

Earthquake in Turkey - Commercial Reference 1079V1.1.1

Dear Travel Trade Partner,

Effective Date: **Thursday, 23rd February 2023**

These Guidelines apply to passengers holding tickets with confirmed reservations issued on Qatar Airways (157) stock or plate booked on QR and/or OAL flights who wish to change or refund their tickets due to earthquake disaster occurred in Turkey:

Airports covered	All travel to/from Turkey on QR and/or OAL flights (code-share and/or interline)
Ticketed & travel date	Tickets issued/exchanged/reissued on/before 6th February 2023 with travel dates on/after 6th February 2023 and on/before 31st March 2023
New date of travel	All travel must be completed on/before 31st May 2023
Rebook or reroute exclusively on QR	<p>May rebook onto QR operated flights, same routing (same origin, destination)</p> <p>OR</p> <p>For revenue tickets, may reroute onto QR operated flights within the same country as original and/or within 500 international miles (TPM) from original embarkation and/or disembarkation point</p> <p>Rerouting is permitted provided that there are no restrictions imposed by government authorities and must be subject to documentation check, as well as immigration compliance</p> <p>May rebook/reroute into the lowest RBD available in the same cabin</p>
Rebook on QR and OAL	<p>May rebook onto combination of QR operated and OAL operated flights, same origin, destination</p> <p>May change gateway and/or OAL</p> <p>Must not rebook exclusively on OAL</p> <p>Must rebook into the same RBD as original or if not available into the lowest QR RBD available (within the same cabin only) and in the lowest permitted OAL RBD as instructed by the local QR office or QR customer contact center.</p> <p>OR</p> <p>May rebook onto combination of QR operated and same OAL operated flights, same origin, destination, within same RBDs as original, provided all original ticketed fare rules are met</p>

Code-shares	Must not rebook/reroute on code-share marketing flight numbers, except for: <ul style="list-style-type: none"> QR marketing flight numbers operated by 6E, AA (DOH-JFK v.v. only), AT (DOH-CMN v.v. only), AY (DOH-ARN/CPH v.v. only, DOH-HEL v.v. only), BA (DOH-LGW/LHR v.v. only), MH (KUL-DOH v.v. only) or WY (DOH-MCT v.v. only) QR code-share flight numbers marked by “*” on availability operated by WY, provided no WY operating flight number is published. Code-share flight numbers marked by “*” on availability, provided no other operating flight number is published
Stopover to transit/transfer change in DOH/ESB/IST/SAW	Yes
Multiple airport cities	Yes May consider multiple airports as the same point Example – IST/SAW, LGW/LHR, HND/NRT
Number of waivers	Two free ticket reissues permitted May provide refund waiver for new ticket reissued due to earthquake disaster occurred in Turkey
No-show	One waiver permitted for travel from Turkey No waiver permitted for travel to Turkey
Ticket reissue guidelines	Must update: “ COMM1079 EARTHQUAKE IN TURKEY ” at the beginning of the Endorsements Box May waive original ticketed Fare Basis conditions, however, must apply restrictions specified for “ new date of travel ” May waive any difference of fare, taxes, fees, charges, surcharges, rebooking fee and service charge (ticketing fee, booking fee) Must carry forward original fare calculation and free baggage allowance Must not calculate any residual value. It is non-refundable and non-exchangeable
Groups included	Please contact the local QR office or QR customer contact center
Round the World (RTW) Fares/Tickets	Please contact the local QR office or QR customer contact center
Refunds of unutilized value allowed	Yes, may provide refund of unutilized value to the original form of payment

	<p>Unutilized value shall be calculated based on unutilized NUC, taxes, fees, charges and surcharges</p> <p>Example (for illustration purposes) of fare where outbound has been used and inbound remains wholly unutilized, hence NUC 561.47 of inbound may be refunded to the original form of payment. BKK QR X/DOH QR IST 461.47 QR X/DOH QR BKK 561.47NUC1022.94</p> <p>For complicated scenarios, side-trips, end-on-end combinations, partial utilizations (e.g. within fare component), please contact local QR office or QR customer contact center.</p> <p>Non-refundable unutilized taxes (except of fully unutilized YQ, YR charges), as well as previously collected rebooking fees and no-show penalties remain non-refundable</p> <p>May waive refund penalty/condition</p>
Hotel provided	No
Free upgrade to higher cabin	No
Unutilized ancillary services (EMD status Open)	<p>In connection with the rebooking of the ticket due to earthquake occurred in Turkey, unutilized ancillary services purchased via Travel Trade Partners may change free of charge.</p> <p>Must re-associate EMD to new itinerary.</p>