



QUICK REFERENCE GUIDE

Groups E-booklet

Commercial – Doha Group Desk
Release Date: 01 APR 2026
V2.3

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Groups Product Overview

Groups Definition

Group Size:

- ✓ 10 Adult Passengers - Economy
- ✓ 06 Adult Passengers - Premium
- ✓ 10 Adult Passengers - Mixed Cabin

Traveling Together:

- ✓ Same Travel Date
- ✓ Same Itinerary
- ✓ Same Cabin

Applicable Booking Class:

- ✓ G/RBD for Economy class
- ✓ I/RBD for Business class
- ✓ A/RBD for First class

Group Travel Benefits

- **Fares:**
Competitive and common group fares
- **Deferred Payment:**
Secure your groups reservation with a deposit
- **Seat Reservation / Meals:**
Assign group seating and meal requests
- **Name Change:**
Change passenger names with a fee after ticketing
- **Dedicated Check-in:**
Group check-in counters upon request

Group Customer Types



Labour (LAB)



Leisure (LEI)



Sports (SPO)



Students (STU)



Religious (REL)



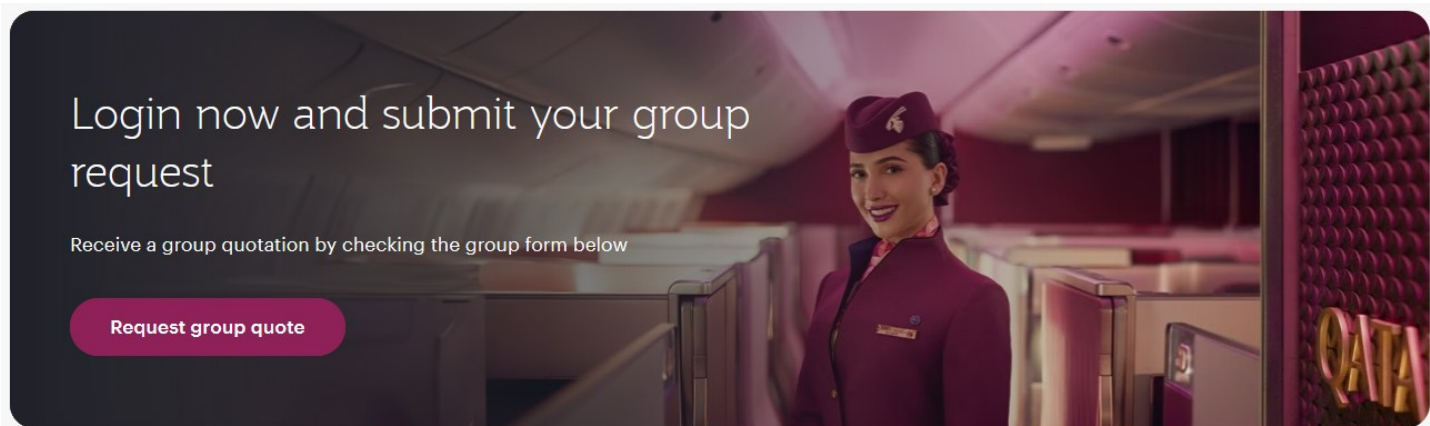
MICE (MIC)

Groups Submission



Group Request Online Form (Trade Portal)

➤ <https://www.qatarairways.com/tradeportal/en-qa/grouptravel.html> or **click** the image below







Notes: Please specify account/customer type at time of submission and advice in case of specific requirements



E-mail

- dohgroupdesk@qatarairways.com.qa
- dohtariff@qatarairways.com.qa
- Respective Sales Account Manager

Group Travel Details (Checklist)

-  **Group Size**
-  **Date of Travel**
(both outbound and inbound flights)
-  **Sector / Destination**
-  **Class of Travel**
(Economy or Premium)
-  **Expected Group Fare**
-  **Customer Type**
(Sports, Students, Leisure, Labor, etc.)
-  **Issuing Office Details**
(Name of Travel Agent / IATA code)

Group Request Template

Group Travel Details	
Name of Issuing Office	65800140
IATA of Issuing Office	QATAR AIRWAYS HDQ TICKETING
Group/Customer Name:	Sample group
Customer Type:	LEI
Group Size:	15
Journey Type:	Return
Sector:	DOH-MNL
Departure:	17 September
Return:	21 November
Preferred Flight Number Outbound:	QR932
Preferred Flight Number Inbound:	QR929
Expected Fare per Passenger in QAR:	QAR 3,500
Specific requirements:	Special Meal

Groups Submission Dos and Don'ts

DO's

- Do provide specific details such as group size, passenger type (ADT/CHD/INF)
- Do advise preferred flight/timing and flexibility
- Do share expected fare range or client travel budget
- Do share group specific requirements (Excess Baggage for SPO, Meal Preference due medical condition, etc.)
- Do inform in case request is for specific company/account (Code for Tracking)

DON'Ts

- Don't submit incomplete group form
- Don't block individual seats due to hidden group checks/violation

Group PNR Sample on GDS (Amadeus)

RP/DOHQ0105/DOHQ0105	LD/AS 11MAR24/0821Z	O4QMDN	Q-Groups Office ID
0. 0QADOH/GRP/ABCDE TOURS NM:30			
31 QR 935 G 17SEP 2 MNLDH HK30	3 0955 1420	E*	
32 AP A9744441111			
33 TK OK11MAR/DOHQ0105			
34 SSR GRPF QR QAMLAB00/GJQAMPZZ/QAR1600			Track code/Fare basis code and all-in fare (without service fee)
35 SSR GRPF QR QR MNL			
36 OSI QR DC/QAD17			Beyond Business code
37 SK GRFA QR QAR1600			
38 SK SHID QR 2521354			Shell ID
39 SK GRPT QR A			
40 SK GRTC QR LAB			
41 SK AGNM QR ABCDE TOURS AND TRAVEL			Travel Agency name and IATA code
42 SK GRAI QR 6520000			
43 SK GRJT QR O			
44 SK DEPO QR 100PCT/1571234567890/QAR48000			Deposit remark

Important notes:

- ✓ PNR shows all-inclusive fare (without service fee)
- ✓ Total group size includes master + add-on + split PNRs
- ✓ Deposit is calculated per PNR

Group Materialization: Minimum 80% based on the total group size (Master PNR + Add-on PNR + Split PNR)

Sample Master PNR

```
RP/DOHQ05TA/DOHQ05TA AA/SU 18MAR22/1503Z O4QMDN
0. 0QADOH/GRP/ABCDE TOURS ACC NM:30
31 QR928 G 17SEP 6 MNLDH HK30 3 0820 2245 *1A/E*
32 APA 9749744441111
33 TK OK14SEP/DOHQ05TA
34 SSR GRPF QR QAMLABA00/GJQAMPZZ/QAR1600.00
35 SSR GRPF QR QR MNL
36 SK GRFA QR QAR1600.00
37 SK SHID QR 2521354
38 SK GRPT QR A
39 SK GRTC QR LAB
40 SK AGNM QR ABCDE TOURS AND TRAVEL
41 SK GRAI QR 6520000
42 SK GRJT QR O
43 SK DEPO QR 100PCT/1571234567890/QAR48000
```

Example:

Master PNR = 30 PAX
 Add-on PNR = 10 PAX
 Total group size = 40 PAX
 80% Materialization = 32 PAX

Sample Add-on PNR

```
RP/DOHQ05TA/DOHQ05TA TH/GS 21MAR22/1223Z RGKHNX
0. 10QADOH/GRP/ABCDE TOURS NM:10
11 QR928 G 17SEP 6 MNLDH HK10 0820 2245 *1A/E*
12 APA 9749744441111
13 TK OK14SEP/DOHQ05TA
14 SSR GRPF QR QAMLABA00/GJQAMOZZ/QAR1600.00
15 SK SHID QR 2521354
16 SK GRPT QR A
17 SK GRTC QR LAB
18 SK AGNM QR ABCDE TOURS AND TRAVEL
19 SK GRAI QR 6520000
20 SK GRJT QR O
21 SK DEPO QR 100PCT/1571238501321/QAR16000
```

Important note:

Total group size = Master PNR
 + Add-on + Split PNR

Under 1 shell ID (SK SHID)

Deposit calculation is per PNR

Group EMD Creation Sample (Amadeus)

Click [here](#) for the online tutorial link available on the Trade Portal

Step 1

Retrieve the Group PNR and ensure that important group information are present

Group Name

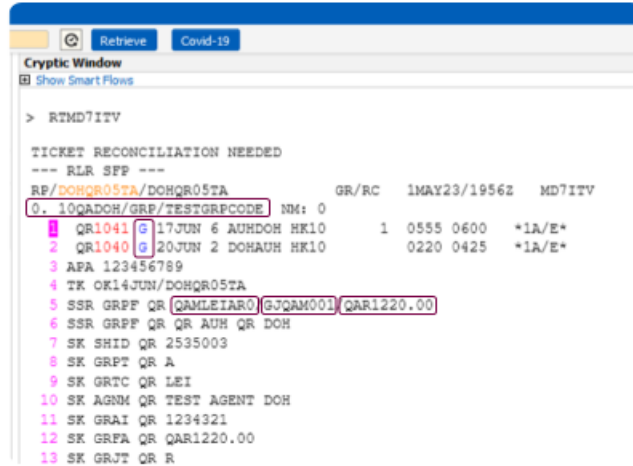
Applicable Group RBD

Track Code

Fare Basis

All-in Fare

(Exclusive of any service fee)



```
Cryptic Window
Show Smart Flows

> RTMD7ITV

TICKET RECONCILIATION NEEDED
--- RLR SPF ---
RF/DOHQRO5TA/DOHQRO5TA GR/RC 1MAY23/1956Z MD7ITV
0. 10QADOH/GRP/TESTGRPCODE NM: 0
1 QR1041 G 17JUN 6 AUHDOH HK10 1 0555 0600 *1A/E*
2 QR1040 G 20JUN 2 DOHAUH HK10 0220 0425 *1A/E*
3 APA 123456789
4 TK OK14JUN/DOHQRO5TA
5 SSR GRPF QR QAMLEIAR0 SJCQM001 QAR1220.00
6 SSR GRPF QR QR AUH QR DOH
7 SK SHID QR 2535003
8 SK GRPT QR A
9 SK GRTC QR LEI
10 SK AGNM QR TEST AGENT DOH
11 SK GRAI QR 1234321
12 SK GRFA QR QAR1220.00
13 SK GRJT QR R
```

Step 2

Create a PNR with the same name as group then add the manual auxiliary service segment

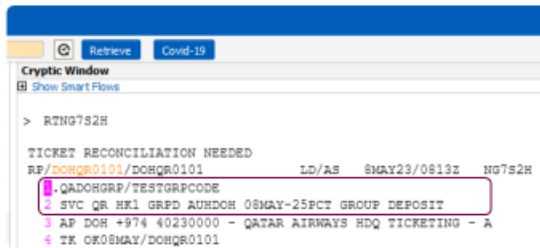
Here are the entries to create a PNR to issue an EMD for deposit:

Add the PNR name:

NM1QADOHGRP/TESTGRPCODE

Add the Manual Auxiliary Service Segment:

IU QR NN1 GRPD AUHDOH/08MAY-25PCT GROUP DEPOSIT



```
Cryptic Window
Show Smart Flows

> RTNG7S2H

TICKET RECONCILIATION NEEDED
RF/DOHQRO101/DOHQRO101 LD/AS 8MAY23/0813Z NG7S2H
1 QADOHGRP/TESTGRPCODE
2 SVC QR HL1 GRPD AUHDOH 08MAY-25PCT GROUP DEPOSIT
3 AF DOH +974 40230000 - QATAR AIRWAYS HDQ TICKETING - A
4 TK OK08MAY/DOHQRO101
```

Step 3

Create a blank TSM and manually add the required information (TMC/L2)

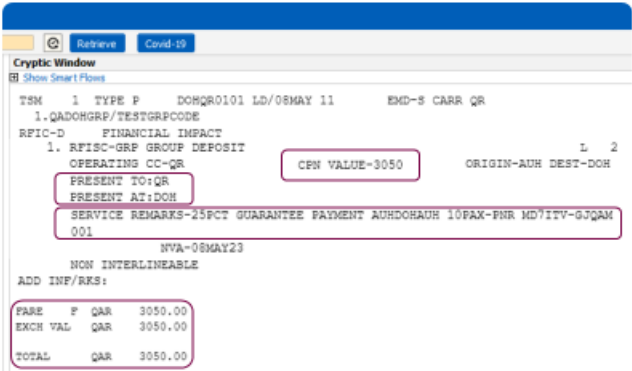
Here are the entries to update each TSM element:

Present to/at: TMI/DQR/ADOH

Coupon Value: TMI/CV-QAR3050

Service Remark:
TMI/CR-25PCT GUARANTEE PAYMENT
AUHDOHAUH 10PAX-PNR MD7ITV-GJQAM001

Fare: TMI/FQAR3050



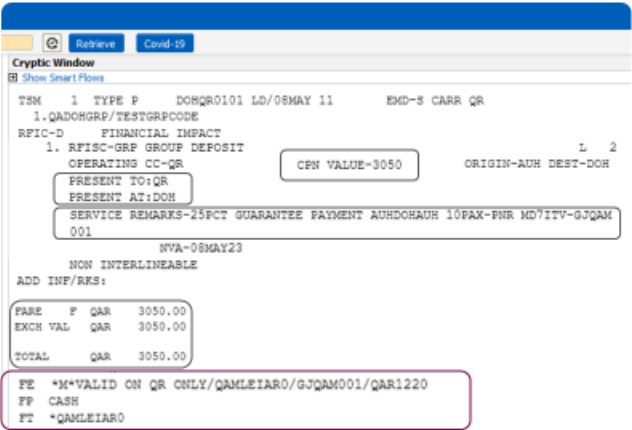
Create a blank TSM and manually add the required information (TMC/L2)

To add the other elements, here are the entries to use:

Endorsement:
TMI/FE-VLDONQRFILT ONLY/TRACK CODE/FARE BASIS/ALL-IN GROUP FARE

Form of Payment (FOP): TMI/FP-CASH

Tour Code: TMI/FT-*QAMLEIARO



Step 4

Issue the Group Deposit EMD using the TTM entry

- TSM Checklist**
- EMD name (should be the same as the Group Name)
 - RFIC (D) and RFISC (GRP)
 - Coupon Value
 - Service Remark
 - Fare Field (should be equal to the total amount on the coupon value)
 - Endorsement line, FOP and Tour Code

```

Cryptic Window
TSM 1 TYPE P DOHWR0101 LD/08MAY 11 EMD-S CARR QR
1. QADONGRF/TESTGRPCODE
RFIC-D FINANCIAL IMPACT
1. RFISC-GRP GROUP DEPOSIT L 2
OPERATING CC=QR CPN VALUE-3050 ORIGIN-AUH DEST-DOH
PRESENT TO:QR
PRESENT AT:DOH
SERVICE REMARKS-25PCT GUARANTEE PAYMENT AUHDOHAUH 10PAX-PNR MD7ITV-GJQAM001
NVA-08MAY23
NON INTERLINEABLE
ADD INF/RES:
FARE F QAR 3050.00
EXCH VAL QAR 3050.00
TOTAL QAR 3050.00
FE *M*VALID ON QR ONLY/QAMLEIAR0/GJQAM001/QAR1220
FP CASH
FT *QAMLEIAR0
    
```

Final Step

Check the GRPD EMD Issued

- Check if the elements are correct as per the Group PNR:
- EMD name
 - RFIC (D) & RFISC (GRP)
 - Coupon Value
 - Service Remark
 - Fare Field (should be equal to the total amount on the coupon value)
 - Endorsement line, FOP and Tour Code

```

Cryptic Window
> END
EMD-1579024790922 TYPE-S SYS-1A LOC-NGTS2H
INT- ✓ PCI-1 1 POI-DOH DOI-08MAY23 IOI-65800140
FAX- QADONGRF/TESTGRPCODE ADT
RFIC-D ✓ FINANCIAL IMPACT
REMARKS- ✓
CPN-1 RFISC-GRP QR AUHDOH S-0 VALUE-3050.00 ✓
DESCRIPTION-GROUP DEPOSIT
NON-INTERLINEABLE
PRESENT TO-GR
PRESENT AT-DOH
SERVICE REMARKS-25PCT GUARANTEE PAYMENT AUHDOHAUH 10PAX-PNR MD7ITV-GJQAM001
FARE F QAR 3050.00
EXCH VAL QAR 3050.00 REND VAL ✓
TAX-
TOTAL QAR 3050.00 ✓
/FC
FE VALID ON QR ONLY/QAMLEIAR0/GJQAM001/QAR1220 ✓
FP CASH
FT QAMLEIAR0
FOID-
NON-ENDORCABLE
    
```

Important Notes

GRPD EMD code is used for Group Deposit / Payment

Note of the Group PNR TTL and ensure to send the EMD deposit prior to the deadline

For Instant Ticketing Group PNR departing within 7 days, no EMD deposit is required

Mandatory form of payment for Group Deposit EMD is CASH (except for Travel Agency with IATA EasyPay registration)

Additional note:

For agents registered under IATA EasyPay, group deposit EMD form of payment accepted is **CCEP**. Please refer to below sample of the EMD deposit issued by EasyPay.

```

EMD-1579186785075      TYPE-S      SYS-1A  LOC-WZHRCS
INT-                    FCI-1  1      POI-DOH      DOI-23OCT23      IOI-65200000
PAX- DOH GRP/TEST TRAVEL
RFIC-D FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-GRP  QR DOHBOM  S-0      VALUE-100.00
DESCRIPTION-GROUP DEPOSIT
NON-INTERLINEABLE
PRESENT TO-QR
PRESENT AT-DOH
SERVICE REMARKS-25PCT DEPOSIT DOH-BOM 10PAX-PNR GJQAMOTZ-FARE BASIS
FARE  F  QAR      100.00
EXCH VAL QAR      100.00      RFND VAL
TAX-
TOTAL      QAR      100.00
/FC
FE VALID ON QR ONLY/GJQAMOTZ/QAMSTUAR0/100
FP CCEPXXXXXXXXXXXX2005/1023/A366564
FT QAMSTUAR0
FOID-
NON-ENDORSABLE
    
```

Sample Deposit Calculation

Group Details:

Sector : MNL-DOH
Group size : 20

Fare Breakdown:

- Net Fare + YQ = QAR1,540
- Other Taxes = QAR60
- **Fare per person = QAR1,600**

Deposit Calculation (25% initial deposit)

25% deposit amount from **Total Fare**

- QAR1,600 x 25% = QAR400
- **QAR400 x 20 PAX = QAR8,000**

Group TST Creation Sample (Amadeus)

Click [here](#) for the online tutorial link available on the Trade Portal

Step 1

Retrieve the Group PNR and ensure that important group information are present

Applicable Group RBD

Track Code

Fare Basis

All-in Fare
(Exclusive of any service fee)

Shell ID

```

Cryptic Window
Show Smart Flows
> RTMD7ITV
TICKET RECONCILIATION NEEDED
--- RLR SFF ---
RP/DOHQRO5TA/DOHQRO5TA GR/RC 1MAY23/19562 MD7ITV
0. 10QADOH/GRP/TESTGRPCODE NM: 0
1 QR1041 G 17JUN 6 AUNDOH HK10 1 0555 0600 *1A/E*
2 QR1040 G 20JUN 2 DOHAUH HK10 0220 0425 *1A/E*
3 AFA 123456789
4 TK OK14JUN/DOHQRO5TA
5 SSR GRPF QR QAMLEIAR0 GJQAM001 QAR1220.00
6 SSR GRPF QR QR AUH QR DOH
7 SK SHID QR 2535003
8 SK GRPT QR A
9 SK GRTC QR LEI
10 SK AGNM QR TEST AGENT DOH
11 SK GRAI QR 1234321
12 SK GRFA QR QAR1220.00
13 SK GRJT QR R
    
```

Step 2

Create a blank TST and manually add the required information (TTC)

Here are the entries to update each TST element:

Fare Basis: TTK/BGJAM001

Not Valid Before/After:

TTK/L1/V17JUN17JUN/L2/V20JUN20JUN

Baggage Allowance: TTK/A25K

Net Fare: TTK/IAED720/EQAR720

Taxes: TTK/XQAR120YQ/XQAR80YR

Fare Calculation Line:

TTK/CAUH QR DOH Q5.00 M/IT QR AUH Q5.00 M/IT END

```

Cryptic Window
Show Smart Flows
1. CRUZ/JOHN LOY MR 2. DELACRUZ/JUAN MR
3. EINSTEIN/ALBERTO MR 4. GREEN/CATRIONA MS
5. JACKMAN/YUL MR 6. JOLIE/ANGEL MS 7. MILBY/SAMMY MR
8. PASCUAL/POLO MR 9. SMITH/JOHN MR 10. SPEARS/BRITTANY MS
1 AUH QR 1041 G 17JUN 0555 OK GJQAM001 17JUN17JUN 25K
2 O DOH QR 1040 G 20JUN 0220 OK GJQAM001 20JUN20JUN 25K
AUH
FARE I AED 720
EQUIV QAR 720.00
TX001 X QAR 120.00-YQ TX002 X QAR 80.00-YR TX003 X QAR 60.00-Q4
TX004 X QAR 10.00-P2 TX005 X QAR 10.00-P2 TX006 X QAR 60.00-QA
TX007 X QAR 10.00-R9 TX008 X QAR 80.00-AE TX009 X QAR 40.00-P6
TX010 X QAR 10.00-TP TX011 X QAR 20.00-ZR
TOTAL QAR 1220.00
GRAND TOTAL QAR 1220.00
AUH QR DOH Q5.00 M/IT QR AUH Q5.00 M/IT END
    
```

Create a blank TST and manually add the required information (TTC)

To add the other fare elements, here are the entries to use:

Endorsement Line:
FEVLONQRFLT/DATESHOWNONLY/NONEND/
NONREF/NONCHG

Form of Payment (FOP)
FPCASH

Tour Code
FT *QAMLEIARO

Validating Carrier
FV QR

The screenshot shows the 'Cryptic Window' interface with the following content:

Retrieve Covid-19

Cryptic Window
Show Smart Flows

1. CRUZ/JOHN LOY MR 2. DELACRUZ/JUAN MR
3. EINSTEIN/ALBERTO MR 4. GREEN/CATRIONA MS
5. JACKMAN/YUL MR 6. JOLIE/ANGEL MS 7. MILBY/SAMMY MR
8. PASCUAL/POLO MR 9. SMITH/JOHN MR 10. SPEARS/BRITTANY MS

1 AUH QR 1041 G 17JUN 0555 OK GJQAM001 17JUN17JUN 25K
2 O DOH QR 1040 G 20JUN 0220 OK GJQAM001 20JUN20JUN 25K

AUH

FARE I AED	720
EQUIV QAR	720.00
TX001 X QAR	120.00-YQ
TX002 X QAR	80.00-YR
TX003 X QAR	60.00-Q4
TX004 X QAR	10.00-P2
TX005 X QAR	10.00-P2
TX006 X QAR	60.00-QA
TX007 X QAR	10.00-R9
TX008 X QAR	80.00-AE
TX009 X QAR	40.00-P6
TX010 X QAR	10.00-TF
TX011 X QAR	20.00-ZR
TOTAL QAR	1220.00
GRAND TOTAL QAR	1220.00

AUH QR DOH Q5.00 M/IT QR AUH Q5.00 M/IT END

34.FE *M*-VLD ON QR FLT/DATE SHOWN ONLY/NON ENDO/REFND AND CHNG
PENALTIES AS PER RULE
35.FP CASH
36.FT *QAMLEIARO
37.FV QR

Step 3

Issue the Group Ticket using the TTP entry

TST Checklist

Fare Basis Code

NVB/NVA

Baggage Allowance

Net Fare and valid taxes as per date of ticket issuance

Fare Calculation Line and Endorsement Line

Tour Code

The screenshot shows the 'Cryptic Window' interface with the following content:

Retrieve Covid-19

Cryptic Window
Show Smart Flows

1. CRUZ/JOHN LOY MR 2. DELACRUZ/JUAN MR
3. EINSTEIN/ALBERTO MR 4. GREEN/CATRIONA MS
5. JACKMAN/YUL MR 6. JOLIE/ANGEL MS 7. MILBY/SAMMY MR
8. PASCUAL/POLO MR 9. SMITH/JOHN MR 10. SPEARS/BRITTANY MS

1 AUH QR 1041 G 17JUN 0555 OK GJQAM001 17JUN17JUN 25K
2 O DOH QR 1040 G 20JUN 0220 OK GJQAM001 20JUN20JUN 25K

AUH

FARE I AED	720
EQUIV QAR	720.00
TX001 X QAR	120.00-YQ
TX002 X QAR	80.00-YR
TX003 X QAR	60.00-Q4
TX004 X QAR	10.00-P2
TX005 X QAR	10.00-P2
TX006 X QAR	60.00-QA
TX007 X QAR	10.00-R9
TX008 X QAR	80.00-AE
TX009 X QAR	40.00-P6
TX010 X QAR	10.00-TF
TX011 X QAR	20.00-ZR
TOTAL QAR	1220.00
GRAND TOTAL QAR	1220.00

AUH QR DOH Q5.00 M/IT QR AUH Q5.00 M/IT END

34.FE *M*-VLD ON QR FLT/DATE SHOWN ONLY/NON ENDO/REFND AND CHNG
PENALTIES AS PER RULE
35.FP CASH
36.FT *QAMLEIARO
37.FV QR

Final Step

Check the Group Ticket Issued

Check if the elements are correct as per the Group PNR:

Fare Basis Code

NVB/NVA

Baggage Allowance

Issued on IT/fare

Fare Calculation Line

Tour Code

```
Retrieval Covid-19
Cryptic Window
Show Smart Flows
> TWD/L55
TKT-1571619457273 RCI- 1A LOC-MD7ITV
OD-DOHDOH SI- FCPI-9 POI-DOH DOI-07MAY23 IOI-65800140
9.SMITH/JOHN MRT ADT S I
1 OAUHQ 1014 G 17JUN0555 OK GJQAM001 A 17JUN17JUN 25K
2 ODOHQ 1040 G 20JUN0220 OK GJQAM001 O 20JUN20JUN 25K
AUH
FARE I IT
TOTALTAX QAR 500.00
TOTAL IT
/FC AUH QR DOH Q5.00 M/IT QR AUH Q5.00 M/IT END
FE VLD ON QR/FLT DATE SHOWN ONLY/NON ENDO/RFND AND CHNG PENALTIES
AS PER RULE
FP CASH
FT QAMLEIARO
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
NET REPORTING IT/BT
```

Important Notes

For countries with a different Local Selling Fare (ex. MNL uses USD and the Qatar Local Currency Fare is in QAR), update the TST with its LSF then convert to its local currency (QAR)

Q-surcharge (when applicable) to be updated as part of the fare by including it in the fare calculation line

For CHD and INF PAX type, fare basis should reflect CH or IN as ticket designator

Sample entry you may use: TTK/BGJQAMPZZ <space> CH

Group Baggage Allowance to follow as per below fare family attribute per cabin.
Economy Cabin: Classic, Business Cabin: Comfort, First Class: Elite

Issuing Office to update the Group PNR with active Beyond Business Code for corporate tracking (Beyond Business Code is comprised of 7 characters and starts with QAQ)

Sample entry you may use: OS QR DC/QA

For Galileo users, a group ticket mask creation guide is available on Trade Portal on this [link](#).

Groups Terms and Conditions

Standard Groups



Standard Groups booking terms and conditions:

Minimum Group Size: 10 passengers in Economy Class / 6 passengers in Premium Class.

Sales Validity: From booking/seat confirmation until first outbound flight departure.

Travel Validity: As per the confirmed and ticketed dates in the Group PNR.

Materialisation Rate: 80% from the total group size booked or required minimum group size.

Penalty Per Seat Below Required Materialisation: As per the deposit percentage collected based on the approved base fare + YQ. For instant ticketing, where no deposit is involved, penalty per seat below the required materialisation is 25% of the approved group fare.

Deposit Deadline: Within 24 hours from PNR confirmation.
For travel within 7 days, NIL deposit as instant ticketing required.

Deposit Amount Required: A 25% deposit based on the approved group fare.

- The deposit collected as a guarantee payment is refundable if the required minimum group materialization is met.
- The processing of EMD deposit refunds for ticketed and materialized groups is completed within 7–10 working days upon reporting of ticket utilization.
- Group deposits remain non-refundable and non-transferable if the required group materialization is not met or in the event of entire group cancellation.

Ticketing Time Limit: On/before 7 Days prior to departure upon payment of 25% Guarantee Deposit.
For travel within 7 days, instant ticketing is required.

Reservation Change After Ticketing (Date/Flight/Route):

- Permitted against group ticket re-issuance in individual RBD for inbound direction only.
- Date/Flight Changes permitted with a fee of **QAR 150** plus no-show fee / applicable fare difference (if any)
- Route change is permitted on inbound direction only with a fee of **QAR370** plus applicable fees (if any)
- Rebooking is permitted before the group ticket expiry and not applicable for a group size of 10passengers
- Not applicable to one-way booking. Not applicable in case of complete change of itinerary

No-show: No-show passengers can be rebooked by creating new individual booking and ticket can be reissued to the lowest applicable market fare.

- No-show Fee of **QAR 220** per ticket for all cabin types must be collected in addition to the Reservation Change Fee of **QAR 150** and applicable fare difference (if any)
- Not applicable to one-way booking and ticket will be forfeited
- A passenger is considered no-show if booking is not cancelled at least 24 hours prior to departure

Name Correction/Changes (Before Ticketing): Permitted FOC

Name Correction/Change (After Ticketing): Permitted at **QAR370** plus applicable service fees

Ticket Refund: Group Tickets are non-refundable except for unutilised taxes. However, certain taxes remain non-refundable, e.g., YQ/YR, E3, S4, etc.

Child Fare and Infant Occupying a Seat: Standard Child discount is applicable. Allowed ratio is 20% of the final group size, combined for child and infant with seat.

Infant Fare (without seat): Standard infant discount applies.





Taxes, Airport Fees and other Surcharges: Additional Surcharges may be applicable for certain flights during weekend or peak travel dates. Taxes, airport fees & service charges are subject to change without prior notice. Any tax difference at the time of ticketing must be collected.

Standard Groups Terms and Conditions V3.1

Post-Ticketing Changes

Click [here](#) for the Post-ticketing Changes link available on the Trade Portal

Group Transaction	Flexibility & Notes / Fees	Mandatory E-mail Subject
 Name Change Name Correction	Name Change Permitted – QAR370 Name Correction Permitted – FOC ✓ Before Flight Departure ✓ Flight/Travel must be same with the group	Group Ticket Name Change: PNR / Ticket Number
 Reservation Change (*Upgrade, Flight/Date Change)	Permitted with fee of QAR150 (*Change fee does not apply on cabin upgrade and applicable on both sectors on the same flights) ✓ Fare/Tax difference to be collected ✓ Reservation change on inbound flight only	Group Ticket Reservation Change: PNR / Ticket Number
 Route Change	Permitted with fee of QAR370 ✓ Fare/Tax difference to be collected ✓ Route change on inbound flight only ✓ Maximum 20% of the total group size only	Group Ticket Route Change: PNR / Ticket Number
 No-show (Rebooking/cancellation made within 24 hours prior to departure)	Rebooking permitted with fee of QAR220 ✓ Raise group ticket to FIT ✓ Fare/Tax difference to be collected ✓ Reservation change fee of QAR150 applies ✓ Not applicable for One-way trip journey	Group No-show Rebooking: PNR / Ticket Number
 Refund	Group Ticket once issued is non-refundable	N/A

Group Transaction	General Handling / Process
 Name Change Name Correction	<ol style="list-style-type: none"> 1. Refund the passenger ticket being requested for name change/correction & share the refund mask. 2. Send the email using the request template, with passport copy. 3. QR office to process the name change/correction on GDS and TA to be advised with the name change/correction with TTL (immediate ticketing) 4. Issue the new PAX/corrected name ticket 5. Share the utilization summary to DOH-GD/Tariff
 Reservation Change (*Upgrade, Flight/Date Change)	<ol style="list-style-type: none"> 1. Book the new preferred flight on new PNR and send to Tariff for guide on ADC 2. Tariff to assist on providing ADC 3. TA to proceed with reissuance accordingly 4. TA to split the PAX from group PNR and ensure to cancel the group seat to avoid dupe 5. TA to send summary of reissued tickets EOD using a template <p>*Change fee does not apply on cabin upgrade and applicable on both sectors on the same flights</p>
 Route Change	
 No-show (Rebooking/cancellation made within 24 hours prior to departure)	

Group Transaction



Name Change
Name Correction



Reservation Change
(*Upgrade, Flight/Date Change)



Route Change



No-show
(Rebooking/cancellation made within
24 hours prior to departure)

Travel Agent's Important Tasks & Reminders

- ✓ Ensure applicable fee is collected for name change
- ✓ Send the request using the request template and PAX passport copy
- ✓ Issue the ticket immediately after name change/correction notification
- ✓ Share the utilization summary after issuance

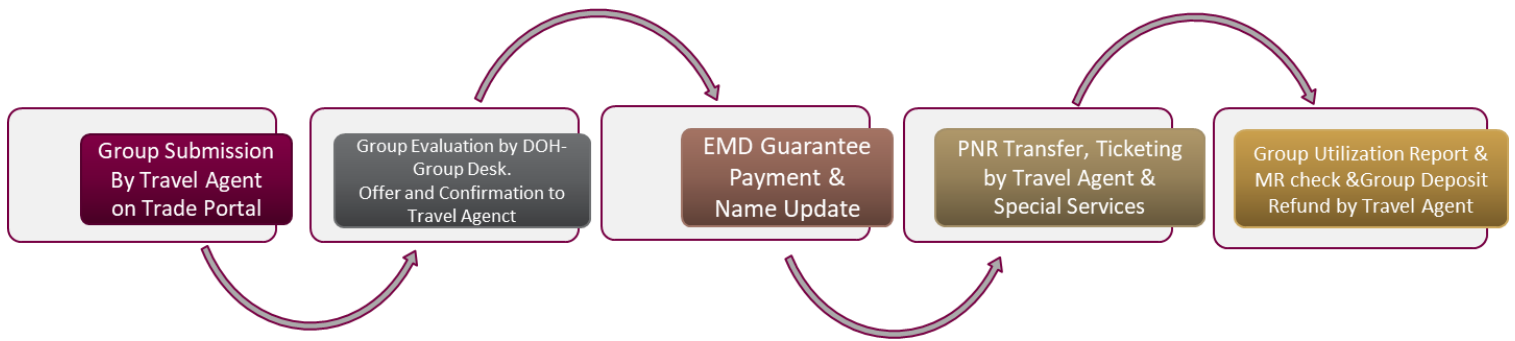
- ✓ Rebook on lowest market fare RBD
- ✓ Reissue the ticket accordingly, with correct TST mask, FE element, tour code, fare basis, etc.
- ✓ Split the group PNR for the PAX being requested for flight change and release the G/class seat
- ✓ Share the summary of reissued ticket as per the template



Annexure

Groups Process & Guidelines

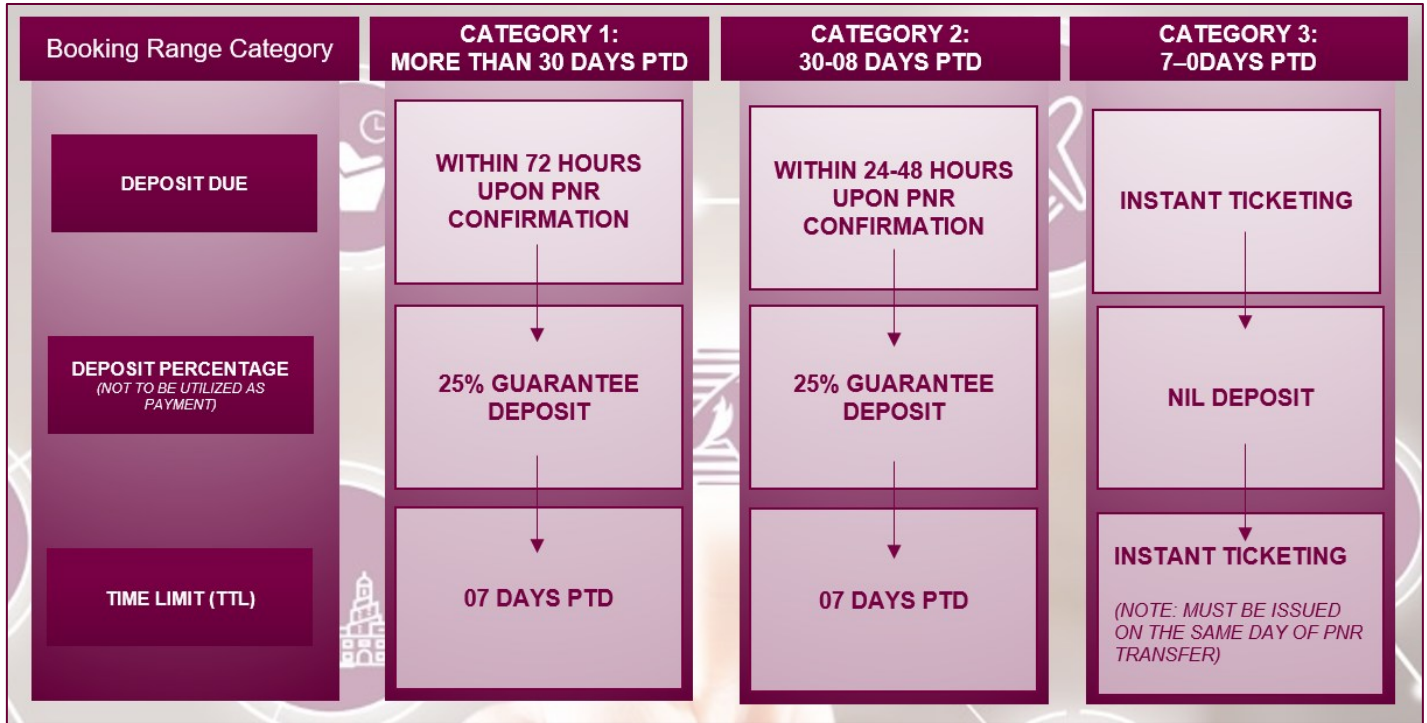
Groups General Workflow



Reminders:

- ✓ Online group submission through the Trade Portal
- ✓ Group offer validity is 24Hrs and confirmation is subject to seat availability
- ✓ Guarantee Payment/Deposit is required within 48 Hours upon seat confirmation
- ✓ Required group materialization is 80% of the total group size
- ✓ Travel Agent to provide specific office ID/PCC and group PNR must be ticketed instantly/within TTL
- ✓ Travel Agent to ensure correct deal codes are inserted on the booking to ascertain that the tickets can be included in the revenue/sales

Guarantee Deposit Matrix



Sample Groups Travel Departure Category

```

RP/DOHQ05TA/DOHQ05TA      LD/SU  19APR22/1018Z  TSCY7A
0. 30QAD0H/GRP ABCDE TOURS NM: 0
1. QRI386 G 17SEP 7 EBBDOH HK30      1155 1750      E*
2. APA 97444441111
3. TK OK17APR/DOHQ0101
4. SSR GRPF QR QAMLABA00/GJQAMPZY/QAR1700
5. SSR GRPF QR QR EBB
6. SK GRFA QR QAR1700
7. SK SHID QR 2521354
8. SK GRPT QR A
9. SK GRTC QR LAB
10. SK AGNM QR ABCDE TOURS AND TRAVEL
11. SK GRAI QR 6520000
12. SK GRJT QR O
    
```

PNR 1:
Booking Date: 19APR22
Travel Date: 17SEP22

Amadeus Entry to display number of Days between
DD19APR/17SEP
151

Booking Range: 151 Days PTD

```

RP/DOHQ05TA/DOHQ05TA      LD/SU  19APR22/1018Z  TSCY7A
0. 30QAD0H/GRP ABCDE TOURS NM: 0
1. QRI386 G 08MAY 7 EBBDOH HK30      1155 1750      E*
2. APA 97444441111
3. TK OK17APR/DOHQ0101
4. SSR GRPF QR QAMLABA00/GJQAMPZY/QAR1700
5. SSR GRPF QR QR EBB
6. SK GRFA QR QAR1700
7. SK SHID QR 2521354
8. SK GRPT QR A
9. SK GRTC QR LAB
10. SK AGNM QR ABCDE TOURS AND TRAVEL
11. SK GRAI QR 6520000
12. SK GRJT QR O
    
```

PNR 2:
Booking Date: 19APR22
Travel Date: 08MAY22

Booking Range: 19 Days PTD

RP/DOHQ05TA/DOHQ05TA LD/SU 19APR22/1018Z TSCY7A
 0. 20 QADOH/GRP ABCDE TOURS NM: 0
 1. QR1386 G 23APR 7 EBBDOH HK30 1155 1750 E*
 2 APA 97444441111
 3 TK OK17APR/DOHQ0101
 4 SSR GRPF QR QAMLABAO0/GJQAMPZY/QAR1700
 5 SSR GRPF QR QR EBB
 6 SK GRFA QR QAR1700
 7 SK SHID QR 2521354
 8 SK GRPT QR A
 9 SK GRTC QR LAB
 10 SK AGNM QR ABCDE TOURS AND TRAVEL
 11 SK GRAI QR 6520000
 12 SK GRJT QR O

PNR 3:
 Booking Date: 19APR22
 Travel Date: 23APR22

Booking Range: 4 Days

Sample Scenario Group Deposit

Scenario:
 Booking date: 19APR22
 Group Size: 30 PAX
 QAR1,000 fare per person

Booking Range Category	CATEGORY 1: MORE THAN 30 DAYS PTD	CATEGORY 2: 30-08 DAYS PTD	CATEGORY 3: 7-0DAYS PTD
DEPOSIT DUE	Travel date: 02JUL22 (75 Days PTD) Deposit Due: 22APR22	Travel date: 15MAY22 (26 Days PTD) Deposit Due: 21APR22	Travel date: 24APR22 (5 Days PTD) INSTANT TICKETING
DEPOSIT PERCENTAGE <i>(NOT TO BE UTILIZED AS PAYMENT)</i>	25% GUARANTEE DEPOSIT: QAR7,500	25% GUARANTEE DEPOSIT: QAR7,500	NIL DEPOSIT
TICKETING TIME LIMIT (TTL)	07 DAYS PTD: 25JUN22	07 DAYS PTD: 08MAY22	SAME DAY TICKETING <i>(NOTE: MUST BE ISSUED ON THE SAME DAY OF PNR TRANSFER)</i>
TA TO ISSUE TICKET EMD GUARANTEE DEPOSIT REFUND	30 PAX x QAR1,000 fare = QAR30,000 EMD GD REFUND = QAR7,500	30 PAX x QAR1,000 fare = QAR30,000 EMD GD REFUND = QAR7,500	30 PAX x QAR1,000 fare = QAR30,000 NOT APPLICABLE

Important Notes:

- PNR transfer upon payment of required guarantee deposit (except for instant ticketing)
- Groups utilization report to be sent on same day after Ticket Issuance
- Guarantee deposit refund AFTER ticket issuance with at least 80% groups materialization rate
- Guarantee deposit refund processing may take 07-10 working days from utilization report date

Important Tasks

QR Office (Group Desk & Tariff Desk)

Before Ticketing

- Flight search and selection
- Group offer and seat confirmation
- Guarantee payment / EMD deposit verification
- TTL update and SK DEPO update
- Name update
- IATA / Office ID / PCC verification
- Group PNR transfer

After Ticketing

- Group materialization check
- Guarantee payment refund after group utilization summary, in coordination with management.

Travel Agents

Before Ticketing

- Deposit/guarantee payment
- Names and APIS form/template
- Ticket issuance (TST creation, seat assignment, etc.)

After Ticketing

- Corporate code/Beyond Business code update
- Group ticket utilization summary
- EMD refund of guarantee deposit after approval

Important notes:

- Send the completed Names/APIs form (as per the excel sheet provided)
- The names/APIs template be filled out with correct passenger passport details and no input of special characters
- Name Correction before ticketing to be sent to Tariff Desk
- Any PNRs affected by Schedule Change to be actioned by Groups and Tariff Desk
- Post-Ticketing transactions (Reissue calculation, Name Change, etc. to be liaised with Tariff Team during transition)
- Send filled out Groups Utilization Report upon ticket issuance

Names / APIS template

Advanced Passenger Information (API / APIS) Group Template											
Group PNR			Prepared by (Name of Agent)			Date Submitted (DD-MMM-YY)					
No.	Document Type <i>P - Passport I - ID Card A - Approved non-standard Identity document</i>		APIS Details					Passenger Name (as per passport)			
	Passport Issuing Country <i>(use 3 letter IATA country code)</i>	Passport Number	Nationality <i>(use 3 letter IATA country code)</i>	Date of Birth <i>(DD-MMM-YY)</i>	Gender <i>M - Male F - Female</i>	Passport Expiry Date <i>(DD-MMM-YY)</i>	First Name	Last Name	TITLE	PAX TYPE	
SAMPLE	P	QAT	112233	QAT	15-Jan-80	M	15-Jan-30	ALNASSER	MOHAMED	MR	ADULT
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											

Groups utilization sample form

Group Booking Details							EMD Deposit Details			Group Utilization Summary									
SN	PNR	Seat ID	Group Size	Route	O/B Travel Date	I/B Travel Date	Corporate Deal Code	EMD	EMD Value	Date of Issue	TKTD ADT	ADT TKT Value	TKTD CHD	CHD TKT Value	TKTD INF1	INF1 TKT Value	MR %	Ticket Numbers	Date of Issue
1																			
2																			
3																			
4																			
5																			
6																			

Important notes:

1. Templates to be filled out with correct group details
2. Completed Groups Utilization Report must be sent on the SAME day the tickets are issued
3. Groups Utilization Report to be sent to Group Desk, Tariff Counter, Sales Account Manager and RCM

Additional entries (Amadeus)

1. Create group seating request – **STNG**
2. Remove un-ticketed passenger name from a group PNR without reducing the seat – **1G**
(1 = Passenger name no.)
3. To add passenger name - **NM1SMITH/JOHN MR**
4. Display name elements only on PNR - **RTN**
5. Update the Beyond Business code/corporate code – **OS QR DC/_____**

Other GDS entries:

(PNR claim): Sabre (1S) & Galileo (1G)

SABRE - Action	Example
Step 1: <i>Display</i> the carrier PNR from the airline system	⌘QQR/*ABCXYZ
Step 2: <i>Claim</i> the PNR (CLM) to complete the claim	⌘QQR/CLM
Step 3: <i>End</i> the Sabre PNR	6P and E

GALILEO - Action	Example
Step 1: <i>Retrieval by Qatar Airways record locator, for e.g</i>	C/QR*ABCXYZ
Step 2: <i>Returning the booking file with the new Galileo record locator</i>	C/QR/OK
Step 3: <i>Finish the claim transaction</i>	R.XX+E

Input of Beyond Business Code comprises of 07 characters and starts with QAQ.

Update the deal code in the PNR with an OSI entry*

Entry Sample:

1. Galileo - SI.QR* DC/QAQXXXX
2. Sabre & Abacus - 3OSI QR DC/QAQXXXX
3. World span - 3OSI QR DC/QAQXXXX



Group Materials on Trade Portal (Links/QR code)



Group Ticket Mask Creation Guide for 1G and 1A → [Here](#) or scan the QR code



Groups **TST** Creation Guide for 1A users (Tutorial Video) → [Here](#) or scan the QR code



Groups **TSM** Creation Guide for 1A users (Tutorial Video) → [Here](#) or scan the QR code



Groups FAQs available on this link → [Here](#) or scan the QR code

General Working Hours and E-mail Details

Doha Group Desk

dohgroupdesk@qatarairways.com.qa



Sunday - Thursday



0700-1530 Hours

Tariff Counter

dohtariff@qatarairways.com.qa



Saturday – Thursday

Friday



0800-1900 Hours

1600-1900 Hours

