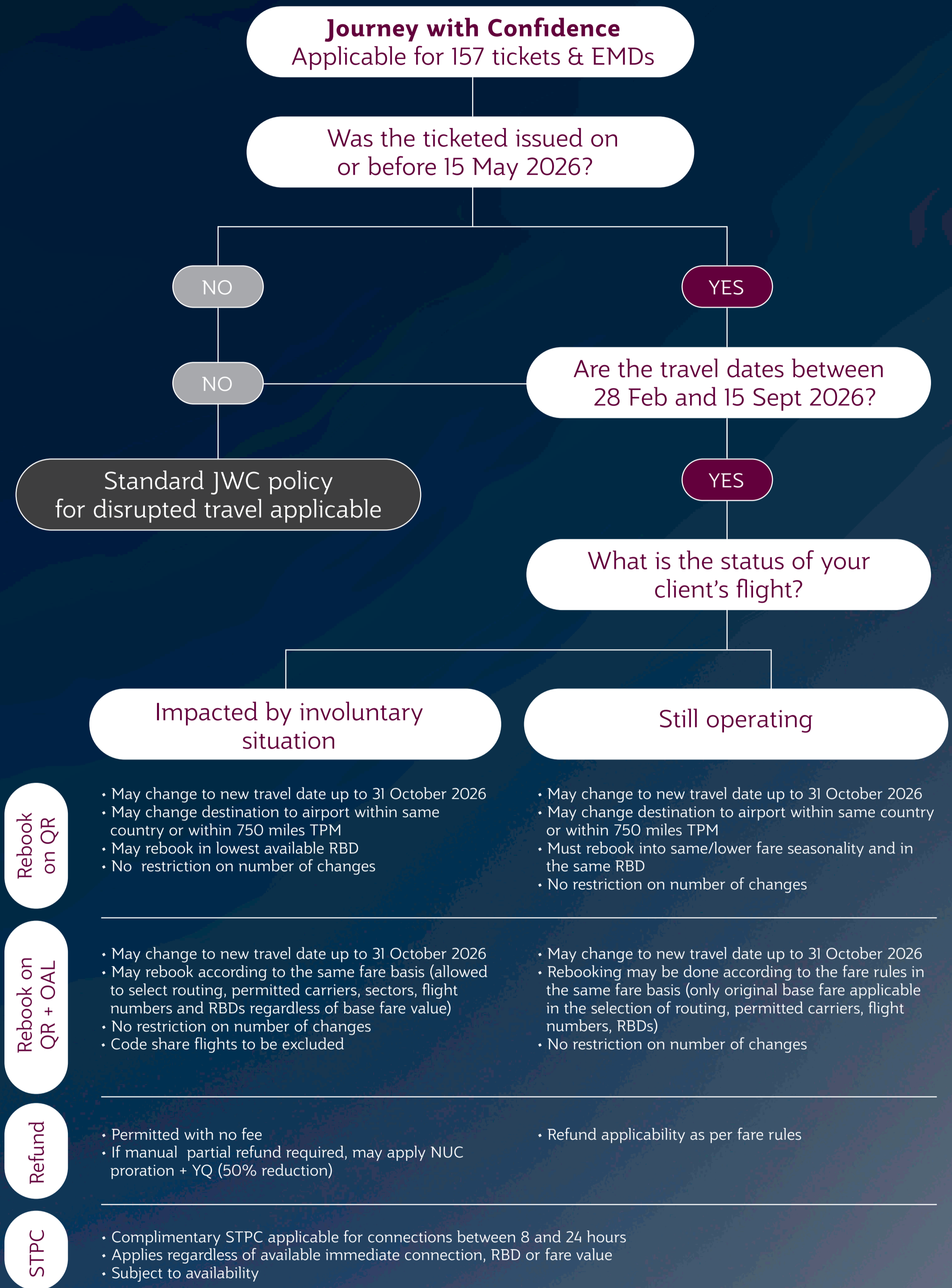


MANAGING TRAVEL PLANS FOR YOUR CLIENTS WITH OUR JOURNEY WITH CONFIDENCE POLICY



Refer to our Trade Portal for the full details



OPTION TO KEEP TICKET OPEN

- Applicable for fully/partially unutilized tickets with commencement of travel up to 31 March 27 issued by 15 May 26
- Applicable even for non-changeable fares
- Rebooking fee waived but all other fare rules apply

TICKETING RULES

- First 5 chars of endorsement/restriction field - annotate **INVOL**
- Fare calculation must begin with **I-**
- Diverted flight - contact QR Customer Contact Centre to rebook to final destination or return

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 centre

