

Post-Ticketing Changes: Fees and General Handling

V2.0 | Doha Group Desk



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Group Transaction



Name Change
Name Correction



Reservation Change
(*Upgrade, Flight/Date Change)



Route Change



No-show
(Same day rebooking / cancellation)



Refund

Flexibility & Notes / Fees

Name Change Permitted – QAR150
Name Correction Permitted – FOC
✓ Before Flight Departure
✓ Flight/Travel must be same with the group

Permitted with fee of QAR150
(*Change fee does not apply on cabin upgrade and applicable on both sectors on the same flights)
✓ Fare/Tax difference to be collected
✓ Reservation change on inbound flight only

Permitted with fee of QAR150
✓ Fare/Tax difference to be collected
✓ Route change on inbound flight only
✓ Maximum 20% of the total group size only

Rebooking permitted with fee of QAR220
✓ Raise group ticket to FIT
✓ Fare/Tax difference to be collected
✓ Reservation change fee of QAR150 applies
✓ Not applicable for One-way trip journey

Group Ticket once issued is non-refundable

Mandatory E-mail Subject

Group Ticket Name Change: PNR / Ticket Number

Group Ticket Reservation Change: PNR / Ticket Number

Group Ticket Route Change: PNR / Ticket Number

Group No-show Rebooking: PNR / Ticket Number

N/A

Group Transaction



Name Change
Name Correction



Reservation Change
(*Upgrade, Flight/Date Change)



Route Change



No-show
(Same day rebooking / cancellation)

General Handling / Process

1. Refund the passenger ticket being requested for name change/correction & share the refund mask.
2. Send the email using the request template, with passport copy.
3. QR office to process the name change/correction on GDS and TA to be advised with the name change/correction with TTL (immediate ticketing)
4. Issue the new PAX/corrected name ticket
5. Share the utilization summary to DOH-GD/Tariff

1. Book the new preferred flight on new PNR and send to Tariff for guide on ADC
2. Tariff to assist on providing ADC
3. TA to proceed with reissuance accordingly
4. TA to split the PAX from group PNR and ensure to cancel the group seat to avoid dupe
5. TA to send summary of reissued tickets EOD using a template

*Change fee does not apply on cabin upgrade and applicable on both sectors on the same flights

Group Transaction



Name Change
Name Correction



Reservation Change
(*Upgrade, Flight/Date Change)



Route Change



No-show
(Same day rebooking / cancellation)

Travel Agent's Important Tasks & Reminders

- ✓ Ensure applicable fee is collected for name change
 - ✓ Send the request using the request template and PAX passport copy
 - ✓ Issue the ticket immediately after name change/correction notification
 - ✓ Share the utilization summary after issuance
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- ✓ Rebook on lowest market fare RBD
 - ✓ Reissue the ticket accordingly, with correct TST mask, FE element, tour code, fare basis, etc.
 - ✓ Split the group PNR for the PAX being requested for flight change and release the G/class seat
 - ✓ Share the summary of reissued ticket as per the template