



Passenger Guidelines – WDH Flight Cancellations - Commercial Reference  
1087V1.1

Dear Trade Partners,

Effective Date: Monday, 04<sup>th</sup> March, 2024

These Guidelines apply to passengers holding tickets with confirmed reservations issued on Qatar Airways (157) stock or plate who are impacted by flight cancellations QR1373/QR1374 DOH-WDH v.v. with original travel date on/after 23<sup>rd</sup> November 2023 and on/before 24<sup>th</sup> August 2024:

Original ticket issue date	May apply for tickets issued/exchanged/reissued on/before 31 <sup>st</sup> August 2023.
Original travel date	May apply for flight cancellations QR1373/QR1374 DOH-WDH v.v. with original travel date on/after 23 <sup>rd</sup> November 2023 and on/before 24 <sup>th</sup> August 2024
New date of travel	<p>May rebook for a new departure date <b>within (+/-) 21 days from original travel date</b>, however, <b>must not</b> rebook for a new travel date on/before 23<sup>rd</sup> November 2023 and on/after 24<sup>th</sup> August 2024.</p> <p><b>Must</b> rebook segments and reissue the ticket no later than 2 days prior to flight departure impacted by schedule change.</p>
DOH-WDH v.v.	<p>May reroute DOH-WDH v.v. via JNB/CPT onto following <b>combination of QR operated and 4Z or SA operated</b> flights, same origin, destination:</p> <ul style="list-style-type: none"> <li>• <b>Point-to-point passengers:</b> <ul style="list-style-type: none"> <li>○ DOH QR X/JNB 4Z WDH v.v.</li> <li>○ DOH QR X/CPT 4Z WDH v.v.</li> <li>○ DOH QR X/JNB SA WDH v.v.</li> </ul> </li> <li>• <b>O&amp;D passengers:</b> <ul style="list-style-type: none"> <li>○ XXX QR X/ DOH QR X/JNB 4Z WDH v.v.</li> <li>○ XXX QR X/ DOH QR X/CPT 4Z WDH v.v.</li> <li>○ XXX QR X/ DOH QR X/JNB SA WDH v.v.</li> </ul> </li> </ul> <p>Rerouting <b>must be</b> made into the lowest available RBD within the same cabin.</p> <p><b>Must not</b> rebook on code-share marketing flight numbers, except for:</p> <ul style="list-style-type: none"> <li>• QR marketing flights when operated by 6E, AA (DOH-JFK for travel on/before 29<sup>th</sup> October 2023, JFK-DOH for travel on/before 27<sup>th</sup> October 2023, DOH-PHL for travel on/after 30<sup>th</sup> October 2023, PHL-DOH for travel on/after 28<sup>th</sup> October 2023), AT (DOH-CMN v.v.), AY (DOH-ARN/CPH/HEL v.v.), BA (LON-DOH v.v.), MF (DOH-PKX v.v. for travel on/after 20<sup>th</sup> October 2023, DOH-XMN for travel on/after 31<sup>st</sup> October 2023), MH (KUL-DOH v.v.) or WY (DOH-MCT v.v. for travel on/before 29<sup>th</sup> October 2023).</li> <li>• QR code-share flights marked by “*” (asterisk) on availability operated by WY, provided no WY operating flight number is</li> </ul>

	<p>published. For further details, please refer to the Info Alert “WY Wet Lease Operations Guidelines”.</p> <ul style="list-style-type: none"> <li>Code-share flights marked by “ * ” (asterisk) on availability, provided no other operating flight number is published</li> </ul> <p><b>Must not rebook or reroute exclusively on OAL</b></p> <p><b>Must</b> contact Qatar Airways local office or QR customer contact center, if original itinerary includes OAL feeder (code-share and/or interline) at QR gateway for review on case-to-case basis</p> <p>OR</p> <p><b>May</b> rebook onto <b>combination of QR operated and same OAL operated</b> flights, same origin, destination, within same RBDs as original, provided all original ticketed fare rules are met</p> <p>Rebooking / 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>
<b>Stopover to transit/transfer change in Doha</b>	<b>Yes</b>
<b>Number of waivers</b>	<p><b>Two free ticket reissues permitted</b></p> <p><b>May</b> provide refund waiver for new ticket reissued due to this schedule change</p>
<b>No-show</b>	<b>No waiver permitted</b>
<b>Calculations</b>	<p><b>Must</b> update: “<b>SKCHG COMM1087</b>” at the beginning of the Endorsements Box</p> <p><b>May</b> waive original ticketed Fare Basis conditions, however, <b>must</b> apply restrictions specified for “<b>new date of travel</b>”</p> <p><b>May</b> waive any difference of fare, taxes, fees, charges, surcharges, rebooking fee and service charge (ticketing fee, booking fee)</p> <p><b>Must</b> carry forward original fare calculation preceded by characters “<b>S-</b>” and free baggage allowance</p> <p><b>Must not</b> calculate any residual value. It is non-refundable and non-exchangeable</p>
<b>Groups included</b>	<b>Please contact the local QR office or QR customer contact center.</b>



<b>Refunds of unutilized value allowed</b>	<p><b>Yes, may provide refund of unutilized value to the original form of payment</b></p> <p><b>Unutilized value shall be calculated based on unutilized NUC, taxes, fees, charges and surcharges</b></p> <p>Example (for illustration purposes) of fare where outbound has been used and inbound remains wholly unutilized, hence <b>NUC 561.47</b> of inbound may be refunded to the original form of payment. BKK QR X/DOH QR WDH461.47 QR X/DOH QR BKK<b>561.47</b>NUC1022.94</p> <p>For complicated scenarios, side-trips, end-on-end combinations, partial utilizations (e.g. within fare component), please contact Commercial Standards</p> <p>Non-refundable unutilized taxes (<b>except of</b> fully unutilized YQ, YR charges) and 10 percent added value remain non-refundable. <b>Special attention needs to be given</b> to taxes such as, but not limited to E3, I6, K3, MA, N7, N9, O7, PE, Q7, S4, XL and YL.</p> <p><b>May</b> waive refund penalty</p> <p>Applies to refundable, as well as to non-refundable fares (tickets), Q and stopover surcharges and YQ, YR charges</p> <p>Refund the difference of fare to the original form of payment via EMD RSVT in case of cabin class is downgraded</p>
<b>Groups refunds handling for unutilized values</b>	<p>Please contact the local QR office or QR customer contact center</p>
<b>Hotel provided in Qatar</b>	<p>Please contact the local QR office or QR customer contact center</p>
<b>Unutilized ancillary services (EMD status Open)</b>	<p>In connection with the rebooking of the ticket due to schedule change, <b>may</b> change free of charge, please contact local QR office or QR customer contact center for assistance.</p>
<b>Not included</b>	<p><b>Must not</b> apply these guidelines for:</p> <ul style="list-style-type: none"> <li>• Round the World (RTW) Fares/Tickets. <b>Must</b> contact local QR office or QR customer contact center.</li> <li>• Hotel accommodation outside Qatar (<b>must not</b> provide).</li> </ul>