

FLIGHT REBOOKING DECISION FLOW



Is the ticket issued on or before 22 March?

NO

Standard JWC guidelines for disrupted travel applicable

YES

Are the travel dates before 22 March 2026?

NO

Standard JWC guidelines for disrupted travel applicable

YES

If the flight is cancelled

2 Free reissues allowed

What does your client want to do next?

Travel now

OPTION 1 | QR OPERATING FLIGHTS*

- Lowest available RBD, same cabin
- New travel date: +/- 14 days from the original

OPTION 2 | OAL OPERATING CARRIERS FOR QR CANCELLED FLIGHTS

Tier 1 Carriers

- Original O&D or alternate airports (same country / 750 INTL TPM)
- New travel date: within 10 days from ticket re-issue
- Lowest available RBD, within same cabin

Other Interline Carriers Tier 2 Carriers (carriers which are not part of Tier 1)

- Original O&D or alternate airports (same country)
- New travel date: within 2 days from ticket re-issue
- Lowest available RBD, within same cabin

OPTION 3 | QR REPATRIATION FLIGHTS*

- Lowest available RBD, within same cabin
- May combine with option 2

Travel later*

REBOOK UNUSED SECTORS

- New date within original ticket validity
- Maintain same O&D
- Fare rules apply: RBD, routing, flight numbers, max stay, seasonality & blackouts

TICKETING RULES

First 5 chars of endorsement/restriction field to annotate INVOL.
Fare calculation must begin with 1
Diverted flight to contact QR Customer Contact Center to rebook to final destination or return.

Refund*

CONDITIONS

- No Show fee waived for impacted O&Ds (refer to JWC for details)
- Refund fee waived regardless of fare conditions (refer to JWC for details)

NDC BOOKINGS —

SEPARATE PROCESS

Process depends on servicing requirement & NDC platform
Refunds: via Trade Portal Self-Service Form
GDS/aggregators (excl. Amadeus, Travelport, Verteil): contact QR B2B contact center



* Applicable even if flight not cancelled but within ticketing/travel period of this policy