

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



Refer to our Trade Portal for the full details

Journey with Confidence Applicable for 157 tickets & EMDs

Was the ticket issued on or before 30 April 2026?

NO

YES

NO

Are the travel dates between 28 Feb and 15 Jun 2026?

YES

Standard JWC policy for disrupted travel applicable

What does your client want to do?

Change travel plans

Multiple reissues allowed; rebooking of return flight up to original length of stay

Keep options open

Cancel travel plans

New travel dates within +/-14 days of original departure

New travel dates beyond +/- 14 days, no later than 31 OCT 26 (maintain same seasonality)

QR flights defined as QR flight numbers operated by QR or partner carriers (to/from DOH only)

REBOOK ON QR OR QR + OTHER AIRLINES

• Standard JWC policy applies

• If QR + OAL, you may rebook same O&D according to options in ticketed fare basis code REGARDLESS OF FARE VALUE ^{*see notes}

*Notes: When selecting OAL feeder according to ticketed fare basis code. Rebook for same origin and destination according to ticketed fare basis code, regardless of fare value. (select routing and its permitted OAL feeders/sectors, QR + OAL flight numbers and RBDs)

Customers holding FIT group or redemption tickets and transiting through DOH up to 15 June 2026 with a connection time of 8-24 hours are eligible for Stopover of the Purpose of Connection (STPC), regardless of immediate connection, RBD or fare value

FOR NEW TRAVEL DATES (OUTBOUND & INBOUND) BY 31 OCT 26 (WITHIN SAME SEASONALITY)

• If QR flight numbers only: Same O&D or alternates alternate airports either in the same country or within 750-mile TPM radius; rebook in same QR RBD

• If QR + other airlines (only for INVOL situations)

• Same O&D according to options in ticketed fare basis REGARDLESS OF FARE VALUE ^{*see notes}

Additional flexibility for tickets issued by 31 Mar 26 and original travel by 15 Apr 26

Rebook for travel on QR flight numbers only, new travel date up to 31 Mar 26 (outbound & inbound)

• On lowest available RBD

• Same O&D or alternates alternate airports either in the same country or within 750-mile TPM radius; rebook in same QR RBD (only for INVOL situations)

KEEP TICKET OPEN

• For original commencement of travel until 31 March 27

• Applies to both fully or partially unutilized tickets

• Rebooking fee waived regardless of original ticket conditions (including non-changeable fares)

• All other fare rules apply

REFUND TICKET

• Refund fee waived for tickets and EMDs regardless of original ticket conditions

• Unutilized ancillary services can be refunded even if associated ticket not cancelled

• No-show fees waived as per JWC standard policy

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

If original return flight date (inbound) outside of permitted travel period, new return date may be rebooked to date within the original length of stay, subject to T&Cs of selected option & within same seasonality.

