



World's 5-star airline.

QATAR AIRWAYS

Ancillary Services and EMD Issuances

Guidelines for Travel Partners'

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1. Ancillary Service - Automated Pricing Services

Ancillary Services are optional services that a passenger can purchase in combination with an airline ticket. Chargeable services for Qatar Airways includes (but not limited to) the following ancillary services in the first phase of automation. Any additional services or updates to existing ones will be communicated accordingly.

| SL. No | QR Chargeable Services | Service code | Services Automated |
|--------|---------------------------------------|--------------------------|--------------------|
| 1. | Paid excess Baggage (Weight concept) | PDBG | ✓ |
| 2. | Paid excess Baggage (piece concept) | ABAG | ✓ |
| 3. | Overweight Piece | OBAG | ✓ |
| 4. | Bulk Baggage rate | BULK | ✓ |
| 5. | Sporting Equipment's | SPES / SPE / SPEL | ✓ |
| 6. | Animal in Hold | AVIS / VIM / AVIL | ✓ |

Disclaimer: The data or information contained in this "Ancillary services & EMD Guidelines for Travel Partners" document may contain confidential information and is intended for the recipient only. If an addressing or transmission error has

misdirected this email and you are not the intended recipient, please notify Qatar Airways immediately by email or phone.

| | | | |
|----|-----------------------------|-------------|---|
| 7. | Pet in Cabin – FALCONS ONLY | FALC | ✓ |
|----|-----------------------------|-------------|---|

During the initial phase of automation, sales effective 10th AUG 2015, our travel partners using Amadeus GDS will be able to auto price paid baggage rates and issue EMD-A from their respective offices. We are in the process of activating this functionality on other GDSs as well. Upon successful testing, we will inform you of activation of the functionality in other GDSs accordingly

Services eligible for AAAS are marked with a "/" (slash) in front of the service line at the time of service SSR booking. With the automation, Manual TSM-P management is replaced by an automatic flow; all other steps (booking, issuance, follow-up) stay's unchanged.

Automated Issuance Limit – (AIL) – Chargeable service codes 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 the unpaid services from the PNR if it is not materialised within the specific time. Below is an example of AIL in a PNR

```

--- TST RLR MSC ---
RP/DOHQR0133/DOHQR0133          S1/SU  18JUN15/0553Z  YQ6E73
1.ALPHA/ONE MR
2  QR 557 S 20JUL 1 BOMDOH HK1      2  0410 0455  *1A/E*
3  QR 007 S 20JUL 1 DOHLHR HK1      0635 1200  *1A/E*
4 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
5 TK OK18JUN/DOHQR0133//ETQR
6 /SSR PDBG QR NO1 TTL10KG0PC/S2
7 /SSR PDBG QR NO1 TTL10KG0PC/S3
8 OPW-13JUL:0240/1C14/QR REQUIRES DOCUMENT ON OR BEFORE
   18JUL:0240/E6-7
9 OPC-18JUL:0240/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E6-7
   2746/S2-3
10 FA PAX 157-2302005724/ETQR/QAR2020.00/18JUN15/DOHQR0133/6582
   2746/S2-3
11 FB PAX 0900000024 TTP/RT OK ETICKET/S2-3
12 FE PAX NON END/CHNG PENALTIES AS PER RULE/S2-3
13 FP CASH
14 FV PAX QR/S2-3

```

Interline and codeshare flights are not part of automated Ancillary services and valid only on QR online flights / Prime flights only.

SERVICE 1. Prepaid Excess Baggage (PDBG for Weight concept) and (ABAG for Piece concept) .

Service description and purpose

Passengers carrying baggage in excess / over and above the free baggage allowance, needs to pay the excess baggage rates as per carrier's published rates.

PDBG and ABAG are the SSR code for Excess Baggage collection. This service applies to excess baggage collection for both Weight and Piece Concept. An EMD-A can only be issued for flights operated by QR and QR flights booked with a QR prefix.

PDBG and ABAG - Detailed EMD flow

➤ PDBG Scenario 1.1 – Weight concept

Initial PNR

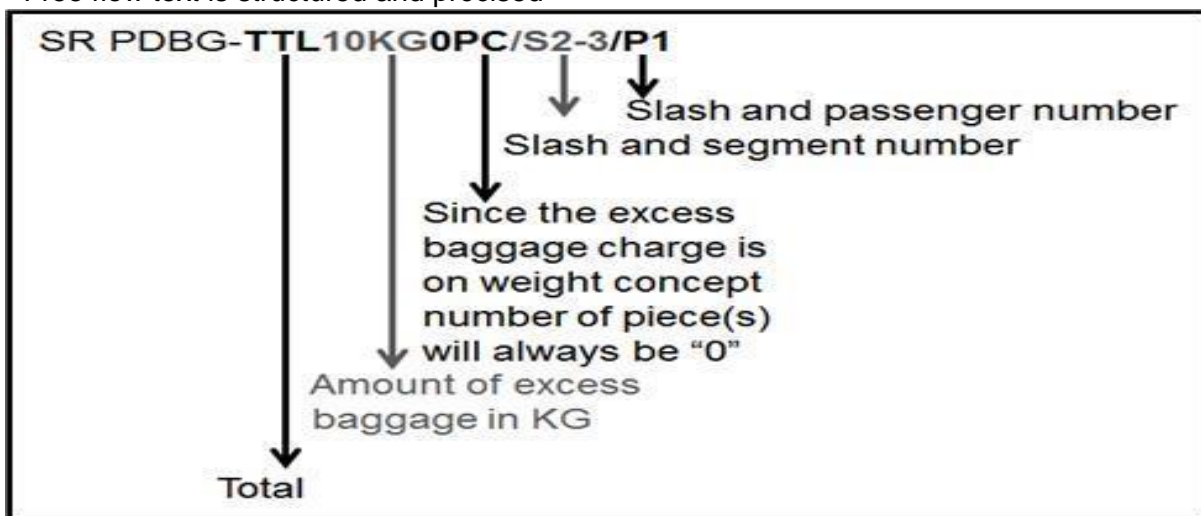
```

--- TST RLR MSC ---
RP/DOHQR0133/DOHQR0133          S1/SU  18JUN15/0553Z  YQ6E73
1 .ALPHA/ONE MR
2  QR 557 S 20JUL 1 BOMDOH HK1      2  0440 0535  *1A/E*
3  QR 007 S 20JUL 1 DOHLHR HK1      0645 1200  *1A/E*
4  AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
5  TK OK18JUN/DOHQR0133//ETQR
6  FA PAX 157-2302005724/ETQR/QAR2020.00/18JUN15/DOHQR0133/6582
   2746/S2-3
7  FB PAX 1800000472 TTP/RT OK ETICKET/S2-3
8  FE PAX NON END/CHNG PENALTIES AS PER RULE/S2-3
9  FP CASH
10 FV PAX QR/S2-3
  
```

Booking

SR PDBG-TTL10KG0PC/S2-3/P1

- Free flow text is structured and précised




```

--- TST RLR MSC ---
RP/DOHQ0133/DOHQ0133          S1/SU  18JUN15/0553Z  YQ6E73
1 .ALPHA/ONE MR
2  QR 557 S 20JUL 1 BOMDOH HK1      2  0440 0535  *1A/E*
3  QR 007 S 20JUL 1 DOHLHR HK1      0645 1200  *1A/E*
4 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
5 TK OK18JUN/DOHQ0133//ETOR
6 /SSR PDBG QR HK1 TTL10KG0PC/S2
7 /SSR PDBG QR HK1 TTL10KG0PC/S3
8 FA PAX 157-2302005724/ETQR/QAR2020.00/18JUN15/DOHQ0133/6582
  2746/S2-3
9 FB PAX 1800000472 TTP/RT OK ETICKET/S2-3
10 FE PAX NON END/CHNG PENALTIES AS PER RULE/S2-3
11 FP CASH
12 FV PAX QR/S2-3
  
```

Note – the slash (/) before the SSR element indicate that this is a chargeable SSR.

Automated Issuance Limit Remarks: -

```

>rfs;er
WARNING: QR REQUIRES DOCUMENT BEFORE 18JUL:0310/E6-7
  
```

```

--- TST RLR MSC ---
RP/DOHQ0133/DOHQ0133          S1/SU  18JUN15/0553Z  YQ6E73
1 .ALPHA/ONE MR
2  QR 557 S 20JUL 1 BOMDOH HK1      2  0410 0455  *1A/E*
3  QR 007 S 20JUL 1 DOHLHR HK1      0635 1200  *1A/E*
4 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
5 TK OK18JUN/DOHQ0133//ETQR
6 /SSR PDBG QR NO1 TTL10KG0PC/S2
7 /SSR PDBG QR NO1 TTL10KG0PC/S3
8 OPW-13JUL:0240/1C14/QR REQUIRES DOCUMENT ON OR BEFORE
  18JUL:0240/E6-7
9 OPC-18JUL:0240/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E6-7
  2746/S2-3
10 FA PAX 157-2302005724/ETQR/QAR2020.00/18JUN15/DOHQ0133/6582
  2746/S2-3
11 FB PAX 0900000024 TTP/RT OK ETICKET/S2-3
12 FE PAX NON END/CHNG PENALTIES AS PER RULE/S2-3
13 FP CASH
14 FV PAX QR/S2-3
  
```

Pricing

- This service is automatic priced
- TSM-P automatic creation: FXG entry
- Pricing result

| FXG | | | | | | | | | |
|-----------|--------------|----|-------|-------|-----------|------------|-----|------------|--|
| PASSENGER | | | | | PTC ----- | | | | |
| OC | SRV | NP | PR | FLGT | DATE | (QAR) FARE | TAX | TOTAL | |
| 01 | ALPHA/ONE MR | | | ADT | | | | | |
| 0AA | PDBG | 1 | QR557 | 20JUL | | | | | |
| 0AA | PDBG | 1 | QR7 | 20JUL | | QAR1100.00 | | QAR1100.00 | |

Issuance

- EMD status at issuance time should be "O" – OPEN for use and associated to an Eticket. **EMD display (EWD) p**

| | | | |
|---|------------------------|---------|--------------|
| EMD-1578200000609 | TYPE-A | SYS-1A | LOC-YQ6E73 |
| INT-I | FCI-0 0 | POI-DOH | DOI-18JUN15 |
| PAX- ALPHA/ONE MR | | | IOI-65822746 |
| RFIC-C | BAGGAGE | | ADT |
| REMARKS- | | | |
| CPN-1 | RFISC-0AA QR | BOMDOH | S-O |
| DESCRIPTION-PREPAID BAGGAGE | | | |
| PRESENT TO- | | | |
| PRESENT AT- | | | |
| ICW-1572302005724C1 (A) | | | |
| EXCESS BAGGAGE- | 10 K RATE PER UNIT-QAR | | 0.00 |
| SERVICE REMARKS- | | | |
| CPN-2 | RFISC-0AA QR | DOHLHR | S-O |
| DESCRIPTION-PREPAID BAGGAGE | | | |
| PRESENT TO- | | | |
| PRESENT AT- | | | |
| ICW-1572302005724C2 (A) | | | |
| EXCESS BAGGAGE- | 10 K RATE PER UNIT-QAR | | 0.00 |
| SERVICE REMARKS- | | | |
| FARE | F | QAR | 1050.00 |
| | | BR | 3.644000000 |
| EXCH VAL | QAR | 1100.00 | RFND VAL |
| TAX-01 | X | JN | 50.00 |
| TOTAL | QAR | 1100.00 | |
| /FC BOM QR X/DOH QR LON1050.00QAR1050.00END | | | |
| FP CASH | | | |
| FOID- | | | |
| NON-ENDORSABLE | | | |

➤ ABAG Scenario 1.2 – Piece concept

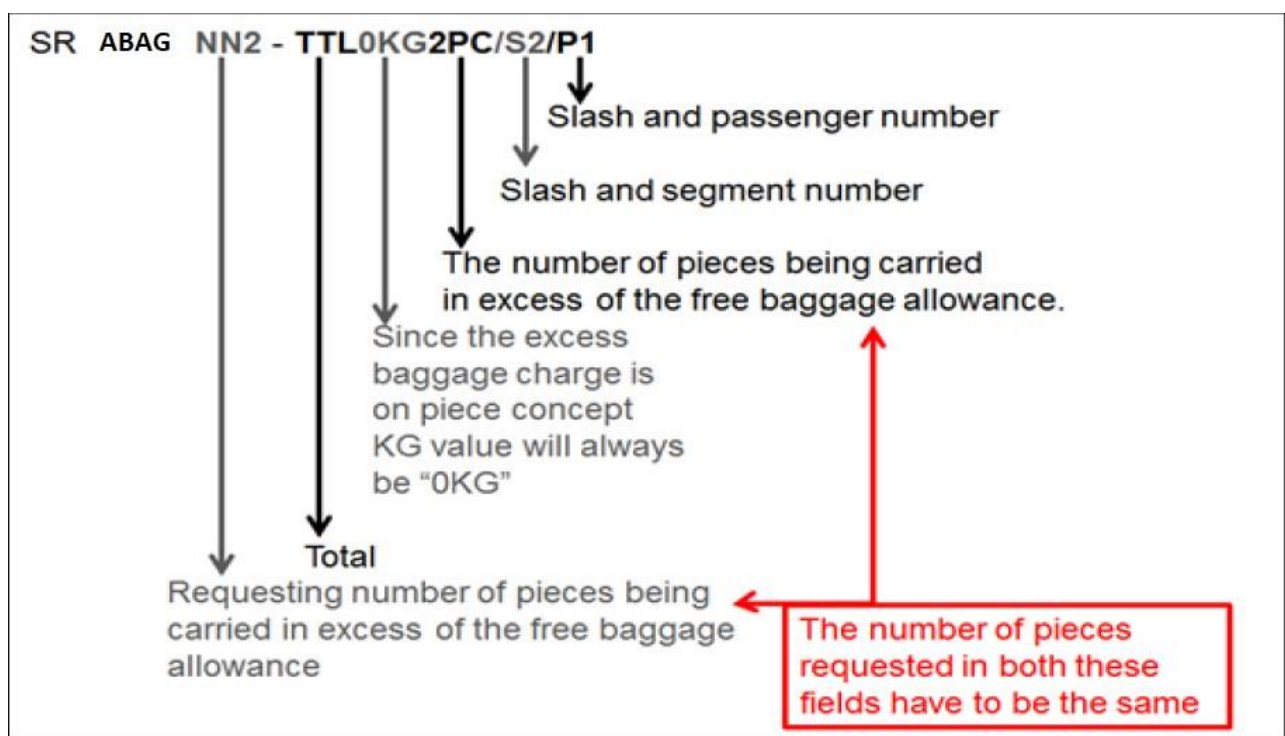
Initial PNR

```

--- TST TSM RLR SFP ---
RP/DOHQR0120/DOHQR0120          YH/GS  28OCT20/0518Z  KYCJ9I
1.Alpha/TWO MR|
2  QR 703 L 10JAN 7 DOHJFK HK1      0130 0735  *1A/E*
3  QR 704 L 20JAN 3 JFKDOH HK1      8  1045 0600+1 *1A/E*
4 AP DOH TBA - QR COMMERCIAL BUSINESS DEVELOPMENT - A
5 TK OK28OCT/DOHQR0120//ETQR
6 SSR OTHS 1A 024777400067 - FARE RULE OVERRIDES TKT DEADLINE
  IF MORE RESTRICTIVE
7 SSR DOCS QR HK1 P/QAT/13123123/QAT/20JAN80/M/22OCT17/ALPHA/T
  WO
8 /SSR ABAG QR HK1 TTL0KG2PC.PIECE CONCEPT APPLICABLE/S2
9 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE & CHECK-IN:
  FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
  GGAMAUSHAZ/S2-3
10 FA PAX 157-2393196596/ETQR/QAR8065.00/28OCT20/DOHQR0700/6586
    9042/S2-3
  
```

Booking

- SR ABAG -**TTL0KG1PC**/S2/P1 (passenger is carrying 1 PC of Excess baggage) -
- SR ABAG **NN2-TTL0KG2PC**/S2/P1 (passenger is carrying 2 PC of Excess baggage)
- Free flow text is structured and precised.




```

TICKET RECONCILIATION NEEDED
--- TST RLR SFP ---
RP/DOHQR0120/DOHQR0120          YH/GS  28OCT20/0440Z  KYCJ9I
1.ALPHA/TWO MR
2  QR 703 L 10JAN 7 DOHJFK HK1      0130 0735  *1A/E*
3  QR 704 L 20JAN 3 JFKDOH HK1      8  1045 0600+1 *1A/E*
4 AP DOH TBA - QR COMMERCIAL BUSINESS DEVELOPMENT - A
5 TK OK28OCT/DOHQR0120//ETQR
6 SSR OTHS 1A 024777400067 - FARE RULE OVERRIDES TKT DEADLINE
  IF MORE RESTRICTIVE
7 SSR DOCS QR HK1 P/QAT/13123123/QAT/20JAN80/M/22OCT17/ALPHA/T
  WO
8 /SSR ABAG QR HK1 TTL0KG2PC.PIECE CONCEPT APPLICABLE/S2
9 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE & CHECK-IN:
  FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
  GGAMAUSHAZ/S2-3
10 FA PAX 157-2393196596/ETQR/QAR8065.00/28OCT20/DOHQR0700/6586
  9042/S2-3
11 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
12 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE -BG:QR/S2-3
13 FP CASH
14 FV PAX QR/S2-3

```

- This service is automatic priced
- TSM-P automatic creation: FXG entry
- Pricing result

FXG

| PASSENGER | | PTC | | ----- | | | | | |
|-----------|-----------|-----|-------|-------|------|-----------|------|-----|-----------|
| OC | SRV | NP | PR | FLGT | DATE | (QAR) | FARE | TAX | TOTAL |
| 01 | ALPHA/TWO | ADT | | | | | | | |
| 0CC | ABAG | 1 | QR703 | 10JAN | | QAR730.00 | | | QAR730.00 |

Issuance

- EMD status at issuance time should be "O" – OPEN for use and associated to an Eticket.

EMD display (EWD)

```

EMD-1578243452486      TYPE-A      SYS-1A  LOC-KYCJ9I
INT-I      FCI-0  0      POI-DOH      DOI-28OCT20      IOI-65896666
PAX- Alpha/two|      ADT
RFIC-C  BAGGAGE
REMARKS-
CPN-1  RFISC-0CC  QR DOHJFK  S-O
DESCRIPTION-PREPAID BAG PIECE
PRESENT TO-
PRESENT AT-
ICW-1572393196596E1      (A)
EXCESS BAGGAGE-      1 N RATE PER UNIT-QAR      0.00
SERVICE REMARKS-B1
FARE  F      QAR      730.00
EXCH VAL QAR      730.00      RFND VAL
TAX-
TOTAL      QAR      730.00
/FC DOH QR NYC730.00QAR730.00END
FP CASH
FOID-
NON-ENDORSABLE
  
```

- All QR EMDs are non-interlinable.
- QR EMDs may not be issued for QR prefixed flights operated by an OAL.
- QR EMDs may not be issued for flights Marketed by OAL and operated by QR
- QR EMDs may not be issued in connection with an OAL document even though the flight is operated by QR with a QR prefixed flight number.
- Exchange/Reissuance of EMD is permitted for the same service only.
- Exchange/Reissuance is permitted to equal or higher amount and not a lower one.
- **The EMD-A coupon would be marked as flown along with the e-ticket coupon and no refund will be allowed on such used EMD.**
- **Total Excess baggage is subject to acceptance at check-in.**

PDBG & ABAG - Service Change Rules

| Case | E-Ticket & EMD | Change scenarios | Procedure / consequences |
|------|--|--|---|
| 1 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Flight rebooked to another date / flight number changes | The EMD-A is required to be reissued in order to have it associated to the new E-Ticket. |
| 2 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be NON-refundable. | |
| 3 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Passenger is rerouted voluntary | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the new routing, EMD will be NON Refundable and forfeited. If the EMD-A is required on the new routing, the EMD-A is required to be reissued in order to have it associated to the new E-Ticket. |
| 4 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Upgrade with money | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the upgraded fare, EMD will be NON Refundable and forfeited If the EMD-A is required on the upgraded fare, the EMD-A is required to be reissued in order to have it associated to the new E-Ticket. |
| 5 | A Any QR operated flight with a QR flight Number only. The EMDA can only be associated to a QR E-Ticket. | Upgrade with points | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the redemption upgraded e-Ticket, it is required to be refunded. EMD will be NON Refundable and forfeited If the EMD-A is required on the redemption upgraded E-Ticket, the EMD-A is required to be reissued in order to have it associated to the new E-Ticket. |
| 6 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Any involuntary flight cancellation. Passenger does not travel | The EMD-A is required to be refunded. |
| 7 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | ➤ Involuntary rerouting to another QR flight. | ➤ Re-issue the EMD-A to Have it associated to the new E-Ticket. |
| | | ➤ Involuntary rerouting to another Airlines flight | ➤ The EMD-A is required to be refunded. |

SERVICE 2. OBAG Piece Concept – Overweight bag (OBAG)

Service description and purpose

Passengers on piece concept route, when the maximum weight for one piece is restricted to 23kg, can check-in bag/s maximum up to 32kgs with excess baggage payment for overweight.

This RFISC is an SSR code for collection of excess baggage payment for overweight.

This EMD can only be issued for flights operated by QR and QR flights booked with a QR prefix. This EMD is an Associated EMD (EMD-A).

OBAG - Detailed EMD flow

Initial PNR

```

--- TST RLR SFP ---
RP/DOHQ0133/DOHQ0133          S1/SU  17JUN15/1120Z  YQ4TM3
1. BRAVO/ONE MR
2  QR 727 L 26JUN 5 DOH PHL HK1          0110 0745  *1A/E*
3 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
4 TK OK17JUN/DOHQ0133//ETQR
5 SSR DOCS QR HK1 P/QAT/Z123456/IND/10JUN73/M/18MAY18/BRAVO/ON
  E
6 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE & CHECK-IN:
  FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
  GGAMAUSHAZ/S2
7 FA PAX 157-2302005719/ETQR/QAR4810.00/17JUN15/DOHQ0133/6582
  2746/S2
8 FB PAX 1700000465 TTP OK ETICKET/S2
9 FE PAX NON END/CHNG PENALTIES AS PER RULE -BG:QR/S2
10 FP CASH
11 FV PAX QR/S2
  
```

Booking

-SR OBAG

```

--- TST RLR SFP ---
RP/DOHQ0133/DOHQ0133          S1/SU  17JUN15/1133Z  YQ4TM3
1. BRAVO/ONE MR
2  QR 727 L 26JUN 5 DOH PHL HK1          0110 0745  *1A/E*
3 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
4 TK OK17JUN/DOHQ0133//ETQR
5 SSR DOCS QR HK1 P/QAT/Z123456/IND/10JUN73/M/18MAY18/BRAVO/ON
  E
6 /SSR OBAG QR HK1/S2
7 OPW-23JUN:0210/1C14/QR REQUIRES DOCUMENT ON OR BEFORE
  24JUN:0210/E6
8 OPC-24JUN:0210/1C16/QR CANCELLATION DUE TO NO DOCUMENT/E6
9 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE & CHECK-IN:
  FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
  GGAMAUSHAZ/S2
10 FA PAX 157-2302005719/ETQR/QAR4810.00/17JUN15/DOHQ0133/6582
  2746/S2
11 FB PAX 1700000465 TTP OK ETICKET/S2
12 FE PAX NON END/CHNG PENALTIES AS PER RULE -BG:QR/S2
13 FP CASH
14 FV PAX QR/S2
  
```

Pricing

This service is automatic priced

- TSM-P automatic creation: FXG entry
- Pricing result

| FXG | | | | | | | |
|-----------|--------------|-------|-----------|-----------------|-----|-----------|--|
| PASSENGER | | | | PTC ----- | | | |
| OC | SRV | NP PR | FLGT DATE | (QAR) FARE | TAX | TOTAL | |
| 01 | BRAVO/ONE MR | | ADT | | | | |
| 0DA | OBAG | 1 | QR727 | 26JUN QAR240.00 | | QAR240.00 | |

Issuance

- EMD status at issuance time should be "O" – OPEN for use and associated to an Eticket.

EMD display (EWD)

| | | | |
|-------------------------------------|-----------------------|----------|--------------|
| EMD-1578200000607 | TYPE-A | SYS-1A | LOC-YQ4TM3 |
| INT-I | FCI-0 0 | POI-DOH | DOI-17JUN15 |
| PAX- BRAVO/ONE MR | | | IOI-65822746 |
| RFIC-C | BAGGAGE | | ADT |
| REMARKS- | | | |
| CPN-1 | RFISC-0DA QR DOH PHL | S-O | |
| DESCRIPTION-OVERWEIGHT BAG 24-32 KG | | | |
| PRESENT TO- | | | |
| PRESENT AT- | | | |
| ICW-1572302005719C1 (A) | | | |
| EXCESS BAGGAGE- | 1 N RATE PER UNIT-QAR | 0.00 | |
| SERVICE REMARKS-XS | | | |
| FARE F | QAR | 240.00 | |
| EXCH VAL QAR | 240.00 | RFND VAL | |
| TAX- | | | |
| TOTAL | QAR | 240.00 | |
| /FC DOH QR PHL240.00QAR240.00END | | | |
| FP CASH | | | |
| FOID- | | | |
| NON-ENDORSABLE | | | |

Other Airline's specificities (if applicable)

- All QR EMDs are non-interlinable.
- QR EMDs may not be issued for QR prefixed flights operated by an OAL.
- QR EMDs may not be issued for flights Marketed by OAL and operated by QR
- QR EMDs may not be issued in connection with an OAL document even though the flight is operated by QR with a QR prefixed flight number.
- Exchange/Reissuance of EMD is permitted for the same service only.
- Exchange/Reissuance is permitted to equal or higher amount and not a lower one.
- **The EMD-A coupon would be marked as flown along with the e-ticket coupon and no refund will be allowed on such used EMD.**

- **Total Excess baggage is subject to acceptance at check-in.**

OBAG - Service Change Rules

| Case | E-Ticket & EMD | Change scenarios | Procedure / consequences |
|------|---|--|--|
| 1 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Flight rebooked to another date / flight number changes | The EMD-A is required to be reissued in order to have it associated to the new E-Ticket. |
| 2 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be Nonrefundable. | |
| 3 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | Passenger is rerouted voluntary | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the new routing, EMD will be NON Refundable and forfeited. If the EMD-A is required on the new routing, the EMD-A is required to be reissued in order to have it associated to the new E-ticket. |
| 4 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Upgrade with money | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the upgraded fare, EMD will be NON Refundable and forfeited. If the EMD-A is required on the upgraded fare, the EMD-A is required to be reissued in order to have it associated to the new E-Ticket. |
| 5 | A Any QR operated flight with a QR flight Number only. The EMDA can only be associated to a QR Eticket. | Upgrade with points | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the redemption upgraded e-Ticket, it is required to be refunded. EMD will be NON Refundable and forfeited. If the EMD-A is required on the redemption upgraded E-Ticket, the EMD-A is required to be reissued in order to have it associated to the new Eticket. |

| | | | |
|----------|---|--|--|
| 6 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Any involuntary flight cancellation. Passenger does not travel | The EMD-A is required to be refunded. |
| 7 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | ➤ Involuntary rerouting to another QR flight. | ➤ Re-issue the EMD-A to Have it associated to the new Eticket. |
| | | ➤ Involuntary rerouting to another Airlines flight | ➤ The EMD-A is required to be refunded. |

SERVICE 3 - Bulk Baggage Rates (Service Code -BULK)

Service description and purpose

Qatar Airways introduced special discounted bulk baggage rates. These rates have been designed on O & D basis and are non-directional from certain points in the network to/from Africa which are having separate rules and conditions. Please contact your nearest QR offices / refer to www.qatarairways.com to know more about specific rules and conditions

BULK - Detailed EMD flow

Initial PNR

```

--- TST RLR MSC ---
RP/DOHQ0133/DOHQ0133          S1/SU  17JUN15/1211Z  YQ4WH5
1. BRAVO/THREE MR
2  QR 889 K 27JUN 6 PVGDOH HK1      2  0050 0450  *1A/E*
3  QR1427 K 27JUN 6 DOHADD HK1      2030 0030+1 *1A/E*
4 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
5 TK OK17JUN/DOHQ0133//ETQR
6 FA PAX 157-2302005721/ETQR/QAR5160.00/17JUN15/DOHQ0133/6582
  2746/S2-3
7 FB PAX 1700000468 TTP/RT OK ETICKET/S2-3
8 FE PAX NON END/CHNG PENALTIES AS PER RULE/S2-3
9 FP CASH
10 FV PAX QR/S2-3
  
```

Booking

SR BULK-TTL100KG0PC

```

--- TST RLR MSC ---
RP/DOHQ0133/DOHQ0133          S1/SU  17JUN15/1215Z  YQ4WH5
1. BRAVO/THREE MR
2  QR 889 K 27JUN 6 PVGDOH HK1      2  0050 0450  *1A/E*
3  QR1427 K 27JUN 6 DOHADD HK1      2030 0030+1 *1A/E*
4 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
5 TK OK17JUN/DOHQ0133//ETQR
6 /SSR BULK QR HK1 TTL100KG0PC/S2
7 /SSR BULK QR HK1 TTL100KG0PC/S3
8 FA PAX 157-2302005721/ETQR/QAR5160.00/17JUN15/DOHQ0133/6582
  2746/S2-3
9 FB PAX 1700000468 TTP/RT OK ETICKET/S2-3
10 FE PAX NON END/CHNG PENALTIES AS PER RULE/S2-3
11 FP CASH
12 FV PAX QR/S2-3
  
```

Pricing

- This service is automatic priced
- TSM-P automatic creation: FXG entry along with Account code for GDS pricing: **HDQ01**

- FXG/AC-HDQ01

- Pricing result

| FXG/AC-HDQ01 | | | | | | | | | |
|--------------|----------------|-----------|--------|-------|------|------------|------|-----|------------|
| PASSENGER | | PTC ----- | | | | | | | |
| OC | SRV | NP | PR | FLGT | DATE | (QAR) | FARE | TAX | TOTAL |
| 01 | BRAVO/THREE MR | ADT | | | | | | | |
| B20 | BULK | 1 | QR889 | 27JUN | | | | | |
| B20 | BULK | 1 | QR1427 | 27JUN | | QAR3280.00 | | | QAR3280.00 |

Issuance

- EMD status at issuance time should be "O" – OPEN for use and associated to an Eticket. **EMD display (EWD)**

```

EMD-1578200000608      TYPE-A
INT-I      FCI-0      0      POI-DOH      DOI-17JUN15      SYS-1A      LOC-YQ4WH5
PAX- BRAVO/THREE MR      IOI-65822746
RFIC-C BAGGAGE      ADT
REMARKS-
CPN-1 RFISC-B20 QR PVGDOH S-O
DESCRIPTION-BULK BAGGAGE - 100KG
PRESENT TO-
PRESENT AT-
ICW-1572302005721C1      (A)
EXCESS BAGGAGE- 100 K RATE PER UNIT-QAR      0.00
SERVICE REMARKS-
CPN-2 RFISC-B20 QR DOHADD S-O
DESCRIPTION-BULK BAGGAGE - 100KG
PRESENT TO-
PRESENT AT-
ICW-1572302005721C2      (A)
EXCESS BAGGAGE- 100 K RATE PER UNIT-QAR      0.00
SERVICE REMARKS-
FARE F      QAR      3280.00
EXCH VAL QAR      3280.00      RFND VAL      BR      3.644000000
  
```

Other Airline's specificities (if applicable)

- All QR EMDs are non-interlinable.
- QR EMDs may not be issued for QR prefixed flights operated by an OAL.
- QR EMDs may not be issued for flights Marketed by OAL and operated by QR
- QR EMDs may not be issued in connection with an OAL document even though the flight is operated by QR with a QR prefixed flight number.
- Exchange/Reissuance of EMD is permitted for the same service only.
- Exchange/Reissuance is permitted to equal or higher amount and not a lower one.
- The EMD-A coupon would be marked as flown along with the e-ticket coupon and no refund will be allowed on such used EMD.**
- Total Excess baggage is subject to acceptance at check-in.**

BULK - Service Change Rules

| Case | E-Ticket & EMD | Change scenarios | Procedure / consequences |
|------|--|--|--|
| 1 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Flight rebooked to another date / flight number changes | The EMD-A is required to be reissued in order to have it associated to the new E-Ticket. |
| 2 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Ticket is voided -> EMD needs to be voided Ticket is refunded. EMD will be NON Refundable. | |
| 3 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Passenger is rerouted voluntary | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the new routing, EMD will be NON Refundable and forfeited. If the EMD-A is required on the new routing, the EMD-A is required to be reissued in order to have it associated to the new E-ticket. |
| 4 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Upgrade with money | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the upgraded fare, EMD will be NON Refundable and forfeited If the EMD-A is required on the upgraded fare, the EMD-A is required to be reissued in order to have it associated to the new E-Ticket. |
| 5 | A Any QR operated flight with a QR flight Number only. The EMDA can only be associated to a QR E-ticket. | Upgrade with points | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the redemption upgraded e-ticket, EMD will be NON Refundable and forfeited If the EMD-A is required on the redemption upgraded E-ticket, the EMD-A is required to be reissued in order to have it associated to the new E-ticket. |

| | | | |
|----------|---|--|--|
| 6 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Any involuntary flight cancellation. Passenger does not travel | The EMD-A is required to be refunded. |
| 7 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | ➤ Involuntary rerouting to another QR flight. | ➤ Re-issue the EMD-A to Have it associated to the new E-Ticket. |
| | | ➤ Involuntary rerouting to another Airlines flight | ➤ The EMD-A is required to be refunded. |

SERVICE 4 - Sporting Equipment (SERVICE CODE – SPES/SPEM/SPEL)

- **SPES – Sporting Equipment Small (Up to 15kg and 175cms)**
- **SPEM – Sporting Equipment Medium (Up to 25kg and 217cms)**
- **SPEL – Sporting Equipment Large (Up to 32kg and 300cms)**

SPES /M/L - Service description and purpose

Service codes SPES/SPEM/SPEL are bookable through SSR code for the collection of charges for Sporting Equipment's. As per the definition of each item the appropriate SSR code should be used for booking and issuance. An EMD-A can only be issued for flights operated by QR and QR flights booked with a QR prefix.

This EMD can only be issued for flights operated by QR and QR flights booked with a QR prefix. This EMD can only be issued for flights operated by QR and QR flights booked with a QR prefix. This EMD is an Associated EMD (EMD-A).

SPES /M/L- Detailed EMD flow

Initial PNR

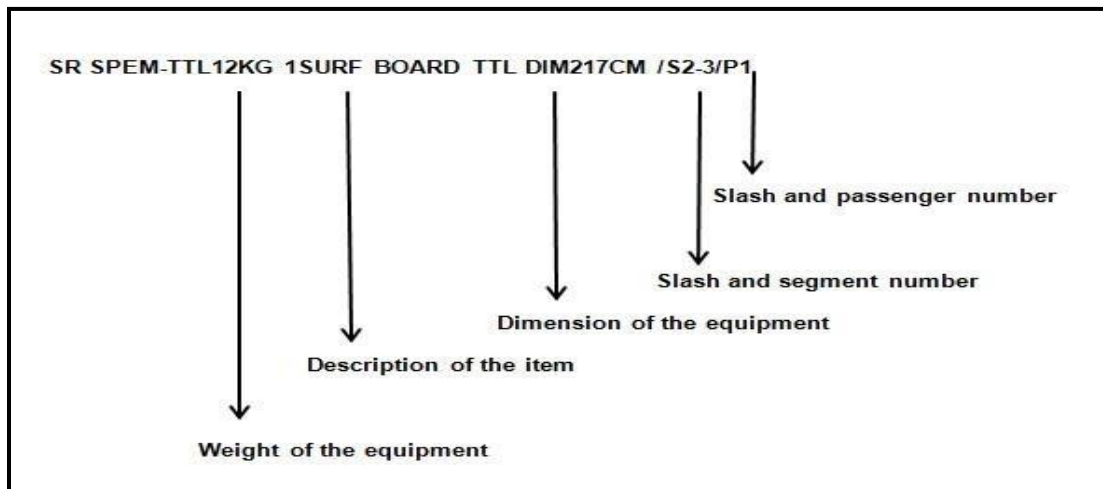
```

--- TST RLR ---
RP/DOHQR0133/DOHQR0133          TB/SU  19MAR15/0651Z  YMP65
1.ALPHA/THREE MR
2  QR 672 S 15APR 3 DOHMLE HK1      0110 0740  *1A/E*
3  QR 673 S 25APR 6 MLEDOH HK1      0905 1140  *1A/E*
4 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
5 TK OK19MAR/DOHQR0133//ETQR
6 FA PAX 157-2302005374/ETQR/QAR3350.00/19MAR15/DOHQR0133/6582
  2746/S2-3
7 FB PAX 1900000028 TTP/RT OK ETICKET/S2-3
8 FE PAX VALID ON QR SERVICES ONLY NONEND/S2-3
9 FP CASH
10 FV PAX QR/S2-3

```

Booking

- SR SPEM-TTL12KG 1SURF BOARD TTL DIM217CM /S2-3/P1
- Free flow text is structured and precised.



```

--- TST RLR ---
RP/DOHQR0133/DOHQR0133          S1/SU  16JUN15/0814Z  YQ2DUT
1 .ALPHA/THREEMR
2  QR 672 O 20JUN 6 DOHMLE HK1      0055 0740  *1A/E*
3  QR 673 O 26JUN 5 MLEDOH HK1      0905 1140  *1A/E*
4 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
5 TK OK16JUN/DOHQR0133//ETQR
6 /SSR SPEM QR HK1 TTL12KG 1SURF BOARD TTL DIM217CM/S2
7 /SSR SPEM QR HK1 TTL12KG 1SURF BOARD TTL DIM217CM/S3
8 FA PAX 157-2302005703/ETQR/QAR2890.00/16JUN15/DOHQR0133/6582
  2746/S2-3
9 FB PAX 1600000439 TTP/RT OK ETICKET/S2-3
10 FE PAX VALID ON QR SERVICES ONLY/S2-3
11 FP CASH
12 FV PAX QR/S2-3
  
```

Pricing

- This service is automatic priced
- TSM-P automatic creation: FXG entry
- Pricing result

| FXG | | | | | | | | | |
|-----------|---------------|-----|-------|-------|-----------|------------|-----|------------|--|
| PASSENGER | | | | | PTC ----- | | | | |
| OC | SRV | NP | PR | FLGT | DATE | (QAR) FARE | TAX | TOTAL | |
| 01 | ALPHA/THREEMR | ADT | | | | | | | |
| 0EG | SPEM | 1 | QR672 | 20JUN | | | | | |
| 0EG | SPEM | 1 | QR673 | 26JUN | | QAR1480.00 | | QAR1480.00 | |

Issuance

- EMD status at issuance time should be "O" – OPEN for use and associated to an Eticket.

EMD display (EWD)

| | | | |
|--|------------------------|----------|--------------|
| EMD-157820000598 | TYPE-A | SYS-1A | LOC-YQ2DUT |
| INT-I | FCI-0 0 | POI-DOH | DOI-16JUN15 |
| PAX- ALPHA/THREEMR | | | IOI-65822746 |
| RFIC-C BAGGAGE | | | ADT |
| REMARKS- | | | |
| CPN-1 | RFISC-0EG QR DOHMLE | S-O | |
| DESCRIPTION-SPORTING EQUIPMENT - MEDIUM UPTO 25KG AND 217CMS | | | |
| PRESENT TO- | | | |
| PRESENT AT- | | | |
| ICW-1572302005703C1 (A) | | | |
| EXCESS BAGGAGE- | 12 K RATE PER UNIT-QAR | 0.00 | |
| SERVICE REMARKS-MD | | | |
| CPN-2 | RFISC-0EG QR MLEDOH | S-O | |
| DESCRIPTION-SPORTING EQUIPMENT - MEDIUM UPTO 25KG AND 217CMS | | | |
| PRESENT TO- | | | |
| PRESENT AT- | | | |
| ICW-1572302005703C2 (A) | | | |
| EXCESS BAGGAGE- | 12 K RATE PER UNIT-QAR | 0.00 | |
| SERVICE REMARKS-MD | | | |
| FARE F | QAR 1480.00 | | |
| | | BR | 3.643800000 |
| EXCH VAL | QAR 1480.00 | RFND VAL | |

Other Airline's specificities (if Applicable)

- All QR EMDs are non-interlinable.
- QR EMDs may not be issued for QR prefixed flights operated by an OAL.
- QR EMDs may not be issued for flights Marketed by OAL and operated by QR
- QR EMDs may not be issued in connection with an OAL document even though the flight is operated by QR with a QR prefixed flight number.
- Exchange/Reissuance of EMD is permitted for the same service only.
- Exchange/Reissuance is permitted to equal or higher amount and not a lower one.
- **The EMD-A coupon would be marked as flown along with the e-ticket coupon and no refund will be allowed on such used EMD.**
- **Sporting Equipment is subject to acceptance at check-in.**

SPES /M/L -Service Change Rules

| Case | E-Ticket & EMD | Change scenarios | Procedure / consequences |
|------|---|--|--|
| 1 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Flight rebooked to another date / flight number changes | The EMD-A is required to be reissued in order to have it associated to the new E-Ticket. |
| 2 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Ticket is voided -> EMD needs to be voided Ticket is refunded. . EMD will be NON Refundable | |
| 3 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Passenger is rerouted voluntary | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the new Routing, . EMD will be NON Refundable and forfeited If the EMD-A is required on the new routing, the EMD/ is required to be reissued in order to have it associated to the new Eticket. |
| 4 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Upgrade with money | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the upgraded fare, . EMD will be NON Refundable and forfeited If the EMD-A is required on the upgraded fare, the EMD-A is required to be reissued in order to have it associated to the new E-Ticket. |
| 5 | A Any QR operated flight with a QR flight Number only. The EMDA can only be associated to a QR Eticket. | Upgrade with points | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the redemption upgraded e-Ticket, . EMD will be NON Refundable and forfeited If the EMD-A is required on the redemption upgraded E-Ticket, the EMD-A is required to be reissued in order to have it associated to the new Eticket. |
| 6 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | Any involuntary flight cancellation. Passenger does not travel | The EMD-A is required to be refunded. |

| | | | |
|---|---|--|---|
| 7 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR E-Ticket. | ➤ Involuntary rerouting to another QR flight. | ➤ Re-issue the EMD-A to have it associated to the new E-Ticket. |
| | | ➤ Involuntary rerouting to another Airlines flight | ➤ The EMD-A is required to be refunded. |

SERVICE 5 - Animal in Hold (SERVICE CODE – AVIS/AVIM/AVIL)

□ AVIS – Animal in Hold – Small up to 15KG and 175CMs

□ AVIM – Animal in Hold – Medium up to 25KG and 217CMs

□ AVIL - Animal in Hold – Large up to 32KG and 245CMs

AVIS/M/L - Service description and purpose

Live animals accepted as baggage (AVIH) shall be limited to harmless domesticated pets and must be transported in kennels or pet containers. When animals are accepted as checked baggage excess charges shall apply.

The following animals shall not be accepted:

- Animals younger than eight weeks and/or fragile
- Primates that are being carried for research purposes
- Female with suckling young without a veterinary certificate stating that both mother and young one are fit to travel
- Cats and dogs more than six weeks pregnant without a veterinary certificate stating that the animal is fit to travel and there is no risk of birth during the journey
- Rodents such as mice, rats, marmots, rabbits are not allowed as checked baggage (only as cargo)
- Certain breeds of dogs and cats (see below), as these animals, variably, are susceptible to increased risk of heat stroke (when exposed to stress or temperatures above 21° C)

| | |
|------|---|
| Dogs | American Staffordshire Terrier, Boston Terrier, Boxer, Brussels Griffon (Petit Brabancon), Bull Mastiff, Bull Terrier, Chinese Pug, Chow Chow, Dutch Pug (mopsond, Mops Hund, Carlino), (English) Bulldog, English Toy Spaniel (King Charles Spaniel), French Bulldog, Lhasa Apso, Japanese Chin (Chin, Japanese Spaniel, Japanese Pug), Pekingese, Pug, Shar-Pie, Shih Tzu, Staffordshire Bull Terrier, Tibetan Spaniel, American Bull dog, American Pit Bull Terrier, Bulldog, Japanese Boxer, Pit Bull |
| Cats | Burmese, Exotic, Himalayan, Persian/ Shirazi. |

The above-mentioned list is subject to changes. The restriction applies mainly on pure breeds. Please contact your nearest QR offices to know more about specific rules and conditions

Service codes AVIS/AVIM/AVIL are bookable through SSR code for the collection of charges for Animal in hold. As per the definition of each item the appropriate SSR code should be used for booking and issuance. An EMD-A can only be issued for flights operated by QR and QR flights booked with a QR prefix.

This EMD can only be issued for flights operated by QR and QR flights booked with a QR prefix. This EMD is an Associated EMD (EMD-A).

AVIS/M/L - Detailed EMD flow

Initial PNR

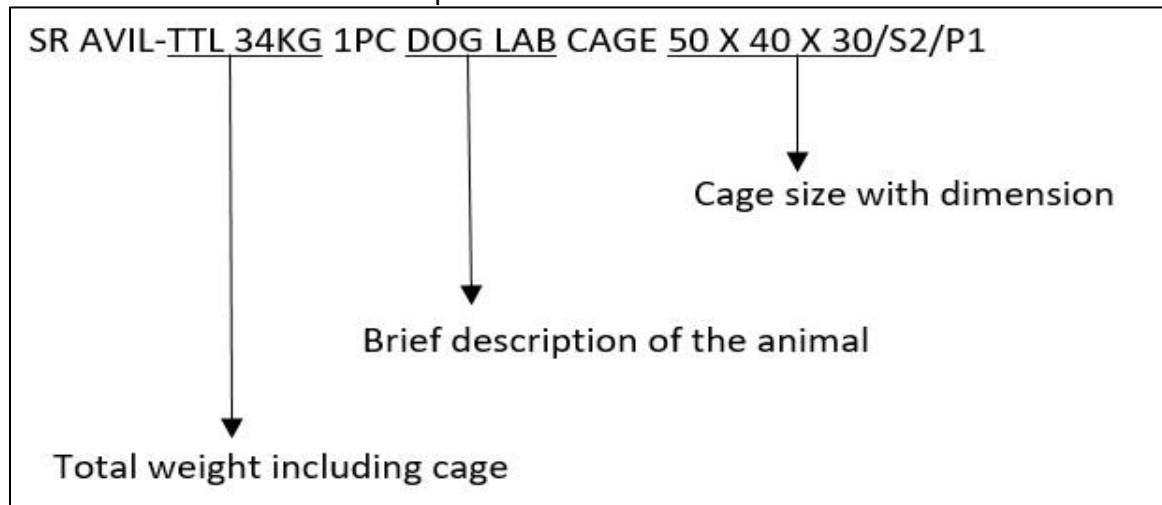
```

--- TST RLR ---
RP/DOHQR0908/DOHQR0908          TD/SU  9NOV20/0927Z  RVGZA7
DOHQR0908/9999TD/9NOV20
1 .TALENT/BRAVO MR
2 QR 419 V 31AUG 2 BEYDOH HK1      0235 0530  *1A/E*
3 AP DOH TBA - QATAR AIRWAYS TRAINING ROOM 1 - A
4 TK OK09NOV/DOHQR0908//ETQR
5 FA PAX 157-2393610170/ETQR/QAR2010.00/09NOV20/DOHQR0908/5489
   0570/S2
6 FB PAX 0000000000 TTP/RT OK ETICKET/S2
7 FE PAX /C1 NON END/CHNG PENALTIES AS PER RULE/S2
8 FF CASH
9 FV PAX QR/S2
  
```

Booking

- SRAVIL-TTL 34KG 1PC DOG LAB CAGE 50 X 40 X 30/S2/P1

- Free flow text is structured and precise.



```

--- TST TSM RLR ---
RP/DOHQ0908/DOHQ0908          TD/SU   9NOV20/0927Z   RVGZA7
DOHQ0908/9999TD/9NOV20
1.TALENT/BRAVO MR
2 QR 419 V 31AUG 2 BEYDOH HK1      0235 0530   *1A/E*
3 AP DOH TBA - QATAR AIRWAYS TRAINING ROOM 1 - A
4 TK OK09NOV/DOHQ0908//ETQR
5 /SSR AVIL QR KK1 TTL 34KG 1PC DOG LAB CAGE 50 X 40 X 30/S2
6 OPW-09NOV:1100/1C14/QR ISSUANCE TIME LIMIT WILL BE GIVEN
  LATER/BTF/E5
7 FA PAX 157-2393610170/ETQR/QAR2010.00/09NOV20/DOHQ0908/5489
  0570/S2
8 FB PAX 00000000000 TTP/RT OK ETICKET/S2
9 FE PAX /C1 NON END/CHNG PENALTIES AS PER RULE/S2
10 FP CASH
11 FV PAX QR/S2
  
```

Pricing

- This service is automatic priced
- TSM-P automatic creation: FXG entry

| FXG | | | | | | |
|-----------|-----------------|---------|-----------|------------|-----|------------|
| PASSENGER | | | PTC ----- | | | |
| OC | SRV | NP PR | FLGT DATE | (QAR) FARE | TAX | TOTAL |
| 01 | TALENT/BRAVO MR | ADT | | | | |
| 0A0 | AVIL | 1 QR419 | 31AUG | QAR1100.00 | | QAR1100.00 |

Issuance

- EMD status at issuance time should be "O" – OPEN for use and associated to an Eticket.

| | | | |
|---|---------------------|------------------------|-------------|
| EMD-1578243449783 | TYPE-A | SYS-1A | LOC-RVGZA7 |
| INT-I | FCI-0 0 | POI-DOH | DOI-09NOV20 |
| PAX- TALENT/BRAVO MR | | IOI-54890570 | ADT |
| RFIC-C | BAGGAGE | | |
| REMARKS- | | | |
| CPN-1 | RFISC-0A0 QR BEYDOH | S-O | |
| DESCRIPTION-ANIMAL IN HOLD - LARGE UPTO 75KG AND 300CMS | | | |
| PRESENT TO- | | | |
| PRESENT AT- | | | |
| ICW-1572393610170E1 (A) | | | |
| EXCESS BAGGAGE- | | 34 K RATE PER UNIT-QAR | 0.00 |
| SERVICE REMARKS-LG | | | |
| FARE F | QAR | 1100.00 | |
| | | | BR 3.6415 |
| EXCH VAL QAR | 1100.00 | RFND VAL | |
| TAX- | | | |
| TOTAL | QAR | 1100.00 | |
| /FC BEY QR DOH1100.00QAR1100.00END | | | |
| FP CASH | | | |
| FOID- | | | |

Other Airline's specificities (if applicable)

- All QR EMDs are non-interlinable.
- QR EMDs may not be issued for QR prefixed flights operated by an OAL.
- QR EMDs may not be issued for flights Marketed by OAL and operated by QR
- QR EMDs may not be issued in connection with an OAL document even though the flight is operated by QR with a QR prefixed flight number.
- Exchange/Reissuance of EMD is permitted for the same service only.
- Exchange/Reissuance is permitted to equal or higher amount and not a lower one.
- **If the passenger does not intend using EMD-A, before departure of the flight it is mandatory to refund it, else the EMD-A coupon would be marked as flown along with the e-ticket coupon and no refund will be allowed on such used EMD.**
- **Animal in Hold is subject to acceptance at check-in.**

AVIS/AVIM/AVIL - Service Change Rules

| Case | E-ticket & EMD | Change scenarios | Procedure / consequences |
|------|--|---|--|
| 1 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | Flight rebooked to another date / flight number changes | The EMD-A is required to be reissued in order to have it associated to the new e-ticket. |
| 2 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | Ticket is voided -> EMD needs to be voided Ticket is refunded. . EMD will be Refundable if service not utilized before departure of flight | |
| 3 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | Passenger is rerouted voluntary | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the new routing it is required to be refunded before flight departure. If the EMD-A is required on the new routing, the EMD-A is required to be reissued in order to have it associated to the new e-ticket. |
| 4 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | Upgrade with money | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the upgraded fare it is required to be refunded before flight departure. If the EMD-A is required on the upgraded fare, the EMD-A is required to be reissued in order to have it associated to the new e-ticket. |

| | | | |
|---|--|--|--|
| 5 | A Any QR operated flight with a QR flight number only. The EMDA can only be associated to a QR e-ticket. | Upgrade with points | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the redemption upgraded e-ticket it is required to be refunded before flight departure. If the EMD-A is required on the redemption upgraded e-ticket, the EMD-A is required to be reissued in order to have it associated to the new e-ticket. |
| 6 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | Any involuntary flight cancellation. Passenger does not travel | The EMD-A is required to be refunded. |
| 7 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | ➤ Involuntary rerouting to another QR flight. | ➤ Re-issue the EMD-A to have it associated to the new e-ticket. |
| | | ➤ Involuntary rerouting to another Airlines flight | ➤ The EMD-A is required to be refunded. |

SERVICE 6 - Pet in Cabin (SERVICE CODE – FALC)

Pet in Cabin - Service description and purpose

Pets in Cabin (PETC) are not allowed on any Qatar Airways aircraft except Falcons. An exception is made for the following.

(a). Service dogs allowed on US, EU, Switzerland, Norway & Georgia only and is permitted free-of-charge.

FALCONS –

Falcons may be accepted in the passenger cabins of all Qatar Airways aircraft subject to the following conditions:

- Passenger(s) wishing to carry falcon(s) in the aircraft cabin may do so only in economy class.
- Only one falcon may be carried per passenger in the economy class cabin.
- A maximum of six (6) falcons (passenger cabin - economy class) may be accepted on any Qatar Airways flight.
- Falcons shall always be hooded when carried in the passenger cabin.
- Falcons shall have a valid health certificate and entry permit according to the requirements of the countries of entry or transit. Refer to customs regulations (TIM) of the state concerned on the carriage of falcons and its embargo period(s), if any.
- Falcons will be carried in the passenger cabin at the owner's risk.
- A chain or cord shall be attached to a leg of each bird. The other end of the chain or cord shall be securely fixed to the handler, to prevent the bird from flying while in the cabin.

Service code FALC is bookable through SSR code for the collection of charges for Falcon for booking and issuance. An EMD-A can only be issued for flights operated by QR and QR flights booked with a QR prefix.

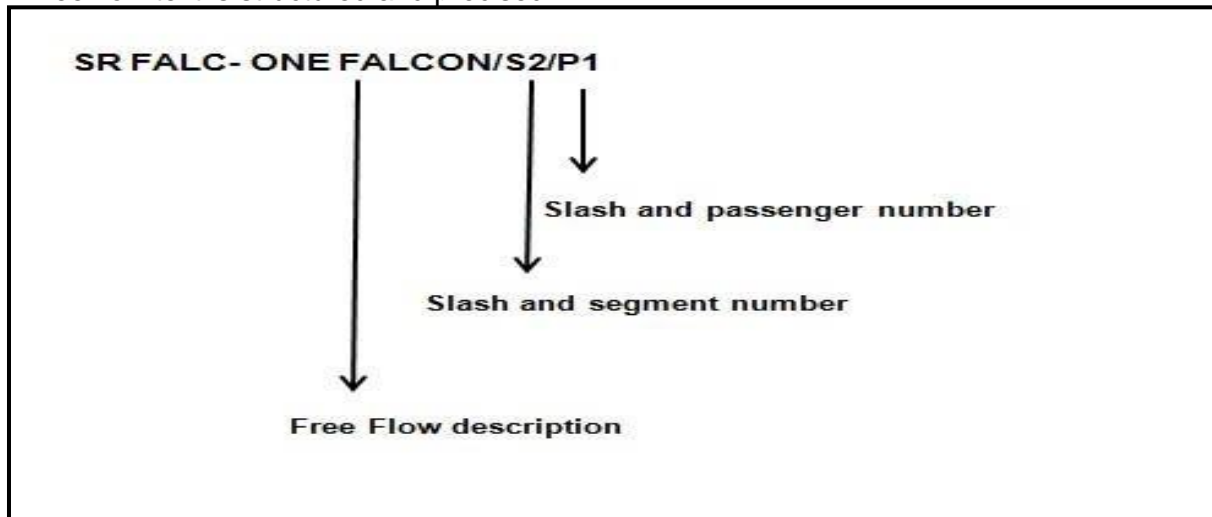
This EMD can only be issued for flights operated by QR and QR flights booked with a QR prefix. This EMD can only be issued for flights operated by QR and QR flights booked with a QR prefix. This EMD is an Associated EMD (EMD-A). **Initial PNR**

```

--- TST RLR ---
RP/DOHQR0133/DOHQR0133          S1/SU  16JUN15/0905Z  YQ2GMB
1 ALPHA/FOURMR
2 QR1022 N 20JUN 6 DOHDXB HK1      1000 1210  *1A/E*
3 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
4 TK OK16JUN/DOHQR0133//ETQR
5 FA PAX 157-2302005704/ETQR/QAR300.00/16JUN15/DOHQR0133/65822
  746/S2
6 FB PAX 1600000441 TTP/RT OK ETICKET/S2
7 FE PAX VALID ON QR SERVICE ONLY/S2
8 FP CASH
9 FV PAX QR/S2
  
```


Booking

- SR FALC- ONE FALCON/S2/P1
- Free flow text is structured and précised.



```

--- TST RLR ---
RP/DOHQ0133/DOHQ0133          S1/SU  16JUN15/0905Z  YQ2GMB
1 ALPHA/FOURMR
2 QR1022 N 20JUN 6 DOHDXB HK1      1000 1210  *1A/E*
3 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A
4 TK OK16JUN/DOHQ0133//ETQR
5 /SSR FALC QR NN1 ONE FALCON/S2
6 FA PAX 157-2302005704/ETQR/QAR300.00/16JUN15/DOHQ0133/65822
  746/S2
7 FB PAX 1600000441 TTP/RT OK ETICKET/S2
8 FE PAX VALID ON QR SERVICE ONLY/S2
9 FP CASH
10 FV PAX QR/S2
  
```

Pricing

- This service is automatic priced
- TSM-P automatic creation: FXG entry

- Pricing result

| | | | | | | | | | |
|-----------|--------------|----|--------|-------|-----------|------------|-----|-------|-----------|
| FXG | | | | | | | | | |
| PASSENGER | | | | | PTC ----- | | | | |
| OC | SRV | NP | PR | FLGT | DATE | (QAR) FARE | TAX | TOTAL | |
| 01 | ALPHA/FOURMR | | | ADT | | | | | |
| FAC | FALC | 1 | QR1022 | 20JUN | QAR450.00 | | | | QAR450.00 |

Issuance

- EMD status at issuance time should be "O" – OPEN for use and associated to an Eticket.

EMD display (EWD)

| | | | |
|----------------------------------|-----------|-------------------|--------------|
| EMD-1578200000601 | TYPE-A | SYS-1A | LOC-YQ2GMB |
| INT-I | FCI-0 0 | POI-DOH | DOI-16JUN15 |
| PAX- ALPHA/FOURMR | | | IOI-65822746 |
| RFIC-C | BAGGAGE | | ADT |
| REMARKS- | | | |
| CPN-1 | RFISC-FAC | QR DOHDXB | S-O |
| DESCRIPTION-FALCON IN CABIN | | | |
| PRESENT TO- | | | |
| PRESENT AT- | | | |
| ICW-1572302005704C1 (A) | | | |
| EXCESS BAGGAGE- | 1 N | RATE PER UNIT-QAR | 0.00 |
| SERVICE REMARKS- | | | |
| FARE F | QAR | 450.00 | |
| EXCH VAL | QAR | 450.00 | RFND VAL |
| TAX- | | | |
| TOTAL | QAR | 450.00 | |
| /FC DOH QR DXB450.00QAR450.00END | | | |
| FP CASH | | | |
| FOID- | | | |

Other Airline's specificities (if applicable)

- All QR EMDs are non-interlinable.
- QR EMDs may not be issued for QR prefixed flights operated by an OAL.
- QR EMDs may not be issued for flights Marketed by OAL and operated by QR
- QR EMDs may not be issued in connection with an OAL document even though the flight is operated by QR with a QR prefixed flight number.
- Exchange/Reissuance of EMD is permitted for the same service only.
- Exchange/Reissuance is permitted to equal or higher amount and not a lower one.
- **The EMD-A coupon would be marked as flown along with the e-ticket coupon and no refund will be allowed on such used EMD. - Falcon is subject to acceptance at check-in.**

PET in Cabin - Service Change Rules

| Case | E-ticket & EMD | Change scenarios | Procedure / consequences |
|------|---|---|---|
| 1 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | Flight rebooked to another date / flight number changes | The EMD-A is required to be reissued in order to have it associated to the new e-ticket. |
| 2 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | Ticket is voided -> EMD needs to be voided Ticket is refunded. . EMD will be NON Refundable. | |
| 3 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | Passenger is rerouted voluntary | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the new routing, . EMD will be NON Refundable and forfeited If the EMD-A is required on the new routing, the EMD-A is required to be reissued in order to have it associated to the new e-ticket. |
| 4 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | Upgrade with money | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the upgraded fare, . EMD will be NON Refundable and forfeited If the EMD-A is required on the upgraded fare, the EMD-A is required to be reissued in order to have it associated to the new e-ticket. |

| | | | |
|---|--|---|---|
| 5 | A Any QR operated flight with a QR flight number only. The EMDA can only be associated to a QR e-ticket. | Upgrade with points | <ul style="list-style-type: none"> If the prepaid excess baggage EMD-A is not required on the redemption upgraded e-ticket, EMD will be NON Refundable and forfeited If the EMD-A is required on the redemption upgraded e-ticket, the EMD-A is required to be reissued in order to have it associated to the new e-ticket. |
| 6 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | Any involuntary flight cancellation. Passenger does not travel | The EMD-A is required to be refunded. |
| 7 | Any QR operated flight with a QR flight number only. The EMD-A can only be associated to a QR e-ticket. | <ul style="list-style-type: none"> Involuntary rerouting to another QR flight. Involuntary rerouting to another Airlines flight | <ul style="list-style-type: none"> Re-issue the EMD-A to have it associated to the new e-ticket. The EMD-A is required to be refunded. |

EMD sales cancellation (void)

QR's policy is to VOID the EMD on the same day of issuance same as in case of an Electronic Ticket and the status of the EMD should be "O" – OPEN for use.

PNR.

| | | | | | |
|---------|--|-------------|-----------|---------------|--------|
| --- | TST TSM RLR --- | | | | |
| RP/DOHQ | R0133/DOHQ | R0133 | S1/SU | 16JUN15/1040Z | YQ2KF7 |
| 1. | ALPHA/FIVEMR | | | | |
| 2 | QR1102 M 25JUN 4 DOHBAH HK1 | | 0825 0915 | *1A/E* | |
| 3 | AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A | | | | |
| 4 | TK OK16JUN/DOHQ | R0133//ETQR | | | |
| 5 | /SSR AVIS QR HK1 ASIAN CAT CAGE 50X40X30 CMS TTL WT 05KGS/S2 | | | | |
| 6 | FA PAX 157-2302005711/ETQR/QAR770.00/16JUN15/DOHQ | R0133/65822 | | | |
| | 746/S2 | | | | |
| 7 | FA PAX 157-8200000602/DTQR/QAR400.00/16JUN15/DOHQ | R0133/65822 | | | |
| | 746/E5 | | | | |
| 8 | FB PAX 1600000450 TTP OK ETICKET/S2 | | | | |
| 9 | FB PAX 1600000451 TTM/RT OK EMD/E5 | | | | |
| 10 | FE PAX NON END/CHNG PENALTIES AS PER RULE/S2 | | | | |
| 11 | FP CASH | | | | |
| 12 | FV PAX QR/S2 | | | | |

To void the above EMD type – TRDC/L7


```
>trdc/17
OK - DOCUMENT(S) CANCELLED
```

OR

```
EMD-1578200000329 TYPE-A SYS-1A LOC-6SWFPU
INT- FCI-1 2 POI-DOH DOI-28FEB13 IOI-65822746
PAX- ALPHA/ONE MR ADT
RFIC-C BAGGAGE
REMARKS-
CPN-1 RFISC-99L QR DOHBAH S-0 VALUE-130.00
DESCRIPTION-BIKE
PRESENT TO-QR
PRESENT AT-DOH
ICW-1572490990489C1 (A)
EXCESS BAGGAGE- 5 K RATE PER UNIT-USD 7
SERVICE REMARKS-
FARE F USD 35.00
EQUIV QAR 130.00 BR 3.65000
EXCH VAL QAR 130.00 RFND VAL
TAX-
TOTAL QAR 130.00
/FC
FE VLD ON QR ONLY NON END
FP CASH
FOID-
>TRDC/TK-8200000329
OK - DOCUMENT(S) CANCELLED
```

OR

```
AGY NO - 65822746 QUERY REPORT 28FEB CURRENCY QAR
OFFICE - DOHQ0133 SELECTION:
AGENT - 4935TB TC-EMDA 28 FEB 2013
```

| SEQ NO | A/L | DOC NUMBER | TOTAL | DOC | TAX | FEE | COMM | FP | PAX NAME | AS | RLOC | TRNC |
|--------|-----|------------|--------|-----|------|------|------|----|----------|----|--------|------|
| 005427 | 157 | 8200000329 | 130.00 | | 0.00 | 0.00 | 0.00 | CA | ALPHA/ON | TB | 6SWFPU | EMDA |

```
>TRDC/5427
OK - DOCUMENT(S) CANCELLED
```

EMD refund

QR EMD is refundable only if the status of the EMD is "OPEN" and within 364 days from date of issue.

Refunding Ancillary services EMD is permitted only for involuntary scenarios -Please refer to the condition of the ancillary used

EMD exchange (reissue)

- Exchange/Reissuance of EMD is permitted for the same service only.
- Exchange/Reissuance is permitted to equal or higher amount and not a lower one. In case of a lower amount please contact your nearest QR Sales Office for reissuance.

2. SERVICE 7 - Group deposits (GRPD)

Group Deposits - Service description and purpose (Manual Process)

This SVC code is intended to be used for any Group deposit other than deposits related to QR Holidays. This EMD is a Stand-Alone EMD (EMD-S).

GRPD - Detailed EMD flow

Initial PNR

- Please refer to Booking.

Booking

- **IU QR NN1 GRPD – 25% DEPOSIT FOR ABC GROUP PNR/XYZABC**

```

--- TST TSM ---
RP/DOHQR0120/DOHQR0120          YH/GS  10JUN21/1843Z  KAU5B2|
1. KUL FIFA/GRP
2 SVC QR HK1 GRPD DOHNBO 15SEP-25% DEPOSIT FOR ABC GROUP PNR/K
  AU5B2
3 AP M +97444496207
4 TK OK19SEP/DOHQR0120
  
```

Pricing

Update the TSM-P and issue the EMD TTM/RT.

TSM 1 TYPE P DOHQ000A SK/02OCT 11 EMD-S CARR QR

1.ABC/TRAVELS

RFIC-D FINANCIAL IMPACT

1. RFISC-GRP GROUP DEPOSIT

OPERATING CC-QR

PRESENT TO:QR

PRESENT AT:DOH

SERVICE REMARKS-50PCT GROUP DEPOSIT DOH-NBO-DOH 15PSGR5-ABCDEF - GJQAG1CX

NVA-02OCT18

NON INTERLINEABLE

ADD INF/RKS:

FARE F QAR 22500.00

EXCH VAL QAR 22500.00

TOTAL QAR 22500.00

FE *M*VALID ON QR ONLY/QAGLEIRO/GJQAG1CX/QAR3000

FP CASH

FT *QAGLEIAR0

TMC/DQR

TMI/CV-22500

CPN VALUE-22500

ORIGIN-DOH DEST-NBO

TMI/ADOH

TMI/CR-50PCT GROUP DEPOSIT DOH-NBO-DOH 15PSGR5-ABCDEF - GJQAG1CX

TMI/F22500

TMI/FE-VLD ON QR ONLY/QAGLEIRO/GJQAG1CX/QAR3000

TMI/FP-CASH

TMI/FT-*QAGLEIRO

Update PNR & the FB as per GD Approval

QATAR AIRWAYS

Issuance

- EMD status at issuance time should be “O” – OPEN for use.

EMD display (EWD)

```

EMD-1579026453422      TYPE-S      SYS-1A  LOC-KAU5B2
INT-          FCI-1  1      POI-DOH      DOI-10JUN21      IOI-65843466
PAX- KUL FIFA/GRP      ADT
RFIC-D  FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-GRP  QR DOHNBO  S-O  SAC- 157G3X065UKDQ  VALUE-22500.00
DESCRIPTION-GROUP DEPOSIT
NON-INTERLINEABLE
PRESENT TO-QR
PRESENT AT-DOH
SERVICE REMARKS-50PCT GROUP DEPOSIT DOH-NBO-DOH 15PSGRS-ABCDEF - GJQAG1CX
FARE  F  QAR      22500.00
EXCH VAL QAR      22500.00      RFND VAL
TAX-
TOTAL      QAR      22500.00
/FC
FE VLD ON QR ONLY/QAGLEIR0/GJQAG1CX/QAR3000
FP CASH
FT QAGLEIR0
FOID-
NON-ENDORSABLE
  
```

- The EMD needs to be forwarded to QR's Station Group Desk for further action. - Exchange/Reissuance of EMD is permitted for the same service only.
- Exchange/Reissuance is permitted to equal or higher amount and not a lower one.
- Maximum value of an EMD should not exceed USD10,000 (Approved by HQ Finance AR team).

2. Service 8 - Down payments - (PYMT) .

Down payments - Service description and purpose (Manual Process).

This SVC code is intended to be used for any travel agency unable to fulfil any ancillary products through their GDS and required an assistance from QR office. This EMD is a Stand-Alone EMD (EMD-S).

Initial PNR

- Please refer to Booking.

```

--- TST TSM RLP ---
RP/DAR452104/DAR452104          EM/SU  10AUG21/0550Z  LBWQRM
  1.Test/ABC
  2  QR 579 L 22JUN 2 DELDOH      FLWN
  3 SVC QR HK1 PYMT DAR 22JUN     PAST
  4  QR1349 L 23JUN 3 DOHJRO      FLWN
  
```

Booking

- IU QR NN1 PYMT – down payments for AHLS service PNR/LBWQRM

```

TSM 1 TYPE P DAR452104 RD/16JUN 11 EMD-S CARR QR
  1.Test/ABC
RFIC-D/D FINANCIAL IMPACT
  1. RFISC-997 DEPOSITS AND DOWNPAYMENTS
      OPERATING CC-QR CPN VALUE-234.00 ORIGIN-DAR L 3
      PRESENT TO:QR
      PRESENT AT:DAR
      SERVICE REMARKS-STPC
      NVA-22JUN21
      NON INTERLINEABLE
ADD INF/RKS:

FARE F USD 234.00
EXCH VAL USD 234.00

TOTAL USD 234.00
FP INV
  
```

Issuance: EMD display (EWD) .

Down payment EMD status at issuance time should be “O” – OPEN for use.

```

EMD-157-1854366650      TYPE-S      SYS-1A  LOC-LBWQRM
INT-          FCI-1  1      POI-DAR|      DOI-16JUN21      IOI-83200121
PAX- Test/ABC                      ADT
RFIC-D FINANCIAL IMPACT
REMARKS-PAYMENT FOR AIRPORT HOTEL LONG STAY 24HRS
ICPN-1 RFISC-997 QR DOH      S-O      VALUE-850.00
DESCRIPTION-DEPOSITS AND DOWNPAYMENTS
NON-INTERLINEABLE
PRESENT TO-QR
PRESENT AT-DOH
SERVICE REMARKS-PAYMENT FOR AIRPORT HOTEL LONG STAY 24HRS
FARE  F      QAR      850.00
EXCH VAL QAR      850.00      RFND VAL
TAX-
TOTAL      QAR      850.00
/FC
FE VLD ON QR ONLY
FP INV
FOID-
  
```

Reissuance of the Down payment EMD by QR for the customer to fulfil the ancillary product.

```

EMD-1579024452874      TYPE-A      SYS-1A  LOC-LBWQRM
INT-I      FCI-1  1      POI-DAR      DOI-16JUN21      IOI-83821706
PAX- Test/ABC
RFIC-E  AIRPORT SERVICES
REMARKS-
CPN-1  RFISC-AHL  QR DELDOH  S-F  SAC- 157F9SPHOINT6
DESCRIPTION-APT HOTEL DOH  LONG STAY 24HR
NON-REFUNDABLE
NON-INTERLINEABLE
PRESENT TO-
PRESENT AT-
ICW-1574899510767E1      (A)
SERVICE REMARKS-
FARE  R  USD      234.00
BR      0.274612
EXCH VAL USD      234.00      RFND VAL
TAX-
TOTAL      USD      NO ADC
/FC DEL QR DOH222.30USD222.30END
FE VALID ON QR ONLY
FO 157-1854366650DAR16JUN21/83200121/157-1854366650
FP O/INV
FOID-
  
```

Down payment EMD status at the reissuance time should be "E".

```

EMD-157-1854366650      TYPE-S      SYS-1A  LOC-LBWQRM
INT-      FCI-1  1      POI-DOH      DOI-16JUN21      IOI-83200121
PAX- Test/ABC      ADT
RFIC-D  FINANCIAL IMPACT
REMARKS-PAYMENT FOR AIRPORT HOTEL LONG STAY 24HRS
CPN-1  RFISC-997  QR DOH      S-E  VALUE-850.00
DESCRIPTION-DEPOSITS AND DOWNPAYMENTS
NON-INTERLINEABLE
PRESENT TO-QR
PRESENT AT-DOH
SERVICE REMARKS-PAYMENT FOR AIRPORT HOTEL LONG STAY 24HRS
FARE  F  QAR      850.00
EXCH VAL QAR      850.00      RFND VAL
TAX-
TOTAL      QAR      850.00
/FC
FE VLD ON QR ONLY
FP INV
FOID-
  
```


3. SERVICE 9 - QR Holidays Deposit (QRHD)

QR Holidays Deposit- Service description and purpose (Manual Process) This SVC code is for Deposits related to any QR Holidays transaction. This EMD is a Stand-Alone EMD (EMD-S).

QRHD - Detailed EMD flow

Initial PNR

- Please refer to Booking

Booking

- IU QR NN1 QRHD – DEPOSIT FOR BRAZIL PACKAGE

| | | |
|---|---------------------|--------|
| RP/DOHQR0133/DOHQR0133 | TB/SU 27FEB13/0356Z | 6SPUHW |
| 1. ALPHA/ONE MR | | |
| 2 SVC QR HK1 QRHD-DEPOSIT FOR BRAZIL PACKAGE | | |
| 3 AP DOH +974-44496207 - QATAR AIRWAYS TARIFF - A | | |
| 4 TK OK27FEB/DOHQR0133 | | |

Pricing

Manual TSM-P update is required.

- All details about the package is required to be entered in the Document remark and Coupon remarks.

```

TSM 1 TYPE P DOHQ0133 TB/27FEB 11 EMD-S CARR QR
1.ALPHA/ONE MR
RFIC-B/B SURFACE TRANSPORTATION/NON AIR SERVICES
1. RFISC-QRH QR HOLIDAYS DEPOSIT L 2
OPERATING CC-QR CPN VALUE-22000.00
PRESENT TO:QR
PRESENT AT:DOH
SERVICE REMARKS-DEPOSIT FOR BRAZIL PACKAGE
ADD INF/RKS: 2ADT-1CHD 1 DBLB WITH EXTRA BED IN RIO AND SAO
FARE F QAR 22000.00
EXCH VAL QAR 22000.00
TOTAL QAR 22000.00
FE *M*VLD ON QR SVCS ONLY
FP CASH

```

Issuance

- EMD status at issuance time should be "O" – OPEN for use. **EMD display (EWD)**

```

EMD-1578200000328 TYPE-S SYS-1A LOC-6SPUHW
INT- FCI-1 1 POI-DOH DOI-27FEB13 IOI-65822746
PAX- ALPHA/ONE MR ADT
RFIC-B SURFACE TRANSPORTATION/NON AIR SERVICES
REMARKS-2ADT-1CHD 1 DBLB WITH EXTRA BED IN RIO AND SAO
CPN-1 RFISC-QRH QR S-O VALUE-22000.00
DESCRIPTION-QR HOLIDAYS DEPOSIT
PRESENT TO-QR
PRESENT AT-DOH
SERVICE REMARKS-DEPOSIT FOR BRAZIL PACKAGE
FARE F QAR 22000.00
EXCH VAL QAR 22000.00 RFND VAL
TAX-
TOTAL QAR 22000.00
/FC
FE VLD ON QR SVCS ONLY
FP CASH
FOID-

```

Other Airline's specificities (if applicable) -

All QR EMDs are non-interminable.

- The EMD needs to be forwarded to QR Holidays if the Agent is in DOH or to the nearest QR Sales office outside DOH for further action.
- Exchange/Reissuance of EMD is permitted for the same service only.
- Exchange/Reissuance is permitted to equal or higher amount and not a lower one.
- **Maximum value of an EMD should not exceed USD10,000. (Approved by HQ Finance AR team)**