



Passenger Guidelines

Journey with Confidence (JWC) – COMMQ157V1.0

How we help when travel doesn't go according to plan

Effective date: 18 November 2025 – Trade version

Situation for impacted travel		Involuntary situations					Force Majeure ^{1,2}
		Time changes at the affected origin, destination point(s) <ul style="list-style-type: none">• More than 60 minutes• More than 30 minutes for flights within Brazil	Misconnections	Cancelled flights	Downgrades to lower cabin	Check-in suspended or “do not board” alert for impacted destinations	
If situation occurs 0-1 days before departure (in airport window) these guidelines apply for: <ul style="list-style-type: none">• QR disruption• other carrier⁴ disruption, if requested by the passenger	157 tickets / EMDs ³	✓	✓	✓	✓	✓	✓
If situation occurs 2 or more days before departure , these guidelines apply regardless of which carrier ⁴ caused the disruption	157 tickets / EMDs ³	✓	✓	✓	✓	✓	✓

¹ In the event of a Force Majeure situation—such as a natural disaster, geopolitical unrest, strike or government-issued mandatory travel ban, provided the passenger's ticket was issued prior to the advisory—that results in flight disruptions, Qatar Airways applies its involuntary rebooking and refund guidelines to affected flights. Additionally, flexibility is extended to passengers booked on flights scheduled within the five days following the disruption period.

For example, if flights are cancelled on 01 and 02 November due to a typhoon, passengers booked to travel on 03–07 November are also eligible for rebooking or refund options under this policy.

² These guidelines are not applicable unless Qatar Airways issues a communication specifying the flights and travel dates covered under force majeure situations that do not affect flight operations.

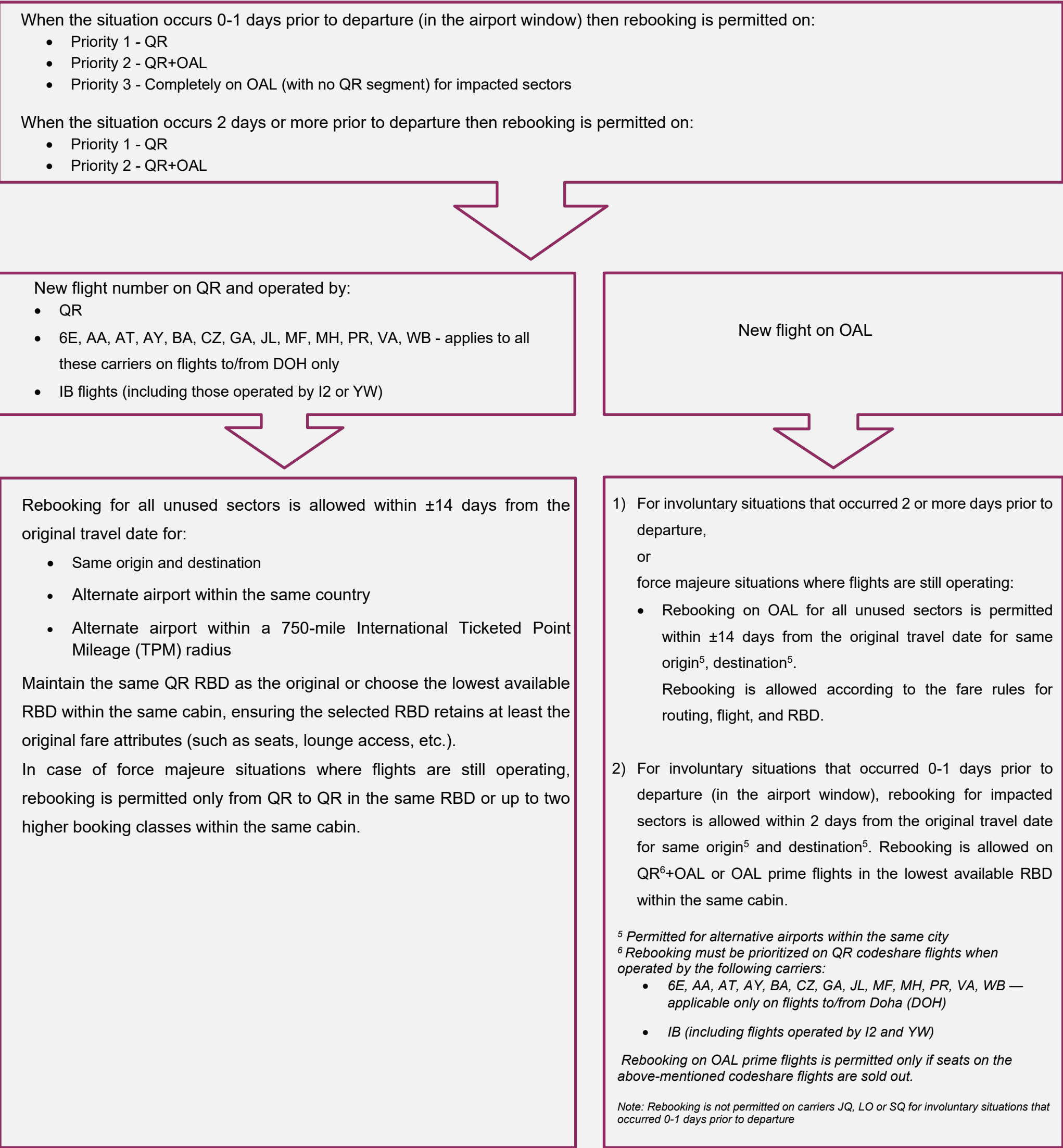
³ EMDs issued are for all ancillary products

⁴ Including surface transportation (rail, bus, ferry, limousine)

Type of bookings	<ul style="list-style-type: none">• Confirmed tickets and associated ancillaries• Unticketed group bookings, where the deposit has been collected or contract signed
Out of sequence within airport window	<ul style="list-style-type: none">• If a passenger buys a new ticket to reach their original destination due to a flight disruption, they are allowed to continue traveling on the remaining unused segments of their original 157 ticket—even if the journey is no longer in sequence• If a passenger returns to their original departure point using the same ticket, they can't use or rebook the remaining segments. Only the unused part of the 157 ticket that are still open can be refunded, based on their unused value <p>(illustration provided below)</p>
Endorsement must include	<p>The first 5 characters of the endorsement / restriction field must be annotated with INVOL, and fare calculation should begin with I-</p> <p>Example: I-VIE QR X/DOH QR CMB Q VIECMB5.00 309.49QR X/DOH QR VIE Q CMBVIE5.00 78.10 NUC397.59END ROE0.851378</p> <p>Note: Trade Partners should contact the QR Customer Contact Centre for assistance with regards to NDC bookings.</p>

No-Show condition waiver	<ul style="list-style-type: none">No-show penalties are waived for impacted O&D only, provided, situation for impacted travel occurred 5 days or less prior to departure from place of embarkation, regardless of whether the fare rules allow no-show or require a penalty
Refund condition waiver	<ul style="list-style-type: none">Refund penalties are waived for 157 tickets or EMDs, regardless of whether the rules allow refund or require a penaltyImpacted 157 EMDs issued for ancillary services can be refunded regardless of the ticket has been refunded or rebooked (refer to notes below)
Number of free re-issues	<ul style="list-style-type: none">Two permitted (illustration provided below)

Rebooking Guidelines



Passenger Guidelines - Appendix A – Illustrations - COMMQ157V1.0

Out of Sequence

Example 1:

- Passenger has booked the full itinerary on a 157 ticket for:
VIE → QR→ DOH → QR→ CMB → UL → MLE → QR→ DOH → QR→ VIE
- Due to QR disruption, the passengers only traveled VIE → CMB
- To continue the journey, the passenger purchased an additional separate ticket to fly CMB → Q2 → MLE

How the Guideline Helps:

The passenger has three options for the remaining segments:

1. Continue Travel
Use the remaining QR segments (MLE →QR → DOH → QR → VIE) as booked, even though the journey was out of sequence. Request a refund for the unused segment CMB →UL → MLE, applying JWC guidelines.
2. Reissue
Rebook the unused segments (CMB → UL→MLE →QR→ DOH →QR→VIE) for new travel dates (e.g. MLE-DOH-VIE), applying JWC or fare rules.
3. Refund
Request a refund for the unused segments, applying JWC guidelines.

Example 2:

- Passenger is booked on VIE→QR→DOH→QR→CMB→QR→DOH→QR→VIE
- The passenger travels VIE → DOH on QR
- Due to bad weather in CMB, they are unable to continue and are sent back to VIE on the same ticket

What Happens Next:

- The remaining segments (DOH → CMB → DOH) cannot be used or rebooked
- The passenger can request a refund for the unused segments on 157 ticket, based on the value of the open coupons

Number of free reissues permitted *

Below is an illustration of a scenario on how to proceed with a reissue:

Original ticketed booking

1. SMITH/WALTER MR
2. QR XXX 01OCT25 VIEDOH UN1
3. QR XXX 01OCT25 DOHCMB UN1
4. QR XXX 30SEP26 CMBDOH HK1
5. QR XXX 30SEP26 DOHVIE HK1

Scenario	Passenger Contacted QR/Trade Partner to Change	Action
1.	• Passenger contacted QR to change the outbound booking only to 12Oct	First free re-issue permitted as per this policy
	• Passenger contacted QR to change the outbound booking only to 10Oct	Second free re-issue permitted as per this policy
	• Passenger contacted QR to change the outbound booking to 11Oct	Follow the ticketed fare conditions
2.	• Passenger contacted QR to change the outbound booking to 12Oct	First free reissue permitted as per this policy
	• Passenger contacted QR to change the outbound booking to 31Oct <i>(Note this is more than 14 days from the original ticket booking)</i>	Step 1 – No waiver as per this policy (new travel date is more than 14 days) Step 2 - Follow the ticketed fare conditions
	• Passenger contacted QR to change the outbound booking to 06Nov	Follow the ticketed fare conditions
Important Note: If tickets have been voluntarily changed in accordance with applicable rules, these guidelines will not apply to any subsequent re-issues unless a new situation occurs.		
3.	• Passenger contacted QR to change outbound booking to 10Oct25 and on the inbound to 08Oct26	First free re-issue is permitted as per this policy with endorsement INVOL VALIDITY EXTENDED

		<ul style="list-style-type: none">Passenger contacted QR to change only the inbound booking to 10Oct26	Second free re-issue is permitted as per this policy with endorsement INVOL VALIDITY EXTENDED
	4.	<ul style="list-style-type: none">Passenger contacted QR to change outbound booking to 10Oct25 and on the inbound to 08Oct26	First free re-issue is permitted as per this policy with endorsement INVOL VALIDITY EXTENDED.
		<ul style="list-style-type: none">At this point there was another schedule change<ol style="list-style-type: none">SMITH/WALTER MRQR XXX 10OCT25 VIEDOH UN1QR XXX 10OCT25 DOHCMB UN1QR XXX 08OCT26 CMBDOH HK1QR XXX 08OCT26 DOHVIE HK1	If the passenger calls to make another date change after the schedule change: Two free rebooking's are permitted within a 14-day window for new travel by 24OCT25 (outbound) and 22OCT26 (inbound).
Notes for refund	<ul style="list-style-type: none">Refunds must be calculated on unutilized NUC and applicable refundable taxes. Non-refundable taxes must not be refunded, except for fully unutilized YQ and YR chargesRefund should be processed to the original form of paymentRefunds can be processed upon passenger request after an involuntary reissue, provided the active segments were cancelled within 15 days of that reissueFees, penalties, and non-refundable taxes that have already been collected remain non-refundable		

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