotels is 14:00 on the day of arrival, while the standard check-out time is 12:00 on the day of departure. Standard hotel policies will apply for any early arrivals or late check-outs.

What is the check-in procedure at my accommodation?

You must present the Qatar Airways Holidays booking voucher and passport at the time of check-in.

May I choose the bed type at my accommodation?

Yes, you can choose your bed types according to availability. Qatar Airways Holidays will not accept responsibility for non-availability of requested bed types.

May I modify my accommodation category after my booking has been confirmed?

Upgrades to bookings will be subject availability. To modify your booking, please email our Customer Care team at fifaarabcup@qatarairways.com.qa. Rate differences may apply.

How many passengers may be accommodated in each room?

A maximum of two adults and one child may be accommodated in each room. For the purposes of room occupancy, children are classified as passengers aged 0-11 years, on the date of their return flight.

Which passengers may be accommodated in my assigned room(s)?

Only passengers included in your booking may stay in assigned room(s). Additional guests cannot be accommodated. All passengers will be required to present their passport in order to be granted access to the assigned room. If the name on the passport does not match the name in the booking, the passenger will be denied access.

May I select a room for a disabled passenger?

Yes, there are adapted rooms available, and we will do everything possible to ensure all of our guests are comfortable in their accommodation. To find out more about the availability of suitable rooms for disabled passengers, please email our Customer Care team at fifaarabcup@qatarairways.com.qa.

Why does the online booking platform not allow me to stay in Doha outside of the dates of FIFA Arab Cup 2021™?

All travel packages are only offered for the duration of the FIFA Arab Cup 2021™. For stays in Qatar for any other date period, please visit <https://www.qatarairwaysholidays.com/>

What will happen if I arrive at my accommodation late?

Qatar Airways Holidays guarantees that your assigned room(s) will be reserved for you in the event that you arrive at your accommodation late.

May I select adjacent rooms?

This cannot be guaranteed. Qatar Airways Holidays will make all reasonable efforts to ensure that rooms included in a single booking are adjacent or close to one another. However, please note that there is no guarantee that rooms included in a single booking will be adjacent or close to one another.

Will my accommodation cater to my special dietary requirements?

Most hotels will cater to special dietary requirements. Once your accommodation is confirmed, please advise the hotel management of your special dietary requirements.

Is breakfast, lunch and/or dinner included in my selected packages(s)?

All our hotel options include breakfast.

May I watch matches that are not included in my selected travel package(s) in my hotel room?

Qatar Airways Holidays cannot guarantee that matches will be broadcasted or streamed on electronic devices in all hotels, nor can we intervene in the agreements between each hotel, and its suppliers.

ABOUT QATAR

Is there a dress code to adhere to in Qatar?

Please dress modestly to respect the State of Qatar's culture. Swimsuits and beachwear are acceptable at hotel beaches and pools only. As a courtesy, tops should cover the shoulders and skirts or shorts should fall to or below the knee.

What is the currency of Qatar?

The national currency is the Qatari Riyal (QAR).

May I bring alcohol into Qatar?

No, bringing alcohol into Qatar is not permitted.

Will alcohol be available for purchase in Qatar?

Alcohol is available for purchase and consumption in bars and restaurants at many hotels.

Which languages are spoken in Qatar?

Arabic is the official language, English is widely spoken.

What are the emergency telephone numbers in Qatar?

999 is the emergency telephone number for the police, ambulance and fire department.

What weather conditions can I expect in November & December in Qatar?

You can enjoy Qatar's delightful, balmy weather if you visit any time between October and April, when temperatures tend to range from 22°C to 27°C.

Where can I find out more about Qatar?

The [Qatar Tourism](#) website is a fantastic resource for learning more about Qatar, and can help you get the most out of your stay.

What are the travel & entry requirements for my family to visit Qatar?

You can check the details on [Qatar Airways website](#). It is the traveler's responsibility to obtain and carry a valid passport and other traveling documents including visas, permits, vaccination certificates, travel insurance, etc. Qatar Airways Holidays will not be liable for any inconvenience, expense, loss or damage of any kind, if incurred by the customer due to failure of obtaining or producing such documents. You can apply for a Qatar visa [here](#)

Are there any entry restrictions as a result of Covid?

Tourists can now enter Qatar if they are fully vaccinated without the need to quarantine unless arriving from select countries. Please read the [MOPH travel and return policy](#) in full to understand if you are able to enter the State of Qatar, and if you require a Discover Qatar Quarantine Hotel Package.