

FLIGHT REBOOKING DECISION FLOW



Is the ticket issued on or before 28 March?

NO

Standard JWC guidelines for disrupted travel applicable

YES

Are the travel dates before 28 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?

Some options below are applicable even if flights are not canceled. Please refer to the options marked with an asterisk(*)

Travel now

OPTION 1 | QR OPERATING FLIGHTS*

- Lowest available RBD, same cabin
- New travel date: up to 30 April 2026

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 characters of endorsement/restriction field to annotate INVOL.
Fare calculation must begin with I
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

