

Guidelines for Schedule Changes

Dear Travel Trade Partner,

We kindly request you to follow below guidelines in relation to Schedule Changes for confirmed ticketed segments issued on Qatar Airways (157) stock or plate booked on QR and/or OAL flights.

Definition

Schedule Change is a planned change or cancellation of a flight, which occurs more than one day prior to schedule departure of the first impacted flight.

Notification to Customers and Processing Guidelines

1. It is the responsibility of the Travel Trade Partner making the booking to notify the customer, acknowledge the schedule change and if necessary, reissue the ticket.
2. You should acknowledge/rebook/cancel segments and if necessary, reissue the Ticket no later than 2 days prior to flight departure impacted by schedule change.

New date of travel for coupons impacted by Schedule Change

1. May rebook for a new departure date within 21 days from original.

Schedule Change Situations

Change in the arrival or departure times beyond 2 hours or resulting in misconnection, terminal change resulting in misconnection, change in class of service, frequency of operation or the airports served, as well as flight cancellations and discontinuation of service.

These waivers will not apply for flight cancellations if passenger can be rebooked on a flight departing and/or arriving within 2 hours from original.

Please refer to the next page for Schedule Change situations and associated examples which are only applicable for rebooking and refund options according to these Guidelines.

Rebooking Options for QR and/or Other Airline Schedule Change

One of the following options may be selected by the customer, provided the "Ticket Reissue Guidelines" are complied with:

1. Accept option offered by automated re-accommodation tool (i.e. UN1/TK1)
2. Rebook onto a QR operating flight(s) from/to the same origin, destination in the same or lowest available QR booking class within the same cabin
3. Rebook onto a QR operating flight(s) within the same country as original or within 500 international miles (TPM) from original embarkation and/or disembarkation point in the same or lowest available QR booking class within the same cabin

Example for LHR QR X/DOH QR BKK:

New destination SGN: Since Ticketed Point Mileage distance between BKK (original destination) and SGN (new destination) is 453 miles (within 500 TPM), it is permitted to reroute passenger to SGN.

New origin – MAD: Since Ticketed Point Mileage distance between LHR (original destination) and MAD (new destination) is 786 TPM (exceeds 500 TPM), it is not permitted to reroute passenger from MAD.

4. Rebook onto a combination of QR and other airline operated flight(s) from/to the same origin/destination in the same or lowest available QR booking class within the same cabin and in the lowest permitted booking class of other airline within the same cabin as instructed by local QR office or QR Customer Contact Center
5. Rebook onto a combination of QR and the same other airline operated flights from/to the same origin/destination in the same booking classes as original, provided all original ticketed fare rules are met

Notes for Rebooking

1. May reroute fully unutilized tickets with point of origin KBP/ODS, which are impacted by cancellation of QR operated flights from/to KBP/ODS, onto QR operated flights from/to BUD/PRG/VIE/WAW.
May rebook for any new departure date and must complete all travel within ticket validity.
May rebook into the same RBD as original (within the same cabin only) or if not available into the lowest RBD available in the same cabin.
2. If segments are under Marriage Segment Control (O&D) then please rebook the entire O&D, if not then rebook only the segments that require any change
3. Free of charge upgrade to higher cabin must not occur
4. You should not rebook on code-share marketing flight numbers, except of QR marketing flight numbers operated by 6E, AA (DOH-JFK v.v. only), AT (DOH-CMN v.v. only), AY (DOH-ARN/CPH/HEL v.v. only), BA (DOH-LGW/LHR v.v. only), MH (KUL-DOH v.v. only) or WY (DOH-MCT v.v. only)
5. You may also rebook on all other QR code-share marketing flights operated by WY, provide no WY flight number is published
6. Multiple airport cities may be considered as the same point, i.e. IST/SAW, LGW/LHR, HND/NRT
7. In case of airport or origin/destination change, no compensation of reimbursement of surface transportation and/or hotel accommodation will be provided by QR
8. Passenger is responsible to follow any travel requirements and restrictions imposed by government authorities, incl. immigration regulations

Ticket Reissue Guidelines

1. These guidelines apply only to single Ticket impacted by Schedule Change
2. Due to severely affected travel plans by Schedule Change (e.g. one day trips or reduction in the length of stay – less number of days at point of destination and/or stopover), passenger may rebook unutilized outbound and inbound on the same Ticket within one reissue transaction to match original length of stay, or in case of non-daily flight operation to extend the original length of stay up to the next day of operation.
Rebooking of connections involving other airlines (code-share and/or interline), or rebooking on other airlines (code-share and/or interline) is not permitted.
3. The beginning of the Endorsement/Restrictions field of new Ticket should reflect the characters "SKCHG COMM1068"
3. Carry forward original free baggage allowance, and Fare Calculation preceded by "S-"
4. Unless otherwise specified, Travel Trade Partners are not authorized to endorse Tickets as "INVOL", "INVOLUNTARY", etc.
5. No difference of fare, taxes, fees, charges and surcharges to be collected. Passenger is entitled for two ticket reissues due to schedule change and for two additional free ticket reissues for any subsequent schedule change.
6. May provide refund waiver for new ticket reissued due to schedule change (as permitted in the "Schedule Change Situations")
7. Residual value is non-refundable and non-exchangeable
8. Penalties due to rebooking can be waived
9. Please ensure that all unutilized coupons should be reissued. This ensures that passenger does not have multiple tickets when only parts of itinerary are reissued. The reissued ticket should include coupons for the entire unutilized itinerary.

Refund due to QR and/or Other Airline Schedule Change

1. For situations and examples specified on the next page of these Guidelines, passenger may receive a refund of unutilized value to the original form of payment. This refund waiver applies to refundable, as well as non-refundable fares, Q and stopover surcharges, and YQ, YR charges
2. Refundable unutilized value should be calculated based on unutilized NUC, taxes, fees, charges and surcharges
*Example of a fare calculation where outbound (LON QR X/DOH QR BKK) has been used, inbound (BKK QR X/DOH QR LON) has remained fully unutilized, hence inbound NUC 561.47 can be presented for refund:
LON QR X/DOH QR BKK461.47 QR X/DOH QR LON561.47NUC1022.94*

3. Unutilized non-refundable taxes (except of fully unutilized YQ, YR charges), as well as previously collected rebooking fees and no-show penalties remain non-refundable
4. Penalties due to refund can be waived
5. Ticket may be refunded up to 1 year from the date of issue of the ticket number presented for refund, or within 1 year from date of use of 1st coupon if such ticket number is partially utilized.
6. For complicated refund scenarios, side-trips, end-on-end combinations, partial utilizations (e.g. within fare component), please contact QR office or QR Customer Contact Center for further assistance with refund calculations

Miscellaneous

1. No-show condition cannot be waived in case that passenger is reported as no-show
2. Previously collected credit/debit card fees remain non-refundable
3. Travel Trade Partners should update PNRs with passenger's contact information via SSR CTCE/CTCM/CTCR industry standard codes that passengers may obtain timely information in case of operational disruptions
4. Please contact local QR office or QR Customer Contact Center in case of Group PNRs, ticketed ad-hoc group, series, negotiated space, cabin class downgrades, Passenger Type Code (PTC) change, Round the World (RTW) Fares/Tickets, Stopover for the Purpose of Connection (STPC), etc.
5. In connection with the associated ticket, unutilized ancillary services purchased via Travel Trade Partners, which have been impacted by schedule change situation, may be changed free of charge and EMD re-associated to the new itinerary, or presented for refund.
6. You cannot apply these guidelines if ticket and/or refund validity is expired

Schedule Change Situations and Examples

CHANGE IN FLIGHT TIMINGS

Departure Time Change – Point-to-Point Itinerary

The new departure at point of origin is more than 2 hours prior to the original scheduled departure time

DOH – LHR 12:45 – 17:55 HK1

Schedule Change on DOH – LHR. New departure time from DOH is earlier:

DOH – LHR 10:00 – 15:10 TK1

Note: This also includes subsequent or multiple schedule changes which lead to more than 2 hours earlier from the originally ticketed departure time at point of origin.

Arrival Time Change – Point-to-Point Itinerary

The new arrival at final point of destination is more than 2 hours after the original scheduled arrival time

DOH – LHR 12:45 – 17:55 HK1

Schedule Change on DOH – LHR. New arrival time to LHR is later:

DOH – LHR 13:15 – 20:30 TK1

Note: This also includes subsequent or multiple schedule changes which lead to more than 2 hours later from the originally ticketed arrival time at point of destination.

Departure Time Change – Origin & Destination (O&D) Itinerary

The new departure at point of origin is more than 2 hours prior to the original scheduled departure time

LHR – DOH 16:00 – 00:50+1 HK1

DOH – BKK 01:40+1 – 12:40+1 HK1

Schedule Change on LHR - DOH. New departure time from LHR is earlier:

LHR – DOH 13:30 – 22:45 TK1

DOH – BKK 01:40+1 – 12:40+1 HK1

Note: This also includes subsequent or multiple schedule changes which lead to more than 2 hours earlier from the originally ticketed departure time at point of origin.

Arrival Time Change – Origin & Destination (O&D) Itinerary

The new arrival at final point of destination is more than 2 hours after the original scheduled arrival time

LHR – DOH 16:00 – 00:50+1 HK1

DOH – BKK 01:40+1 – 12:40+1 HK1

Schedule Change on DOH – BKK. New arrival time to BKK is later:

LHR – DOH 16:00 – 00:50+1 HK1

DOH – BKK 03:40+1 – 15:00+1 TK1

Note: This also includes subsequent or multiple schedule changes which lead to more than 2 hours later from the originally ticketed arrival time at point of destination.

Misconnection on the same Ticket

LHR – DOH 16:00 – 00:50+1 HK1

DOH – BKK 01:40+1 – 12:40+1 HK1

The schedule change results in the misconnection at DOH (invalid connection) on the same Ticket:

LHR – DOH 18:00 – 02:50+1 TK1

DOH – BKK 01:40+1 – 12:40+1 HK1

Note: This also includes airport or terminal change resulting in misconnection.

CHANGES IN AIRPORT OF OPERATION

DOH – LHR 12:45 – 17:55 HK1

Schedule change in airport of operation (e.g. change in destination from LHR to MAN):

DOH – LHR 12:45 – 17:55 UN1

DOH – MAN 12:45 – 17:55 TK1

DOWNGRADE IN CLASS OF SERVICE

DOH – LHR 12:45 – 1755 HK1 RBD F (First Class cabin)

Schedule Change results in downgrade of cabin served (from First Class to Business Class):

DOH – LHR 12:45 – 1755 UN1 RBD F (First Class cabin)

DOH – LHR 12:45 – 1755 TK1 RBD J (Business Class cabin)

FLIGHT CANCELLATIONS

Flight Cancellation (Single Event)

LHR – DOH 16:00 – 00:50+1 HK1

DOH – BKK 01:40+1 – 12:40+1 HK1

Schedule Change results in cancellation of LHR-DOH flight. Automated reaccommodation may offer alternative connection:

LHR – DOH 16:00 – 00:50+1 UN1

DOH – BKK 01:40+1 – 12:40+1 UN1

LHR – DOH 21:55 – 06:45+1 TK1

DOH – BKK 08:00+1 – 19:00+1 TK1

Note: May also include force majeure situations beyond operating carrier's control, such as strike, severe weather (natural) conditions, political (civil) unrest or other security concerns.

Reduction in Frequency

BBB – DOH 16:00 – 00:50+1 QR9999 HK1 WED

Schedule Change results in reduction of frequency. Wednesday's frequency is cancelled and automated reaccommodation may offer alternative day (e.g. Thursday):

BBB – DOH 16:00 – 00:50+1 QR9999 UN1 WED

BBB – DOH 16:00 – 00:50+1 QR9999 TK1 THU

Discontinuation of Service

BBB – DOH 16:00 – 00:50+1 HK1

Schedule Change results in discontinuation of service (BBB-DOH):

BBB – DOH 16:00 – 00:50+1 UN1