

QATAR AIRWAYS

Ancillary Services – Annexure 1

AL MAHA Services EMD Issuance

Guidelines for Travel Partners'

VIP Handling



Warm Meet & Greet



Smooth clearance



Al Maha Lounges



Al Maha check-in counters



Reach your destination
seamlessly



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1. AL MAHA Services

AL MAHA Services is an all-exclusive experience that personalises your departure, arrival and transit journey to/from Hamad International Airport. Through our warm hospitality, we can make your trip easy and effortless by taking care of all the formalities, whether you are departing, arriving or transiting in Doha.

As part of AL MAHA services sales integration to Qatar Airways Sales platform these products are now implemented using **AAAS (Amadeus Airline Ancillary Services)** functionalities

2. Product Types

AL MAHA services products can be categorized as following:-

a) AL MAHA Meet and Greet (PLATINUM & GOLD) Services

Customers arriving to, transiting through or departing from Hamad International Airport can now look forward to a seamless experience with the assistance of AL MAHA Services.

Our Meet and Greet Service can perfectly compliment your suppliers' and clients' business travel plans. Book in your clients, or suppliers, to give them a VIP treatment.

The Meet and Greet product can be further categorised into 3 types of services:-

1. Transit (Transfer) Services
2. Departure Services
3. Arrival Services

The AL MAHA Services Meet and Greet packages are designed with attentiveness in mind. AL MAHA Services Hostess will meet you at your point of arrival, transfer or departure in HIA and assist you with all formalities while you relax in one of our exclusive lounges.

b) Al Maha Lounge Services

Al MAHA Lounge Services are for customers arriving to, transiting through, or departing from Hamad International Airport.

Retreat to our exclusive AL MAHA Services Lounges to relax and enjoy refreshments while you wait for your flight or transfer. Indulge in fresh deli-style food, with a selection of delicious wraps, sandwiches and juices. Customers transiting through Hamad International Airport can, at their discretion, choose from a selection of wine and beer.

Facilities include unlimited high-speed Wi-Fi, shower facilities, conference rooms, smoking rooms, family rooms, television, reading materials and a business centre.

3. Booking & Sales procedures for AL MAHA services

AL MAHA services are available for booking through all Qatar Airways appointed travel partners using Amadeus GDS Ancillary functionalities. All QR trade partners may book AL MAHA services products using below listed service codes.

A real time confirmation to the service is offered based on availability of the products. Trade partner can subsequently complete the sales fulfilment process with the issuance of an EMD through automatic pricing.

3.1 Transfer Services –



ELIGIBILITY CONDITION – PASSENGERS WITH JOURNEY LESS THAN 24 HOURS TRANSITING IN DOH HAMAD INTERNATIONAL AIRPORT.

The product type and details of ALMAHA services that can be availed during a passengers Transfer in DOH are explained through the below quick reference table.

Al Maha Transfer Services- Product description	Transfer product types		
	Transfers ALMAHA Platinum (PTRN)	Transfers ALMAHA Gold (GTRN)	Transfer ALMAHA Lounge (AMTR)
Al Maha Services Hostess will meet you at the aerobridge/aircraft with a personalised name board	✓	✓	✗
Assistance at the security and transfer desk	✓	✓	✗
Escort customers to the boarding gate	✓	✓	✗
Escort customers to the aerobridge/aircraft/remote bay	✓	✗	✗
Access to Al Maha Services Transit Lounge (up to 6 hours)	✓	✗	✓

Service Area	AMS Product Type	SSR Service Codes	Rates in QAR (ADT)	Rates in QAR (CHD)	RFISC	EMD Type
TRANSFER	Platinum	PTRN	500	250	PTR	A
	Gold	GTRN	330	160	GTR	A
	Transfer Lounge	AMTR	200	100	AM2	A

AMS Booking process	Time to Flight Departure	Booking Status	Remarks
AL Maha services Booked through GDS using Ancillary Catalogue	Anytime up to 24 hrs. prior to departure	Service confirmation within 5 minutes of booking subject to availability	Confirmed service codes without supporting EMD is auto cancelled
	Within 24 hrs. of departure	Auto rejection as Service Not available for booking	Contact QR offices for any last minute booking possibilities

Step 1 – Select the PNR for Transfer Services

TICKET RECONCILIATION NEEDED
 --- TST RLR MSC ---
 RP/DOHQR0700/DOHQR0700 NG/SU 29DEC16/0950Z Y790VV
 1. ALPHA/ONE MR 2. BRAVO/TWO MR
 3. QR 905 V 20FEB 1 MELDOH HK2 2 2310 0525+1 *1A/E*
 4. QR 221 V 21FEB 2 DOHOTP HK2 0700 1105 *1A/E*
 5. AP DOH +974 4023 0000 - QATAR AIRWAYS CONTACT CENTRE - A
 6. TK OK29DEC/DOHQR0700

Step 2 – Retrieve the Ancillary Catalogue using “FXK” entry

IMPORTANT NOTE: All Transfer services are linked to Arrival flight segment into DOH. CLICK THE BOX WITH ARRIVAL SEGMENT FLIGHT INTO DOH

Optional services catalogue -- Webpage Dialog

Passengers

1. ALPHA/ONE MR QAR 0.00
 2. BRAVO/TWO MR QAR 0.00
 3. QR905 MELDOH V QAR 0.00
 4. QR221 DOHOTP V QAR 0.00

Select the passenger from list

Itinerary

3. QR905 MELDOH V
 4. QR221 DOHOTP V

Select flight that requires service booking
TIP: For Transit, arrival flight in to DOH requires selection

Currency: QAR Apply

Expand all | Collapse all

Segments: 3

Baggage

Lounge

Pets

Pre-reserved seat...

Travel services

TRANSFERS AL MAHA LOUNGES (SSR AMTR) [X] QAR 200.00 + Add...

FAST TRACK DEPARTURE AL MAHA (SSR FDEP) [X] QAR 250.00 + Add...

ARRIVALS AL MAHA GOLD (SSR GARR) [X] QAR 330.00 + Add...

DEPARTURE AL MAHA GOLD (SSR GDEP) [X] QAR 330.00 + Add...

FIRST CLASS LOUNGE GL1 (SSR GLDL) [X] QAR 300.00 + Add...

TRANSFERS AL MAHA GOLD (SSR GTRN) [X] QAR 330.00 + Add...

ALMOURJAN BUSINESS LOUNGE PREM (SSR MOUR) [X] QAR 450.00 + Add...

ORYX LOUNGE (SSR ORYX) [X] QAR 210.00 + Add...

ARRIVALS AL MAHA PLATINUM (SSR PARR) [X] QAR 400.00 + Add...

DEPARTURE AL MAHA PLATINUM (SSR PDEP) [X] QAR 500.00 + Add...

TRANSFERS AL MAHA PLATINUM (SSR PTRN) [X] QAR 500.00 + Add...

BUSINESS CLASS LOUNGE SL1 (SSR SILL) [X] QAR 250.00 + Add...

All services will be checked upon initial selection. Uncheck the non-required ones

Total services added: QAR 0.00

Select Passenger 2 from the PNR

Optional services catalogue -- Webpage Dialog

Passengers	Itinerary
<input type="radio"/> 1. ALPHA/ONE MR QAR 500.00	<input checked="" type="checkbox"/> 3. QR905 MELDOH V
<input checked="" type="radio"/> 2. BRAVO/TWO MR QAR 500.00	<input type="checkbox"/> 4. QR221 DOHOTP V
Total: QAR 1000.00	

Currency: QAR Apply

Expand all | Collapse all

Segments: 3

Service	Price	Action
TRANSFERS AL MAHA LOUNGES (SSR AMTR)	QAR 0.00	+ Add...
FAST TRACK DEPARTURE AL MAHA (SSR FDEP)	QAR 0.00	+ Add...
ARRIVALS AL MAHA GOLD (SSR GARR)	QAR 0.00	+ Add...
DEPARTURE AL MAHA GOLD (SSR GDEP)	QAR 0.00	+ Add...
FIRST CLASS LOUNGE GL1 (SSR GLDL)	QAR 0.00	+ Add...
TRANSFERS AL MAHA GOLD (SSR GTRN)	QAR 0.00	+ Add...
ALMOURJAN BUSINESS LOUNGE PREM (SSR MOUR)	QAR 0.00	+ Add...
ORYX LOUNGE (SSR ORYX)	QAR 0.00	+ Add...
ARRIVALS AL MAHA PLATINUM (SSR PARR)	QAR 0.00	+ Add...
DEPARTURE AL MAHA PLATINUM (SSR PDEP)	QAR 0.00	+ Add...
TRANSFERS AL MAHA PLATINUM (SSR PTRN)	QAR 500.00	+ Add...
BUSINESS CLASS LOUNGE SL1 (SSR SILL)	QAR 0.00	+ Add...

Clicking on Add will add the service as per passenger and segment selection

Total services added: QAR 1000.00

Service	SSR	Passenger	Segments	Price
TRANSFERS AL MAHA PLATINUM	SSR PTRN	Passenger 1	Segments 3	QAR 500.00
TRANSFERS AL MAHA PLATINUM	SSR PTRN	Passenger 2	Segments 3	QAR 500.00

PNR display after booking and pricing the service

TICKET RECONCILIATION NEEDED
 --- TST TSM RLR MSC ---
 RP/DOHQ0700/DOHQ0700 NG/SU 29DEC16/0953Z Y790VV

1. ALPHA/ONE MR 2. BRAVO/TWO MR
 3. QR 905 V 20FEB 1 MELDOH HK2 2 2310 0525
 4. QR 221 V 21FEB 2 DOHOTP HK2 0700 1105
 5. AP DOH +974 4023 0000 - QATAR AIRWAYS CONTACT
 6. TK OK29DEC/DOHQ0700
 7. /SSR PTRN QR HN1/S3/P1
 8. /SSR PTRN QR HN1/S3/P2
 9. OPW-28DEC:1551/1C14/QR REQUIRES DOCUMENT ON OR BEFORE 29DEC:1551/E7-8
 10. OPC-29DEC:1551/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E7-8
 11. FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S3-4/P1-2
 12. FV PAX QR/S3-4/P1-2

Notice the AIL trigger once the service is booked

Service confirmation will be received within **5 minutes of SSR trigger**. Service Confirmation is mandatory to proceed with EMD issuance.

TICKET RECONCILIATION NEEDED
 --- TST RLR MSC ---
 RP/DOHQ0700/DOHQ0700 NG/SU 4JAN17/0758Z Y790VV
 1.ALPHA/ONE MR 2.BRAVO/TWO MR
 3 QR 905 V 20FEB 1 MELDOH HK2 2
 4 QR 221 V 21FEB 2 DOHOTP HK2
 5 AP DOH +974 4023 0000 - QATAR AIRWAY
 6 TK OK29DEC/DOHQ01CC
 8 /SSR PTRN QR KK1/S3/P1
 9 /SSR PTRN QR KK1/S3/P2
 10 OPW-03JAN:1358/1C14/QR REQUIRES DOCUMENT ON OR BEFORE
 04JAN:1358/E8-9
 11 OPC-04JAN:1358/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E8-9

Service is auto-confirmed. Status code changed to KK

Step 3 – Proceed with pricing the service with FXG entry and add Form of payment

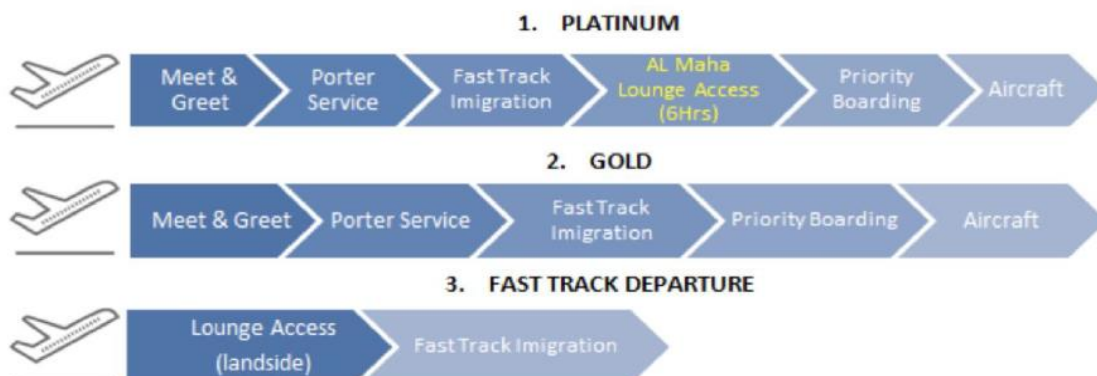
TSM 3 TYPE P DOHQ0700 NG/29DEC 00 INT I EMD-A CARR QR
 1.ALPHA/ONE MR
 RFIC-E/E AIRPORT SERVICES
 1. RFISC-PTR PLATINUM TRANSIT SERVICE WITH LOUNGE L 7
 OPERATING CC-QR FEE OWNER-QR ORIGIN-MEL DEST-DOH
 NON REFUNDABLE
 ADD INF/RKS:
 FARE F QAR 500.00
 EXCH VAL QAR 500.00
 TOTAL QAR 500.00
 FC MEL QR DOH500.00QAR500.00END

Total service value by each TSM

EMD-1578218507632 TYPE-A
 INT-I FCI-0 0 POI-DOH DOI-01JAN17 SYS-1A LOC-Y790VV
 PAX- ALPHA/ONE MR IOI-65869042
 RFIC-E AIRPORT SERVICES ADT
 REMARKS-
 CPN-1 REISC-PTR OR MELDOH S-O
 DESCRIPTION-PLATINUM TRANSIT SERVICE WITH LOUNGE
 NON-REFUNDABLE
 NON-INTERLINEABLE
 PRESENT TO-
 PRESENT AT-
 ICW-1572357785309E1 (A)
 SERVICE REMARKS-
 FARE F QAR 500.00
 EXCH VAL QAR 500.00 RFND VAL
 TAX-
 TOTAL QAR 500.00
 /FC MEL QR DOH500.00QAR500.00END
 FP CASH
 FOID-
 NON-ENDORABLE

3.2 Departure Services

ELIGIBILITY CONDITION – PASSENGERS WITH JOURNEY ORIGINATING IN DOHA OR A JOURNEY WITH STOPOVER HAVING TRANSIT TIME BEYOND 24HOURS



The Departure services products are detailed below for quick reference

Al Maha Departure Services- Product description	Departure product types		
	Departure ALMAHA Platinum (PDEP)	Departure Al MAHA Gold (GDEP)	Fast Track Departure Lounge (FDEP)
Al Maha Services Hostess will meet you at the Departure Hall	✓	✓	✗
Porter assistance	✓	✓	✗
Assistance with check-in formalities	✓	✓	✗
Access to Al Maha Services Departure Lounge	✓	✓	✗
Exclusive access to our dedicated immigration counters	✓	✓	✗
Escort customers to the boarding gate	✓	✓	✗
Escort customers to the aerobridge/aircraft/remote bay	✓	✗	✗
Access to Al Maha Services Transit Lounge (up to 6 hours)	✓	✗	✓

Service Area	AMS Product Type	SSR Service Codes	Rates in QAR (ADT)	Rates in QAR (CHD)	RFISC	EMD Type
DEPARTURE	Platinum	PDEP	500	250	PDP	A
	Gold	GDEP	330	160	GDP	A
	Fast Track Departure Lounge	FDEP	250	120	FDP	A

Customers' booked for departure services will be met (with a name board) at the departure hall in front of 1st and business class check-in. However client is requested to contact Al Maha before he reaches the HIA airport at least 20 – 30 minutes in advance on the contacts below:-

Al Maha Services - +974 4010 5831 / +974 4010 5832 / +974 4010 5834 / +974 4010 5835

E-Mail: almahaservices@qatarairways.com.qa

AMS Booking process	Time to Flight Departure	Booking Status	Remarks
AL Maha services Booked through GDS using Ancillary Catalogue	Anytime up to 24 hrs. prior to departure	Service confirmation within 5 minutes of booking subject to availability	Confirmed service codes without supporting EMD is auto cancelled
	Within 24 hrs. of departure	Auto rejection as Service Not available for booking	Contact QR offices for any last minute booking possibilities

Step 1 – Select the PNR for Departure service

TICKET RECONCILIATION NEEDED
 --- TST RLR ---
 RP/DOHQR0700/DOHQR0700 NG/SU 29DEC16/1000Z Y790VV
 1. ALPHA/ONE MR 2. BRAVO/TWO MR
 3. QR 193 V 20FEB 1 DOHBRU HK2 0835 1330 *1A/E*
 4. QR 196 V 28FEB 2 BRUDOH HK2 0900 1710 *1A/E*
 5. AP DOH +974 4023 0000 - QATAR AIRWAYS CONTACT CENTRE - A
 6. TK OK29DEC/DOHQR0700

Step 2 – Retrieve the Ancillary Catalogue using “FXK” entry

**IMPORTANT NOTE: All Departure services are linked to Departure flight from DOH.
 CLICK THE BOX WITH DEPARTURE SEGMENT FLIGHT FROM DOH**

Optional services catalogue -- Webpage Dialog

Passengers		Itinerary	
<input checked="" type="radio"/> 1. ALPHA/ONE MR	QAR 250.00	<input checked="" type="checkbox"/> 3. QR193 DOHBRU V	
<input type="radio"/> 2. BRAVO/TWO MR	QAR 0.00	<input type="checkbox"/> 4. QR196 BRUDOH V	
Total: QAR 250.00			

Currency:

[Expand all](#) | [Collapse all](#)

Segments: 3

Service	Selected	Price	Action
TRANSFERS AL MAHA LOUNGES (SSR AMTR)	<input type="checkbox"/>	QAR 0.00	+ Add...
FAST TRACK DEPARTURE AL MAHA (SSR FDEP)	<input checked="" type="checkbox"/>	QAR 250.00	+ Add...
DEPARTURE AL MAHA GOLD (SSR GDEP)	<input type="checkbox"/>	QAR 0.00	+ Add...
FIRST CLASS LOUNGE GL1 (SSR GLDL)	<input type="checkbox"/>	QAR 0.00	+ Add...
TRANSFERS AL MAHA GOLD (SSR GTRN)	<input type="checkbox"/>	QAR 0.00	+ Add...
ALMOURJAN BUSINESS LOUNGE PREM (SSR MOUR)	<input type="checkbox"/>	QAR 0.00	+ Add...
ORYX LOUNGE (SSR ORYX)	<input type="checkbox"/>	QAR 0.00	+ Add...
DEPARTURE AL MAHA PLATINUM (SSR PDEP)	<input type="checkbox"/>	QAR 0.00	+ Add...
TRANSFERS AL MAHA PLATINUM (SSR PTRN)	<input type="checkbox"/>	QAR 0.00	+ Add...
BUSINESS CLASS LOUNGE SL1 (SSR SILL)	<input type="checkbox"/>	QAR 0.00	+ Add...

Total services added: QAR 250.00

FAST TRACK DEPARTURE AL MAHA	SSR FDEP	Passenger 1	Segments 3	QAR 250.00
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Select Passenger 2 from the PNR

Optional services catalogue -- Webpage Dialog

Passengers	Itinerary
<input type="radio"/> 1. ALPHA/ONE MR QAR 250.00	<input checked="" type="checkbox"/> 3. QR193 DOHBRU V
<input checked="" type="radio"/> 2. BRAVO/TWO MR QAR 250.00	<input type="checkbox"/> 4. QR196 BRUDOH V
Total: QAR 500.00	

Currency: QAR Apply

Expand all | Collapse all

Segments: 3

Baggage	Lounge	Pets	Pre-reserved seat...
TRANSFERS AL MAHA LOUNGES (SSR AMTR)	<input type="checkbox"/> QAR 0.00 + Add...		
FAST TRACK DEPARTURE AL MAHA (SSR FDEP)	<input checked="" type="checkbox"/> QAR 250.00 + Add...		
DEPARTURE AL MAHA GOLD (SSR GDEP)	<input type="checkbox"/> QAR 0.00 + Add...		
FIRST CLASS LOUNGE GL1 (SSR GLDL)	<input type="checkbox"/> QAR 0.00 + Add...		
TRANSFERS AL MAHA GOLD (SSR GTRN)	<input type="checkbox"/> QAR 0.00 + Add...		
ALMOURJAN BUSINESS LOUNGE PREM (SSR MOUR)	<input type="checkbox"/> QAR 0.00 + Add...		
ORYX LOUNGE (SSR ORYX)	<input type="checkbox"/> QAR 0.00 + Add...		
DEPARTURE AL MAHA PLATINUM (SSR PDEP)	<input type="checkbox"/> QAR 0.00 + Add...		
TRANSFERS AL MAHA PLATINUM (SSR PTRN)	<input type="checkbox"/> QAR 0.00 + Add...		
BUSINESS CLASS LOUNGE SL1 (SSR SILL)	<input type="checkbox"/> QAR 0.00 + Add...		

Total services added: QAR 500.00

FAST TRACK DEPARTURE AL MAHA	SSR FDEP	Passenger 1	Segments 3	QAR 250.00
FAST TRACK DEPARTURE AL MAHA	SSR FDEP	Passenger 2	Segments 3	QAR 250.00

TICKET RECONCILIATION NEEDED
--- TST RLR ---
RP/DOHQ0700/DOHQ0700 NG/SU 29DEC16/1003Z Y790VV

1. ALPHA/ONE MR 2. BRAVO/TWO MR

3 QR 193 V 20FEB 1 DOHBRU HK2 0835 1330 *1A/E*

4 QR 196 V 28FEB 2 BRUDOH HK2 0900 1710 *1A/E*

5 AP DOH +974 4023 0000 - QATAR AIRWAYS CONTACT CENTRE - A

6 TK OK29DEC/DOHQ0700

7 /SSR FDEP QR HN1/S3/P1

8 /SSR FDEP QR HN1/S3/P2

9 OPW-28DEC:1601/1C14/QR REQUIRES DOCUMENT ON OR BEFORE 29DEC:1601/E7-8

10 OPC-29DEC:1601/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E7-8

Service confirmation will be received **within 5 minutes of SSR trigger**. Service Confirmation is mandatory to proceed with EMD issuance

TICKET RECONCILIATION NEEDED
--- TST RLR MSC ---
RP/DOHQ0700/DOHQ0700 NG/SU 4JAN17/0758Z Y790VV

1. ALPHA/ONE MR 2. BRAVO/TWO MR

3 QR 905 V 20FEB 1 MELDOH HK2 1A/E*

4 QR 221 V 21FEB 2 DOHOTP HK2 1A/E*

5 AP DOH +974 4023 0000 - QATAR AIRWAYS CONTACT CENTRE - A

6 TK OK29DEC/DOHQ01CC

8 /SSR FDEP QR KK1/S3/P1

9 /SSR FDEP QR KK1/S3/P2

10 OPW-03JAN:1358/1C14/QR REQUIRES DOCUMENT ON OR BEFORE 04JAN:1358/E8-9

11 OPC-04JAN:1358/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E8-9

Service is auto-confirmed. Status code changed to KK

Step 3 – Proceed with pricing the service with FXG entry and add Form of payment

PNR display after booking and pricing the service

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1 TYPE P DOHQ0700 NG/11JAN 00 INT I EMD-A CARR QR
. ALPHA/ONE MR
C-E/E AIRPORT SERVICES
1. RFISC-FDP FAST TRACK DEPARTURE SERVICE L
OPERATING CC-QR FEE OWNER-QR ORIGIN-DOH DEST-BR
NON REFUNDABLE
NON INTERLINEABLE

INF/RKS:
E F QAR 250.00
H VAL QAR 250.00
AL QAR 250.00
DOH QR BRU250.00QAR250.00END
  
```

Total service value by each TSM

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EMD-1578218507632 TYPE-A
INT-I FCI-0 0 POI-DOH DOI-01JAN17 SYS-1A LOC-Y790VV
PAX- ALPHA/ONE MR IOI-65869042 ADT
RFIC-E AIRPORT SERVICES
REMARKS-
CPN-1 RFISC-FDP QR MEL DOH S-O
DESCRIPTION-FAST TRACK DEPARTURE AL MAHA
NON-REFUNDABLE
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-1572357785309E1 (A)
SERVICE REMARKS-
FARE F QAR 250.00
EXCH VAL QAR 250.00 RFND VAL
TAX-
TOTAL QAR 250.00
/FC MEL QR DOH250.00QAR250.00END
  
```

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--- TST TSM RLR MSC ---
RP/DOHQ0700/DOHQ0700 NG/SU 1JAN17/0757Z Y790VV
1. ALPHA/ONE MR 2. BRAVO/TWO MR
3 QR 193 V 20FEB 1 DOHBRU HK2 2 2310 0525+1 *1A/E*
4 QR 196 V 21FEB 2 BRUDOH HK2 0700 1105 *1A/E*
5 AP DOH +974 4023 0000 - QATAR AIRWAYS DOH CC - A
6 TK OK01JAN/DOHQ0700//ETQR
7 /SSR EDEP QR KK1/S3/P1
9 FA PAX 157-2357785309/ETQR/QAR3405.00/01JAN17/DOHQ0700/6586
9042/S3-4/P1
10 FA PAX 157-2357785310/ETQR/QAR3405.00/01JAN17/DOHQ0700/6586
9042/S3-4/P2
11 FA PAX 157-8218507632/DTQR/QAR250.00/01JAN17/DOHQ0700/65869
042/P1/E7
  
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3.3 Arrival Services

ELIGIBILITY CONDITION – PASSENGERS ENDING THEIR JOURNEY IN DOHA OR A JOURNEY WITH STOPOVER HAVING TRANSIT TIME BEYOND 24HOURS



The Arrival services products are detailed below for quick reference.

Al Maha Arrival Services description	Arrival Product types	
	Platinum (PARR)	Gold (GARR)
Al Maha Services Hostess will meet customer at the aerobridge/aircraft/remote bay with a personalised name board	✓	✗
Access to Al Maha Services Arrivals Landside Lounge (up to 4 hours)	✓	✗
Access to Al Maha Services Arrivals Airside Lounge (Customers are required to present themselves to the Al Maha Services Lounge before immigration)	✓	✓
Exclusive access to our dedicated immigration counters	✓	✓
Porter assistance	✓	✓
Escort to the receiving party	✓	✓

Service Area	AMS Product Type	SSR Service Codes	Rates in QAR (ADT)	Rates in QAR (CHD)	RFISC	EMD Type
ARRIVALS	Platinum	PARR	400	200	PAR	A
	Gold	GARR	330	160	GAR	A

AMS Booking process	Time to Flight Departure	Booking Status	Remarks
AL Maha services Booked through GDS using Ancillary Catalogue	Anytime up to 24 hrs. prior to departure	Service confirmation within 5 minutes of booking subject to availability	Confirmed service codes without supporting EMD is auto cancelled
	Within 24 hrs. of departure	Auto rejection as Service Not available for booking	Contact QR offices for any last minute booking possibilities

Step 1 – Select the PNR for Arrival service

TICKET RECONCILIATION NEEDED
 --- TST RLR ---
 RP/DOHQ0700/DOHQ0700 NG/SU 29DEC16/1025Z Y790VV
 1. ALPHA/ONE MR 2. BRAVO/TWO MR
 3 QR 193 V 20FEB 1 DOHBRU HK2 0835 1330 *1A/E*
 4 QR 196 V 28FEB 2 BRUDOH HK2 0900 1710 *1A/E*
 5 AP DOH +974 4023 0000 - QATAR AIRWAYS CONTACT CENTRE - A
 6 TK OK29DEC/DOHQ0700

Step 2 – Retrieve the Ancillary Catalogue using “FXK” entry

IMPORTANT NOTE: All Arrival services are linked to Arrival flight into DOH
CLICK THE BOX WITH ARRIVAL SEGMENT FLIGHT INTO DOH

Optional services catalogue -- Webpage Dialog

Passengers	Itinerary
<input type="radio"/> 1. ALPHA/ONE MR QAR 330.00	<input type="checkbox"/> 3. QR193 DOHBRU V
<input checked="" type="radio"/> 2. BRAVO/TWO MR QAR 400.00	<input checked="" type="checkbox"/> 4. QR196 BRUDOH V
Total: QAR 730.00	

Currency: QAR Apply

Expand all | Collapse all

Segments: 4

Service	Price	Action
TRANSFERS AL MAHA LOUNGES (SSR AMTR)	QAR 0.00	+ Add...
FAST TRACK DEPARTURE AL MAHA (SSR FDEP)	QAR 0.00	+ Add...
ARRIVALS AL MAHA GOLD (SSR GARR)	QAR 330.00	+ Add...
DEPARTURE AL MAHA GOLD (SSR GDEP)	QAR 0.00	+ Add...
FIRST CLASS LOUNGE GL1 (SSR GLDL)	QAR 0.00	+ Add...
TRANSFERS AL MAHA GOLD (SSR GTRN)	QAR 0.00	+ Add...
ALMOURJAN BUSINESS LOUNGE PREM (SSR MOUR)	QAR 0.00	+ Add...
ORYX LOUNGE (SSR ORYX)	QAR 0.00	+ Add...
ARRIVALS AL MAHA PLATINUM (SSR PARR)	QAR 400.00	+ Add...
DEPARTURE AL MAHA PLATINUM (SSR PDEP)	QAR 0.00	+ Add...
TRANSFERS AL MAHA PLATINUM (SSR PTRN)	QAR 0.00	+ Add...
BUSINESS CLASS LOUNGE SL1 (SSR SILL)	QAR 0.00	+ Add...

Total services added: QAR 730.00

Service	SSR	Passenger	Segments	Price
ARRIVALS AL MAHA GOLD	SSR GARR	Passenger 1	Segments 4	QAR 330.00
ARRIVALS AL MAHA PLATINUM	SSR PARR	Passenger 2	Segments 4	QAR 400.00

TICKET RECONCILIATION NEEDED
 --- TST RLR ---
 RP/DOHQ0700/DOHQ0700 NG/SU 29DEC16/1027Z Y790VV
 1. ALPHA/ONE MR 2. BRAVO/TWO MR
 3 QR 193 V 20FEB 1 DOHBRU HK2 0835 1330 *1A/E*
 4 QR 196 V 28FEB 2 BRUDOH HK2 0900 1710 *1A/E*
 5 AP DOH +974 4023 0000 - QATAR AIRWAYS CONTACT CENTRE - A
 6 TK OK29DEC/DOHQ0700
 7 /SSR GARR QR HN1/S4/P1
 8 /SSR PARR QR HN1/S4/P2
 9 OPW-28DEC:1626/1C14/QR REQUIRES DOCUMENT ON OR BEFORE 29DEC:1626/E7-8
 10 OPC-29DEC:1626/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E7-8
 11 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S3-4/P1-2
 12 FP CASH

Service confirmation will be received **within 5 minutes of SSR trigger**. Service Confirmation is mandatory to proceed with EMD issuance

TICKET RECONCILIATION NEEDED
 --- TST RLR MSC ---
 RP/DOHQ0700/DOHQ0700 NG/SU 4JAN17/0758Z Y790VV
 1. ALPHA/ONE MR 2. BRAVO/TWO MR
 3 QR 905 V 20FEB 1 MELDOH HK2 2 A/E*
 4 QR 221 V 21FEB 2 DOHOTP HK2 A/E*
 5 AP DOH +974 4023 0000 - QATAR AIRWAYS - A
 6 TK OK29DEC/DOHOR01CC
 8 /SSR GARR QR KK1/S3/P1
 9 /SSR GARR QR KK1/S3/P2
 10 OPW-03JAN:1358/1C14/QR REQUIRES DOCUMENT ON OR BEFORE
 04JAN:1358/E8-9
 11 OPC-04JAN:1358/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E8-9

Service is auto-confirmed. Status code changed to KK

Step 3 – Proceed with pricing the service with FXG entry and add Form of payment

PNR display after booking and pricing the service

TSM 7 TYPE P DOHQ0700 NG/29DEC 00 INT I EMD-A CARR QR
 1. ALPHA/ONE MR
 RFIC-E/F AIRPORT SERVICES
 1. RFISC-GAR GOLD ARRIVAL SERVICE L 7
 OPERATING CC-QR FEE OWNER-QR ORIGIN-BRU DEST-DOH
 NON REFUNDABLE
 ADD INF/RKS:
 FARE F QAR 330.00
 EXCH VAL QAR 330.00
 TOTAL QAR 330.00
 FC BRU QR DOH330.00QAR330.00END
 FP CASH

Total Service Value by each TSM

EMD-1578218507632 TYPE-A
 INT-I FCI-0 0 POI-DOH DOI-01JAN17 SYS-1A LOC-Y790VV
 PAX- ALPHA/ONE MR IOI-65869042
 RFIC-E AIRPORT SERVICES ADT
 REMARKS-
 CPN-1 RFISC-GAR QR BRUDOH S-O
 DESCRIPTION-ARRIVALS AL MAHA GOLD
 NON-REFUNDABLE
 NON-INTERLINEABLE
 PRESENT TO-
 PRESENT AT-
 ICW-1572357785309E1 (A)
 SERVICE REMARKS-
 FARE F QAR 330.00
 EXCH VAL QAR 330.00 RFND VAL
 TAX-
 TOTAL QAR 330.00

--- TST TSM RLR MSC ---
 RP/DOHQ0700/DOHQ0700 NG/SU 1JAN17/0757Z Y790VV
 1. ALPHA/ONE MR 2. BRAVO/TWO MR
 3 QR 193 V 20FEB 1 DOHBRII HK2 2 2310 0525+1 *1A/E*
 4 QR 196 V 28FEB 2 BRUDOH HK2 0700 1105 *1A/E*
 5 AP DOH +974 4023 0000 - QATAR AIRWAYS DOH CC - A
 6 TK OK01JAN/DOHQ0700//ETQR
 7 /SSR GARR QR KK1/S4/P1
 8 /SSR PARR QR KK1/S4/P2
 9 FA PAX 157-2357785309/ETQR/QAR3405.00/01JAN17/DOHQ0700/6586
 9042/S3-4/P1
 10 FA PAX 157-2357785310/ETQR/QAR3405.00/01JAN17/DOHQ0700/6586
 9042/S3-4/P2
 11 FA PAX 157-8218507632/DTQR/QAR330.00/01JAN17/DOHQ0700/65869
 042/P1/E7
 12 FA PAX 157-8218507633/DTQR/QAR400.00/01JAN17/DOHQ0700/65869
 042/P2/E8

4. Automated Issuance Limit (AIL)

The objective of AIL is to notify the issuing office about the time limit of confirmation and release the unpaid services from the PNR if it is not materialised within the specific time. Below is an example of AIL in a PNR.

TICKET RECONCILIATION NEEDED
 --- TST TSM RLR MSC ---
 RP/DOHQ0700/DOHQ0700 NG/SU 29DEC16/0953Z Y790VV
 1. ALPHA/ONE MR 2. BRAVO/TWO MR
 3 QR 905 V 20FEB 1 MELDOH HK2 2 2310 0525
 4 QR 221 V 21FEB 2 DOHOTP HK2 0700 1105
 5 AP DOH +974 4023 0000 - QATAR AIRWAYS CONTACT
 6 TK OK29DEC/DOHQ0700
 7 /SSR PTRN QR HN1/S3/P1
 8 /SSR PTRN QR HN1/S3/P2
 9 OPW-28DEC:1551/1C14/QR REQUIRES DOCUMENT ON OR BEFORE
 29DEC:1551/E7-8
 10 OPC-29DEC:1551/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E7-8
 11 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S3-4/P1-2
 12 FV PAX QR/S3-4/P1-2

Notice the AIL trigger once the service is booked

5. Change / Cancellations –

Refer to below table for more information on ALMAHA services exchange/cancellation details for voluntary scenarios

AMS Booking Changes /Cancellation Scenarios	Time to Flight Departure	Penalties	EMD Conditions
Date Change/Reissue	Anytime up to 24 hrs. – Re-book the Service code	Permitted Free of Charge	EMD has to be re-issued with new date
	Within 24 hrs. – Re-booking Not permitted, Considered as No-show for Al Maha services	Changes Not Permitted, EMD will be forfeited	Non-Refundable, Amount will be forfeited
Cancellation & Refund	Anytime from booking	NON-Refundable	EMD is Non-Refundable

NOTE: - For flight disruptions resulting in service not delivered, Booking office must contact nearest QR offices

6. Frequently Asked Questions (FAQ)

Q. What is the distinction between Gold Arrival and Platinum Arrival?

Platinum Arrival Service: customer(s) must identify themselves to the Al Maha Service Hostess who will meet guest near the end of aerobridge/corridor with a personalized name board. Alternatively, if the airline will park in remote bays, the guest will be met at the bottom of the stairs of the aircraft. Customer(s) will be escorted to the Al Maha Airside Arrival Lounge, Assistance with immigration formalities, porter services at the baggage reclaim area and finally escorted until the exit area.

Gold Arrival Service: customer(s) are requested to report directly to the Al Maha Airside Arrival Lounge. Otherwise, this booking will be forfeited and no refund will be applicable. All other services same as Platinum Arrival.

****Al Maha Arrivals Lounge - Airside is located at the extreme right prior immigration counters.**

Q. What is the distinction between Gold Transit and Platinum Transit?

Platinum Transit Service: - customer(s) must identify themselves to the Al Maha Service Hostess who will meet guest near the end of aerobridge/corridor with a personalized name board. Alternatively, if the airline will park in remote bays, the guest will be met at the bottom of the stairs of the aircraft. Assistance with Transit formalities, access to the Al Maha Transit Lounge and will then is escorted to the boarding gate upon Departure.

Gold Transit Service - customer(s) must identify themselves to the Al Maha Service Hostess who will meet guest near the end of aerobridge/corridor with a personalized name- board. Assistance with transit formalities and will be escorted to the boarding gate upon Departure. **(NO ACCESS TO AL MAHA TRANSIT LOUNGE)**

Q. What is the distinction between Gold Departure and Platinum Departure?

Gold Departure - customer(s) is assisted until the boarding gate only. **(NO ACCESS TO AL MAHA LOUNGE)**

Platinum Departure(s) - Al Maha Transit Lounge access (6hrs) is included and customer is assisted until the aircraft.

Q. For Departure services, when and where will Al Maha meet the customer?

Customers' booked for departure services will be met (with a name board) at the departure hall (red carpet) in front of 1st and business class check-in. However client is requested to contact Al Maha before he reaches the HIA airport at least 20 – 30 minutes in advance on the contacts below:-

Al Maha Services - +974 4010 5831 / +974 4010 5832 / +974 4010 5834 / +974 4010 5835
E-Mail: almahaservices@qatarairways.com.qa

Q. What will be the service procedure if customer (eligible for visa upon arrival) booked for the transit service will request to go into the country if stopover is within 24 Hrs?

Customer will be served as a gold arrival and gold departure service. Customer is requested to contact Al Maha Services operations teams before he reaches the airport for the connecting flight.

Q. Is Al Maha one on one service?

- 1 **single booking / flight** – 1 hostess up to 5 passengers and with every additional 5 passengers, 1 hostess will be availed.
- 2 **separate bookings / flight** - 1 hostess per booking.

6.1 FAQ – AMS Products add-ons

Q. Can Al Maha Services guarantee multilingual speaker?

The standard language is English language. There will be no assurance that Al Maha Services can provide multilingual speaking staff on the day of Meet and Assist.

Q. Can Al Maha Services ensure wheel chair or baby stroller?

Wheel chairs needs to be coordinated with the Airline directly. Baby strollers are subject to availability.

Q. Is a porter service available for carriage of hand luggage within the transit zone?

For Departure service – currently, portage service will be provided from the car until check-in counters only.

For Arrival Services - currently, portage service will be provided from luggage area to the receiving party.

Q. Are the visas upon arrival included in the package?

No. If passenger is eligible for Visa on Arrival, visa charge has to be paid by the customer on the spot. Issuance of the Visa is subject to MOI approvals.

6.2 FAQ - ALMAHA Lounge Products

Q. How can I book Al Maha Lounge separately?

Al Maha Transit Lounge (**AMTR**) can be pre-booked for any customer(s) who is transiting via DOH Hamad International Airport (HIA) and Fast Track Departure Lounge (**FDEP**) for customer(s) having departure from Doha. All confirmed Service Codes (AMTR, FDEP) requires an EMD-A associated to the tickets.

Q. What is the maximum stay permitted in Al Maha Lounges?

Maximum stay is up to 6 hours. However, Customers can extend their stay for additional 6/12 hrs by paying on the spot.

Q. Is there any place for sleeping in Al Maha Lounges?

There is no space for sleeping in the lounge. However, there are quiet rooms available at the airport.

Q. Can I pre-book family room in Al Maha Lounges?

Family rooms cannot be pre-booked.

6.3 FAQ- AMS booking procedure, policy

Q. Is it possible to book the Al Maha Service within 24 hrs of flight departure?

As a policy Al Maha services are not bookable within 24 Hrs of Flight departures. Within the 24 hrs service request is subject to last minute manual confirmations from AL MAHA services operation team. Such scenarios, you may liaise with your nearest QR office to co-ordinate with Al Maha Services operations team to have a last minute booking and service confirmations. Once AMS team provides a confirmation you can proceed with the EMD issuance through your respective booking offices.

Q. What is the procedure for changes / cancellation on existing Al Maha service booking? Can I refund the service after purchase?

Changes are permitted up to 24 hours prior to departure of flight, Once purchased, service is NON refundable, below table illustrates the Change & Cancellation conditions.

AMS Booking Changes /Cancellation Scenarios	Time to Flight Departure	Penalties	EMD Conditions
Date Change/Reissue	Anytime up to 24 hrs. – Re-book the Service code	Permitted Free of Charge	EMD has to be re-issued with new date
	Within 24 hours – Re-booking Not permitted Considered as No-show for Al Maha services	Changes Not Permitted, EMD will be forfeited	Non-Refundable, Amount will be forfeited
Cancellation & Refund	Anytime from booking	NON – Refundable	EMD is Non-Refundable

Q. Does Automated Issuance Limit (AIL) apply for AL MAHA services products?

Yes, Automated Issuance Limit – (AIL) applies for all Chargeable service codes for AMS Products with confirmed status are supported with AIL functionality. The objective of AIL is to notify the issuing office about the time limit of confirmation and release any unpaid services from the PNR if not materialized within the specific time. Below is an example of AIL in a PNR.

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--- TST RLR MSC ---
RP/DOHQ0133/DOHQ0133      PI/RC  9MAY16/0458Z  YLNCX6
1.ALPHA/ONE MR
2  OR 807 B 19MAY 4 NRTDOH HK1      2  2220 0405+1 *1A/E*
3  QR 011 B 20MAY 5 DOHLHR HK1      0545 1110 *1A/E*
4  AP DOH +974-44496207 - QATAR AIRWAYS TATF - A
5  TK 009MAY/DOHQ0133//ETQR
6  /SSR PTRN QR HN1/S2
7  OPN-08MAY:1658/1C14/QR REQUIRES DOCUMENT ON OR BEFORE
   09MAY:1658/E6
8  OPC-09MAY:1658/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E6
9  FA PAX 157-2302005962/ETQR/QARG120.00/09MAY16/DOHQ0133/6582
   2746/S2-3
10 FB PAX 0900000472 TTP/RT OK ETICKET/S2-3
11 FE PAX NON END/CHNG PENALTIES AS PER RULE/S2-3
12 TP CASH
13 FV PAX QR/S2-3

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Q. What if ticket is issued on OAL stock? Can Al Maha Service be booked on Other Airline tickets?

If ticket is issued on OAL stock, whether on direct QR flights or code shares we will not be able to book an AMS Ancillary EMD. Service is valid only on QR 157 document with QR as operational flights.

Q. What is the infant and child policy for AMS Product?

Infant (Age 0-2) permitted free of charge, Child (age between 2-12) = 50% discount, Adult rates applies for age above 12 years

Q. In case passenger type change, after the commencement of the journey, shall we book the AMS as per the actual passenger type, or as per passenger type code (PTC) on ticket?

In this case, following the current ticketing policy, the PTC will change and the ticket has to be reissued to the actual PTC, the new charge of AMS has to be applied in accordance to the passenger type code.

Q. Are UMN/ YP/ MEDA/ Wheelchair passengers eligible for this service?

UMNR – eligible, however as they do not have guardians we charge full rate (adult rate). Auto confirmation is not permitted on UMN/ passengers. Booking office has to contact QR offices for confirmation.

YP, and MEDA – Eligible

Wheelchair – it's subject of confirmation from airline first.

Q. Can I book an Arrival / Departure service for a transfer passenger?

For Transfer passengers, you will get confirmation for Arrival & Departure services only if the passenger is having a transfer time beyond 24 Hours in Doha. For any requirement for less than 24 hours transfer time, must be coordinated through QR offices to ensure AMS operations teams are aware that service has to be delivered at Arrival / Departure points instead of Transfer

Q. How many days in advance do I have to book AL MAHA Services?

You can book the service anytime up to 24 hours prior to the departure of flight. You will receive immediate confirmation subject to inventory availability. If you book less than 24 hours before departure of flight, you need to co-ordinate with QR offices to receive a last minute service confirmation to proceed with EMD issuances.

Q. Will my booking be confirmed immediately?

Yes, only if booked 24 hours or more in advance of flight departure. Booking confirmation is mandatory for EMD issuance.

Q. What happens if Service is re-booked and confirmed as part of Change scenario and EMD is not Re-issued?

Service will be cancelled automatically since EMD is not re-issued and associated to the ticket. As a result service will NOT be delivered. In order to avoid any customer mishandling please ensure all your service segment are associated to the e-tickets.

Q. What happens if passenger is a No-show?

Al Maha service is non-refundable. In case passenger is a No show for the flight, the service EMD is forfeited automatically.

Please contact your nearest QR offices for any further information required on Qatar Airways Ancillary products.