Qatar Airways - Tropical Storm Harvey Advisory

August 29, 2017

Dear Valued Trade Partner,

Due to the impact of Tropical Storm Harvey on the city of Houston, Texas, George Bush Intercontinental Airport (IAH) has been shut down until Thursday at noon, Central Time. As a result, Qatar Airways has had to cancel flights to and from Houston through Thursday, August 31, 2017. Impacted flights include:

- QR713 from Doha, Qatar, to Houston, Texas, USA (DOH-IAH) from 29 to 31 August, 2017 – Cancelled
- QR714 from Houston, Texas, USA, to Doha, Qatar, (IAH-DOH) from 29 to 31 August, 2017 – Cancelled

We apologize for any disruption to travel and we are working to ensure we are back to normal operations as quickly as possible. Below is our updated policy for passengers affected by these cancelations and they are encouraged to contact our dedicated Call Center team in Fort Lauderdale at:

- Reservations: +1-877-777-2827 or +1-954-745-0380
- Hearing Impaired Phone Number: +1-877-578-2757
- Fax: +1-877-387-0196
- Online callback option – please click here

In conjunction, our service team will be reaching out to all passengers scheduled to fly on the above flights to make alternative arrangements and our thoughts are with the people of Houston. We will continue to monitor the situation in Houston and will update you with any changes to our policy and operations.

It always has been, and continues to be, Qatar Airways primary objective to ensure the best possible customer service. We appreciate your choosing Qatar Airways and we are here to support any questions or concerns you may have.

Sincerely,
Commercial Policy

DOH IAH DOH (QR713/QR714 for 29 - 31 August, 2017 - cancelled)

Applicable only for valid e-tickets issued or prior to 28 August, 2017, on QR/157 or OAL stock or plate for customers holding confirmed reservations and are compliant to the conditions stipulated below. This policy also applies for customers holding two separate e-tickets issued on stock or plate of the same validating carrier; or two different validating carriers being members of oneworld.

Rebooking Options:

1. Max 1 Change permitted for the entire trip on both outbound and return travel segments and within the same transaction.
2. New Dates of Travel must be within 21 days of original ticketed date of travel. Routing change permitted to only Dallas-Fort Worth (DFW). Code-share flights are not permitted.
3. Gateway change is permitted for OAL and interline connections provided origin and destination remains the same.
4. Addition or change of interline feeder flight(s) within the same cabin is permitted, provided origin and destination remains the same.
5. Rebooking onto a code-share marketing flight number is not permitted. Use prime operating flight number at all times.
6. Permitted on same QR booking class or lowest available QR booking class within the same cabin.

Refund & Penalty Waivers:

1. Waiver permitted for booking change, no-show fee and refund fee.
2. Any applicable service fee in case of rebooking to be waived.
3. Refund of utilized coupon values permitted by issuing EMD "Good for refund" with FOP NONREF.
4. Refund permitted only for the unutilized coupon values to the original form of payment or by reissuing unutilized coupon values for an EMD "Good for further transportation."
5. Refund difference of fare in case of cabin class downgrade.
6. Refund any fare difference if the new fare post re-issue is lower than the original ticket value.

Other Important Notes and Considerations:

1. Rebooking into higher Cabin than ticketed is not permitted.
2. E-ticket to be annotated in ENDO BOX “INVOL DUE COMM REF 1004” Hurricane Harvey.
3. Service fee previously collected is non-refundable at all times.