

Airport Services

Checking In

Question - What time does online check-in open and close and can I check-in online?

Answer - Online check-in for flights from the U.S. opens 24 hours prior to departure. For flights to the U.S., the online check-in window opens 24 hours prior to departure from Doha. For all other flights, online check-in is available 48 hours to 90 minutes prior to the flight's departure. Additionally, the 48 hours to the 90-minute window should include your connecting flights. For more information on online check-in, please <http://www.qatarairways.com/global/en/checking-in.page> .

Question - What is online check-in?

Answer - This is a service from qatarairways.com allowing you to check in online, choose your seat, update your travel preferences and print your boarding pass. You can use this service from your home, office or from anywhere that has access to the internet. Online check-in will save time at the airport. Check-in via <https://www.qatarairways.com/en/mobile-app.html?iid=ALL50068890> and add your trip to enjoy exclusive features including My Trips, digital boarding pass and personalised notifications, or through this link <https://cki.qatarairways.com/cki/dashboard>

Question - When does the check-in counter close at the airport?

Answer - This may vary depending on your airport of departure. Check-in typically opens 3 hours prior to departure and closes one hour before departure. We recommend that you arrive at the airport three hours prior to departure.

Question - Can passengers who are part of a group booking check-in online?

Answer - Passengers travelling on a group fare will need to check-in at the airport.

Question - Who can use online check-in?

Answer - All customers who have a confirmed booking with Qatar Airways can use this service. Check-in via <https://www.qatarairways.com/en/mobile-app.html?iid=ALL50068890> and add your trip to enjoy exclusive features including My Trips, digital boarding pass, and personalised notifications, or check-in through this link - <https://cki.qatarairways.com/cki/dashboard> Note: Passengers travelling on a group fare will need to check-in at the airport.

Question - How do I get my boarding pass after checking in online?

Answer - Once you have checked in, you can either print your boarding pass, or send it to your mobile phone, or your email address. Add your trip and check in via <https://www.qatarairways.com/en/mobile-app.html?iid=ALL50068890> to enjoy exclusive features including My Trips, digital boarding pass, and personalised notifications, or check in through this link: <https://cki.qatarairways.com/cki/dashboard>

Question - Can I check in online and for which flights?

Answer - Online check-in is available for all Qatar Airways operated

flights. Online check-in for flights from the U.S. opens 24 hours prior to departure and check-in for flights to the U.S. opens 24 hours prior to departure from Doha. For all other flights, online check-in is available 48 hours to 90 minutes prior to the flight's departure. Additionally, the 48 hours to the 90-minute window should include your connecting flights. Add your trip and check-in via <https://www.qatarairways.com/en/mobile-app.html?iid=ALL50068890> to enjoy exclusive features including My Trips, digital boarding pass and personalised notifications, or check-in through this link <https://cki.qatarairways.com/cki/dashboard> For more information on online check-in, please <http://www.qatarairways.com/global/en/checking-in.page>.

Question - What documents do I need to use the online check-in service?

Answer - You will need the passport(s) of the traveling passengers as you may need to enter Advance Passenger Information (APIS) along with booking reference (PNR) or ticket number. If you have a requested for a wheelchair you will need to check-in at the airport. Check-in via <https://www.qatarairways.com/en/mobile-app.html?iid=ALL50068890> and add your trip to enjoy exclusive features including My Trips, digital boarding pass and personalised notifications, or check-in through this link <https://cki.qatarairways.com/cki/dashboard>

Question - How soon before my flight should I arrive at the airport?

Answer - It is recommended that you reach the airport three hours prior to your departure. Some airports could have different check-in times. Check-in via <https://www.qatarairways.com/en/mobile-app.html?iid=ALL50068890> and add your trip to enjoy exclusive features including My Trips, digital boarding pass and personalised notifications, or check-in through this link <https://cki.qatarairways.com/cki/dashboard>

Question - What if I fail to check in on time?

Answer - If you fail to check in on time, you may be refused for carriage on your flight. This is in the interest of maintaining Qatar Airways' on-time performance and to ensure those on the flight who have connecting flights can make it on time. Depending on your fare conditions, a failure to check in on time may also result in: The loss of the original fare value. You may be required to make a new booking and pay for a new ticket if you wish to travel, or Pay a change fee penalty plus any difference between the fare of your new booking and the original fare. Please visit this link for more details and clarification on conditions of carriage (Article 7 - Check-in) <https://www.qatarairways.com/en/legal/conditions-of-carriage.html>

Question - Why can't I see the details of one of the passengers travelling in the same booking as me?

Answer - For security reasons, we do not allow the details of passengers who have already checked in to be shown or edited.

Animal Transportation

Travelling with pets

Question - Can I travel with a pet?

Answer - Harmless, domesticated dogs, cats, and birds can travel as excess

baggage on the same flight from most countries. All other animals must be transported as cargo. Click <https://www.qatarairways.com/en-qa/help/faq.html#1003076-are-there-any-health-breed-or-age-restrictions> to see the details of restricted animal breeds. When connecting to a Qatar Airways flight from another airline, pets must travel separately as cargo and will not be accepted as excess baggage. Transporting animals is subject to local country regulations. For more information, contact your local Qatar Airways office, or visit <http://www.qrcargo.com/> for more information about transporting animals as cargo. For contact details of Qatar Airways cargo offices, please visit the link: <http://www.qrcargo.com/officeList?address> Qatar Airways also accepts service dog(s) in the passenger cabin on specific regulated routes (Please see Article 18 of the <https://www.qatarairways.com/en/legal/conditions-of-carriage.html>). Emotional support dogs do not qualify as service dogs and are not accepted in the cabin.

Question - How many pets can I travel with?

Answer - You may travel with one (1) falcon in cabin per passenger. There is a limit of six (6) falcons on narrow body aircraft and twelve (12) falcons on wide body aircraft allowed in the Economy Class cabin. You may also travel with one up to two (2) service dogs in the cabin per passenger. There is no limit to the number of pets that can travel as checked baggage, however there may be weight or space limitations based on aircraft type. Some countries don't allow the transport of animals as checked baggage. Please note that the transportation of animals is subject to local country regulations. Please ensure you allow sufficient time to check with the local authorities of your departing and arriving countries for their respective regulations and procedures for transporting animals. Also, when connecting to a Qatar Airways flight from another airline, pets must travel separately as cargo and will not be accepted as excess baggage.

Question - Can my service dog travel in the cabin with me?

Answer - Qatar Airways only permits the carriage of service dog(s) on Qatar Airways operated flights and on specific regulated routes (Please see Article 18 of the <https://www.qatarairways.com/en/legal/conditions-of-carriage.html>). All other categories of animals may be transported within the aircraft hold (AVI) after collection of the applicable charges. Where countries permit more than 1 dog to be carried in the cabin, there will be a limit of up to 2 dogs per passenger. Qatar Airways' procedure on its acceptance of live animals complies entirely with the IATA Live Animals Regulations, as well as with any additional government regulations required by the country of origin, transit and destination. Definition: A service animal is a dog, regardless of breed or type, which is individually trained to do work or perform tasks for the benefit of a qualified individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Emotional support dogs do not qualify as service dogs and are not accepted in the cabin. Documentation requirements: Passengers must have the health documentation and other certifications required by the destination country. Passengers traveling to and from the USA are required to complete the hardcopy or electronic version of DOT's "U.S. Department of Transportation Service Animal Air Transportation Form" as well as U.S. Department of Transportation Service Animal Relief Attestation" as a condition of transportation (for flights over 8 hours). <https://>

www.qatarairways.com/content/dam/documents/legal/DOT-Service-Animal-Air-Transportation-Form.pdf <https://www.qatarairways.com/content/dam/documents/legal/DOT-Service-Animal-Relief-Attestation-Form.pdf>

Containment: Service dogs must fit on their handler's lap or within its handler's foot space on the aircraft. The service dog must be harnessed, leashed or otherwise tethered while onboard our aircraft and while in transit at Hamad International Airport. Animals do not normally require additional feeding for fairly long periods. However, it is the responsibility of the accompanying owner to provide food and water for the animal. Care must be taken that the food and water containers are not overfilled in order to prevent spillage. We recommend the use of a safety harness for the dog for use during take-off, landing, or whenever the 'fasten seat belt' sign is illuminated.

Advance notice: Passengers must notify Qatar Airways at least 48 hours before departure.

Check-in: Passengers can check-in online. However, passengers checking in at the airport must check-in for the flight 1 hour prior to the standard time.

Proof that accompanying animal is a service dog: Provide evidence at the time of reservation or at the time of check-in at the airport that the accompanying dog is a service dog, fully trained and is at least four (4) months old (e.g. an identification card, other written documentation or tag) and other certifications by the service dog's licensed veterinarian and current vaccination record. For flights to and from the USA, a signed hard copy of the "U.S. Department of Transportation Service Animal Air Transportation Form" is required.

Flight-length restriction: Provide evidence that the accompanying dog will not need to relieve itself during the flight or that you can adequately manage the dog's waste without creating any health and sanitation issue on the flight. You must bring whatever absorbent or other material required for this purpose. We encourage you to prepare the dog for the flight by exercising the dog and limiting its fluid intake before the flight.

For flights to and from the USA, passengers must provide the form "U.S. Department of Transportation Service Animal Relief Attestation" as a condition of transportation.

Age and weight restrictions: Some age restrictions may apply for travel to a certain destination. There is no weight restriction. The service dog, however, cannot be seated where it may obstruct aisle or emergency exit area or affect leg space in front of the passenger sitting next to you. If your service dog cannot be accommodated at your seat location then we will offer you another seat if available on the aircraft.

More information: For more information depending on your origin and destination, please refer to the travel information at this link: <https://www.qatarairways.com/en/visa-and-passport-requirements.html>

For enquiries contact your local offices, contact details can be found in the following link: <https://www.qatarairways.com/en/worldwide-offices.html>

Question - How much does it cost to travel with my pet?

Answer - Service dogs can be transported in the cabin free of charge when travelling on specific routes. The cost to transport falcons in the Economy Class cabin and animals in the hold can be found in the link below <https://www.qatarairways.com/en/baggage/excess.html>. Please note that transporting animals is subject to local country regulations. Please contact your local Qatar Airways office for queries relating to the carriage of pets. When connecting to a Qatar Airways flight from another airline, pets must travel separately as cargo and will not be accepted as excess baggage. To send your pet as cargo, please contact Qatar Airways Cargo at <http://www.qrcargo.com/> for

rates and additional information. For information on excess baggage rates click below <https://www.qatarairways.com/en/baggage/excess.html> For contact details of Qatar Airways cargo offices, please visit the link below [http://www.qrcargo.com/officeList?](http://www.qrcargo.com/officeList?address)

Question - Are there any health, breed, or age restrictions?

Answer - For the safety of the animal, Qatar Airways does not accept certain breeds of domestic dogs and cats that cannot maintain a normal body temperature and are therefore susceptible to an increased risk of heat stroke. These include: The following breeds of Cats and mixes will not be accepted for carriage on Qatar Airways including all snub or pug-nosed. Exotic Persian Shirazi The following breeds of Dogs and mixes will not be accepted for carriage on Qatar Airways including all snub or pug-nosed. Affenpinscher Boston Terrier Boxer Brussels Griffon English/British Bull Dog French Bull Dog French Terrier Greyhound dogs with the exception of pets (No more than two greyhound dogs can be booked as pets) Japanese Chin King Charles Spaniel Neapolitan mastiff Pekingese Pug (all breeds) Shih Tzu The below list of dogs can be accepted only when carried as Cargo on Qatar Airways and all requirements are in compliance with the IATA Live Animal Regulations (LAR) container requirement 82. American Bull Dog American Pit Bull Terrier American Staffordshire Bull Terrier Bull Mastiff (English Mastiff) Bull Terrier Cane Corso Chow Chow Dogo Argentino English Mastiff Pitbull Presa Canario Staffordshire Bull Terrier Dogue De Bordeaux (French Mastiff) Shar Pei Valley Terrier American Bully Note: For the carriage of cats and dogs, we recommend that you obtain a veterinary certificate certifying that the animal does not fall within any of the above categories. We also will not accept: Primates that are being carried for research purposes Animals younger than twelve (12) weeks. Note: Puppies and kittens younger than 7 months old are not acceptable if destined to Qatar. Fragile / weak animals Female animals with suckling young – carriage will only be permitted on the basis of a veterinary certificate stating that both mother and young are fit to travel Cats or dogs which are more than six (6) weeks pregnant - carriage will only be accepted if a veterinary certificate certifies that the animal is fit to travel and there is no risk of birth during the journey Certain breeds of dogs and cat (such as snub-nosed breeds) as they are susceptible to increased risk of heat stroke when exposed to temperatures above 21 degrees Centigrade, or when under stress. Rodents such as mice, rats, marmots, and rabbits are not allowed as excess baggage. Such animals must be transported as cargo. Further requirements and restrictions may apply per country. If you are planning to travel with a pet, <https://www.qatarairways.com/en/visa-and-passport-requirements.html> to check local country regulations before booking. For the safety and comfort of the animal, we recommend transporting your pet as cargo during the hotter months (May-October). For information on excess baggage rates click below <https://www.qatarairways.com/en/baggage/excess.html>

Question - How do I transport pets or livestock?

Answer - Harmless, domesticated dogs, cats and birds can be transported as checked baggage, from most countries, if customers wish to travel on the same flight. All other animals and livestock must be transported as cargo. For further details on carriage of livestock, tropical fish, small mammals, and birds, contact your nearest

Qatar Airways Cargo office or visit <http://www.qrcargo.com/> .For information on excess baggage rates click below <https://www.qatarairways.com/en/baggage/excess.html> For contact details of Qatar Airways cargo offices, please visit the link below <http://www.qrcargo.com/officeList?address>

Question - Where can we submit a request for carriage of pets?

Answer - You can now fill in an online form to submit a request for carriage of pets, <https://www.qatarairways.com/en-qa/help.html?iid=ALL75199970#avih>

Question - Can my pet travel in the cabin with me?

Answer - No. With the exceptions of falcons and service dogs travelling on specific routes, no animals are allowed in the cabin.For information on excess baggage rates, click the link below <https://www.qatarairways.com/en/baggage/excess.html>

Question - What kind of travel container should I have for my pet?

Answer - The container must have ventilation openings, must also be of an adequate size, suitable design and of sufficient strength to prevent escape. For the animal's wellbeing, Qatar Airways reserves the right to refuse carriage for any animal if the container is too small.The container must also be leakproof and the container floor must be covered with absorbent material e.g. newspapers, shredded paper, etc. You must supply food and water for the animal in the travelling container or kennel. Container size:Containers must be large enough to allow the animal to stand in a natural position, turn around easily and lie down in a natural manner at all times. Use the below method to determine the minimum dimensions required for your container or kennel. Measure A (from the tip of the nose to the base/root of the tail)Measure B (height from the ground to elbow joint)Measure C (width across shoulders or the widest point, whichever is greater)Measure D (height of the animal in natural standing position from top of the head or the ear tip to the floor, whichever is higher)Length = measurement of A + 1/2 BWidth = measurement of C x 2Height = measurement of E = D + bedding Feeding containers:Container(s) MUST be present and affixed within the shipping container with provision to fill it from the outside that does not require the opening of the shipping container, which may lead to potential escape of the animal. Food containers must be present either within the container, if sealed or attached to. Multiple pets in a single container:Multiple pets may share the same container provided the below requirements are met.Maximum of two adult animals of comparable size up to 14 kg each, that are compatible, may be shipped in the same container. Animals over that size must travel individually.Animals up to six months old from the same litter up to 14 kg each, up to a maximum quantity of three, may be shipped in the same container compartment.

Question - Will it be possible to access my pet during our transfer in Doha?

Answer - During your transfer in Doha our ground staff will make sure that:Animals are allowed out of their kennels to walk and stretch.Animals are observed for signs of sickness and stress.Kennels are cleaned.Dogs are walked.Animals are provided a larger, more comfortable kennel during transit.Food (if not provided by owner) is provided every 3-4 hours and only up to 2 hours before departure.Water is

changed every hour. You are responsible for providing enough food and water for your pet's journey in the travelling container or kennel as you will not be able to access your pet during the journey.

Question - Will Qatar Airways provide food and water for my pet?

Answer - You are responsible for providing enough food and water for your animal's journey. However, if your journey includes a transit in Doha, our ground services team will care for your animal by providing food and fresh water.

Beyond Business

Account Cancellation

Question - Who may cancel Beyond Business by Qatar Airways membership?

Answer - A member may terminate the membership at any time by submitting an email to <mailto:beyondbusiness@qatarairways.com.qa> or by contacting the support team. Upon receipt of the request, Qatar Airways will close the account and forfeit all the member's accrued earnings, including unused Award tickets. Qatar Airways may at its sole and absolute discretion terminate the account at any time without assigning any reason or incurring any liability whatsoever.

Question - Can a terminated Beyond Business by Qatar Airways account be reactivated?

Answer - No. Terminated accounts cannot be reactivated. A new enrolment has to be submitted.

Account Management

Question - Is a One Time Password (OTP) required during initial log-in?

Answer - Yes. During log-in, One Time Password (OTP) will be sent to the email registered in the program.

Question - How can a member access Beyond Business by Qatar Airways account information such as Qrewards balance and expiry?

Answer - Post log-in to the Beyond Business portal, the Company Principal or Program Administrator can check the statement and print or email the details.

Question - What is the registered employee list?

Answer - The list of travelling employees where the Beyond Business by Qatar Airways member is eligible to earn Qrewards from retro-claimed tickets. This is also required for allocation of soft dollar benefits such as lounge access and QR privilege club tier match. The list can easily be edited in the account portal by the Company Principal or Program Administrator.

Question - Who can manage a Beyond Business by Qatar Airways account?

Answer - The Company Principal has full control of the account and acts as the authorizer responsible for assigning a legitimate company employee as Program Administrator. The Program Administrator is the company's main point of contact and has the following roles: Nominates and maintains the list of registered

employeesNominates and maintains the list of registered travel agentsCreates bookings and monitors the company's earningManages redemption on behalf of the company

Question - What is an account portal?

Answer - The account portal is a self-service tool to manage the company's participation in Beyond Business by Qatar Airways. All registered contacts of the SME member are provided with individual log-in credentials to access the account portal.

Question - What are the requirements to log-in to Beyond Business by Qatar Airways account?

Answer - The Company Principal or Program Administrator should log-in to the Beyond Business portal using each individually nominated email id and password.

Question - Can a member appoint a Travel Agent representative as Company Principal or Program Administrator of Beyond Business program?

Answer - No, only legitimate company employees can hold the above positions.

Earning Qrewards

Question - How long before retro-claimed Qrewards are credited?

Answer - Retro-claimed Qrewards are credited to the account within 7 days after approval.

Question - Can I collect points in my Frequent Flyer Program as well as Qrewards?

Answer - Yes, employees travelling within the Beyond Business program continue to earn points for themselves as well as Qrewards for their company.

Question - Is there a way to claim missing Qrewards?

Answer - Yes. Eligible tickets which did not earn Qrewards automatically may be retro-claimed subject to approval. Request should be submitted post log-in to the account portal in the Claim Missing Qrewards menu. Note: Following tickets are not allowed for retro-claim
Flown tickets issued for employees not listed in the account portal.
Flown tickets issued on non-eligible fares mentioned in the terms and conditions.
Tickets flown more than 90 days during submission
Flown tickets issued on Marine fares
Tickets issued on block space

Question - Can I earn Qrewards on strategic airline partners with Qatar Airways?

Answer - You can now earn Qrewards when you book and fly with our strategic partners on the flights below*. Flight Number Origin Destination Operating Airline
QR4990 KULDOHMHQR4991DOHKULMHQR4992KULDOHMHQR4993DOHKULMHQR4566DOHCMNATQR4567DOHCMNATQR4634MCTDOHWYQR4635DOHMCTWYQR4632MCTDOHWYQR4633DOHMCTWYQR4636MCTDOHWYQR4637DOHMCTWYQR4777HYDDOH6EQR4776DOHHYD6EQR4771DELDOH6EQR4783COKDOH6EQR4782DOHCOK6EQR4773BOMDOH6EQR4775HYDDOH6EQR4774DOHHYD6EQR4770DOHBO

M6EQR4786DOHBLR6EQR4787BLRDOH6EQR4778DOHHYD6EQR4779HYDDOH6EQR4781DELDOH6EQR4780DOHDEL6EQR4791BOMDOH6EQR4792DOHBOM6EQR4790DOHDEL6EQR4789MAADOH6EQR4788DOHMAA6EQR6121HELDOHAYQR6122DOHHELAYQR6123ARNDOHAYQR6124DOHARNAYQR6125CPHDOHAYQR6126DOHCPHAY*Terms and conditions apply. Partners include but are not limited to MH/AT/WY/6E/AY. You need to book the flight and route with a Qatar Airways flight number, not the partner flight number, to be eligible for the rewards.

Question - How will the ticket issuing office insert the membership number in the booking to automatically earn Qrewards?

Answer - Bookings created online post log-in to the account portal will automatically update the membership number in the flight booking. Bookings created in the qatarairways.com internet booking facility will require member to update the membership number in dedicated field in the booking flow. The Travel Agent/QR City Ticket Office/QR Contact Centre agent has to update the Membership number in the Other Special Instruction (OSI) field of the PNR (Passenger Name Record). Sample entries per Computerized Reservation System (CRS) used: Amadeus - OS QR DC/ Membership number Galileo - SI.QR*DC/ Membership number Sabre/Abacus - 3OSI QR DC/ Membership number Worldspan - 3OSI QR DC/ Membership number Travelsky - OSI QR DC/ Membership number

Question - How does my company earn Qrewards?

Answer - Qrewards are earned on all eligible flights booked for travelling employees. Bookings can be done post log-in to account portal, through qatarairways.com, Travel Agent(s) or Qatar Airways City Ticket Office(s)/Contact Centres.

Question - Can I submit the tickets to QR City Ticket Office or Contact Centre to claim the missing Qrewards?

Answer - No. Submission of tickets for retro-claim can only be done post log-in to the account portal.

Question - Are all tickets issued on Qatar Airways document (starting with 157) eligible to earn Qrewards?

Answer - Qrewards are earned based on the following criteria: Ticket must be flown after the membership number is assigned. Ticket must comply with the ticket eligibility criteria outlined in the <https://www.qatarairways.com/en/corporate-travel/beyond-business/terms-and-conditions.html>.

Question - How many Qrewards will I earn?

Answer - The Qrewards you earn are based on your travel spend and your tier level. When you join, you will enter the Elevate tier and earn a minimum of 1 Qreward for every USD1 spent. As you progress through the tiers you will earn extra Qrewards for every USD1 spent. Beyond Business by Qatar Airways members may also earn extra Qrewards with certain promotions and by booking flights on qatarairways.com

Question - How are Qrewards computed against paid fare?

Answer - Beyond Business accounts will earn Qrewards based solely on the USD revenue spent on the fare of the ticket. Only Government taxes are excluded from earning.

Question - When are Qrewards credited to my Beyond Business by Qatar Airways account?

Answer - Qrewards are automatically credited within 7 days of the flown date.

Enrolment

Question - Are Travel Management Companies and Travel Agencies allowed to apply for Beyond Business by Qatar Airways?

Answer - No. Travel Management Companies and Travel Agencies are strictly prohibited from applying for the program.

Question - How long will it take before an application is approved?

Answer - Applications are approved in real-time. Once an application form is successfully submitted and the Company Principal's email is verified, account portal log-in details and membership number will be sent. Note: Further account eligibility checks are performed after account activation. Qatar Airways reserves the right to disqualify the company and de-activate account if the application is subsequently deemed non-eligible.

Question - Can a company with an existing corporate account enroll to Beyond Business by Qatar Airways?

Answer - No. A company should maintain one (1) corporate membership only.

Question - Can a company apply for Beyond Business by Qatar Airways account in a country other than where it is registered?

Answer - No. A company may only apply for Beyond Business by Qatar Airways account in a country where the registration/license has been issued. The company must provide proof of registration during sign-up, either by a country-specific business registration ID or certificate.

Question - What is a Membership Number?

Answer - Membership Number is a unique code provided to the member that allows Qrewards to be earned during booking.

Question - How to enroll in Beyond Business by Qatar Airways?

Answer - Simply log-in to <http://www.qatarairways.com/beyondbusiness> and complete the online application form.

Question - When does the membership to Beyond Business by Qatar Airways start?

Answer - Membership to Beyond Business by Qatar Airways starts upon assignment of the Membership Number.

Question - Is there a sign-up fee for joining Beyond Business by Qatar Airways?

Answer - No, membership is free of cost.

Question - Is enrolment open for all types of businesses?

Answer - Enrolment is open for Small and Medium Enterprises.

Managing Beyond Business Award Tickets

Question - What are the fare rules of the Beyond Business award redemption ticket?

Answer - Fare rules of a Beyond Business award redemption ticket is similar to a revenue ticket except for the following: For involuntary downgrade/down sell and reroute resulting to residual amount, member will be asked to refund the ticket and redeem a new ticket. Partially used ticket may only be rebooked for the same route. Refund/reroute is not permitted.

Question - Is multi-city redemption permitted for Beyond Business tickets?

Answer - Yes.

Question - Can a Beyond Business member earn Qrewards from an award redemption ticket?

Answer - No. Redemption ticket will not earn the member any Qreward.

Question - If there is a change in travel plan, where can a member submit the request?

Answer - Award ticket maybe changed and cancelled post log-in to the member account portal. Qatar Airways Sales Office, Contact Centres or travel agents are not allowed to change or cancel a Beyond Business award ticket.

Question - Can I use qatarairways.com "Manage Booking" for a Beyond Business award ticket?

Answer - Yes. Terms and conditions of the feature apply. The same feature is also available post log-in to account portal.

Redeeming Qrewards

Question - Is it possible to use Qrewards to redeem for Qatar Airways partner airlines'/One World carriers' operated flights?

Answer - Qrewards can only be redeemed for flights in which Qatar Airways is the operating and validating carrier.

Question - Can a member redeem the Qrewards for a child or infant passenger?

Answer - No. Award ticket is only issued for adult passenger.

Question - What can I spend my Qrewards on?

Answer - Qrewards can be used to redeem any Qatar Airways flights at any time. Simply log-in to the account portal to view your balance and purchase any ticket.

Question - How long are Qrewards valid for?

Answer - Qrewards earned in the current year are valid for redemption until the end of the following calendar year. After this period, Qrewards earned and not used will be deleted from the member's account. Example: Qrewards earned from January – December 2019 can be redeemed until December 31, 2020

Question - What can I do if I didn't receive the electronic award ticket in my email after a successful redemption?

Answer - While logged-in in your account portal, you may reach our contact centre.

Question - Are Qrewards transferable?

Answer - No, they cannot be transferred between accounts.

Question - Can a Beyond Business award ticket redemption be paid in full using Qrewards?

Answer - Qrewards can be used to pay for the base fare, taxes and fuel surcharge. However, Qrewards cannot be used to pay government taxes.

Question - When can I start spending my Qrewards?

Answer - You can start redeeming Qrewards once you have reached \$5,000 of spend with Qatar Airways within a 1 year period.

Question - How are Qrewards redeemed?

Answer - The Company Principal or Program Administrator may redeem Qrewards post log-in to the account portal.

Booking and managing a reservation

Booking Online

Question - Why does the website not allow me to check in online during the check-in time?

Answer - Online check-in for flights from the U.S. opens 24 hours prior to departure. For flights to the U.S., the online check-in window opens 24 hours prior to departure from Doha. For all other flights, online check-in is available 48 hours to 90 minutes prior to the flight's departure. Additionally, the 48 hours to the 90-minute window should include your connecting flights. Please note that if your first flight segment is not operated by Qatar Airways or if a wheelchair is booked for your journey, you will not be able to check-in online and will have to complete the check-in at the airport. Click the link below to check-in online: <https://cki.qatarairways.com/cki/dashboard>

Question - I am travelling with an infant; can I make an infant booking online too?

Answer - Yes. Qatar Airways allows you to book your flights with infant(s) on <https://www.qatarairways.com/en/homepage.html> or the mobile application. An adult must be part of the booking when making the reservation. In case you have an existing booking and would like to add an infant, please contact your local <https://www.qatarairways.com/en/help.html>. At the time of departure for each flight during the course of the journey, infants must be older than 7 days and younger than 2 years old. If the infant turns 2 during the course of your journey, you will need to book a child fare ticket for the entire journey, if you are booking online. Infants below 2 years travel without a seat, however if you wish to book a seat, you will need to purchase a child fare ticket for your infant. Alternatively, you may visit your nearest Qatar Airways ticketing office to book the ticket. You may either purchase a child fare ticket for the entire journey, or purchase two separate tickets i.e. an infant fare ticket for the commencement of the journey and a child fare ticket for the return/onward journey.

Question - Will infants get a bassinet? What if bassinet seats are not available, can I still travel with an infant?

Answer - Infants less than 2 years old, are not required to have their own seats. Please note that the bassinet request is applicable only to Qatar Airways flights and is subject to availability on the day of the flight. Please contact your local Qatar Airways office to request a bassinet seat in advance. In such cases where a bassinet is not available, you will have to travel with the infant on your lap. Infants (up to 11 kgs) who do not fit the bassinet size are required to travel on the lap of the accompanying adult passenger. Only one infant is allowed per adult passenger. Bassinets are not available in the First Class cabin on-board the Airbus 380. To check availability of a Bassinet position seat on a specific aircraft and within a particular cabin, please contact the nearest Qatar Airways office. <http://www.qatarairways.com/global/en/contact-us.page>

Question - I am travelling with a child; can I make a child booking online too?

Answer - Yes. Qatar Airways allows you to book your flights with children on qatarairways.com or the mobile application, however, an adult must be part of the booking when making the reservation. Please <https://www.qatarairways.com/en/help.html> if you have an existing booking and want to add a child. To avail of the unaccompanied minor service, an adult fare must be purchased for the child. Please <https://www.qatarairways.com/en/worldwide-offices.html> to book the flight and the service. <https://www.qatarairways.com/en/family.html>

Question - Can I check on flight schedules for other airlines?

Answer - We are only able to provide flight schedules for Qatar Airways, code-share or marketing agreement flights. Please contact the other airlines directly if you require their flight schedule information.

Question - I am travelling with an infant, can I book a seat with the bassinet facility online?

Answer - Yes, the passenger with the infant associated can book a seat with the bassinet facility online. However the co-passengers may not be able to book seats

in the same row as these seats are blocked and can be assigned by check-in staff at the airport. Click the link below to Manage Booking (you will require PNR/ticket number/ Privilege Club number and passenger's last name) <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml>

Question - Which partner airlines do you support in your interline bookings?

Answer - We do not exclude any airlines from our interline bookings. However, we take into consideration connection times between our flights and the partner airlines when providing flight options to our customers. We may also take into account agreements with partner airlines, which allow us to offer more competitive fares to our customers.

Question - Can I book multiple destinations with stopovers on qatarairways.com?

Answer - Yes. You can make a 'Multi-city' booking with stopovers on qatarairways.com. A stopover is a break in the journey for more than 24 hours in one of the cities that you pass through on your itinerary. You can select a maximum of six flights and 4 cities. You can also select cities operated by our partner airlines to make your stopover. Please click on the 'Multi-city' link on the 'Book a flight' tab from the homepage.

Question - Why am I being offered flights on other airlines?

Answer - Qatar Airways has agreements with other airlines allowing us to offer their flights to our customers. When that happens, it is termed as an interline booking. Interline booking allows Qatar Airways to offer flights to more cities, and provide more flight options to our customers.

Question - I am accompanying an infant. Will I get a bassinet seat?

Answer - Each bassinet point is attached to a bassinet seat. If your infant gets a bassinet then the adult accompanying the infant will also get a bassinet seat. Bassinet seats are usually 'bulkhead seats' and come with extra legroom. If bassinet seats are not available, then the passenger will be given a choice to select other seats. Please contact your <http://www.qatarairways.com/global/en/contact-us.page> Qatar Airways office to book your bassinet seat.

Question - Can I book a flight into one city and depart from another city?

Answer - Yes, we are pleased to offer 'Multi-city' bookings that allow customers to book their outbound destination to one city and depart from another city to return. For example, you can choose to travel from Doha to Washington and return from Houston to Doha. The return journey can be from a different city but it must be within the same region. Please note that you would have to make your own travel arrangements for transport between the cities. Please click on the 'Multi-city' link on the 'Book a flight' tab from the homepage of qatarairways.com to book your multi-city journey.

Question - How can I request a special meal online?

Answer - You can select or change your meal preferences at least 24 hours

before the departure time of your flight. Please use this link to retrieve your booking and request your meal preference. <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> To know more about our special meals menu, please visit our website <https://www.qatarairways.com/en/services-special/special-meals.html>

Question - What is a codeshare flight?

Answer - A code-share flight is a flight that is marketed by one carrier and operated by another. Qatar Airways is able to offer code-share flights to our customers as a result of agreements made with our partner airlines to offer seats on their flights.

Question - Where can I find the fare rules and conditions when making an online booking?

Answer - Fare rules can be found on the flights page during online booking. Once you are presented with the available fares for your flight, click on the price you will see a summary of the fare rules under each category of fare. Once you click on "Select" to select the fare you will purchase, click on "Fare Rules" which will give you the detailed fare rules for the itinerary selected. It is always advisable to read the detailed fare rules to be aware of the rules attached to your ticket.

Question - Why am I unable to update/amend my personal details on the website?

Answer - The passenger names on the ticket cannot be changed after the booking is made. If you are unable to amend other details such as date of birth, contact details and frequent flyer number, this may be due to reasons beyond Qatar Airways' control such as internet connection or cookies in your PC's temporary files. You will need to: Clear your internet browsing history Clear your internet cache Delete your internet cookies Delete your temporary internet folder files. If the above does not work, we suggest that you use a different browser (Mozilla or Google Chrome) or restart your system to continue accessing [qatarairways.com](https://www.qatarairways.com).

Question - Is verification required for online credit card payments?

Answer - In some cases, itineraries paid by credit cards may require the card holder to provide additional payment verification upon request from Qatar Airways. To check whether you need to provide additional payment verification information, please check the email address used at the time of booking, or retrieve your booking in 'Manage a booking'.

Question - What type of meals am I able to book online?

Answer - Customers booking online can request a meal during their booking. Types of meals offered can be found in the following link <https://www.qatarairways.com/en/services-special/special-meals.html> A full list of meals that can be requested will be displayed while booking online. This information is available on the passenger details page. All food items served on board Qatar Airways are prepared according to Islamic principles. Click the link below to Manage Booking to select meal preferences <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml>

Question - How do I change or cancel my flight reservation?

Answer - You can change your travel date or destination or refund the unutilised value of your ticket to the original form of payment online. <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml?> to make changes to your booking. If your ticket cannot be changed online, we suggest you contact the nearest <https://www.qatarairways.com/en/help.html>. Note for flights from/to the US: Bookings made for flights to or from the US can be held for 24 hours without payment. Once payment received and the ticket is issued, standard fare rules apply.

Question - What is the maximum number of Infants that can be booked online?

Answer - Each infant must travel with a separate adult. Hence number of infant travellers cannot be more than the adult travellers that are allowed in one booking on qatarairways.com. Infants are not permitted to travel with unaccompanied minors, minors, and children. If you are a single adult passenger who is travelling with more than one infant, then please contact your local <http://www.qatarairways.com/global/en/contact-us.page> office for booking assistance.

Question - Is my credit card information secure?

Answer - Yes, your credit card information is secure. To maintain the accuracy of the data, as well as to prevent unauthorised access and ensure the correct use of the data, we have carried out appropriate physical, electronic and managerial measures to safeguard and secure the data we collect online.

Question - Why does the website not allow me to complete the payment process while booking a ticket?

Answer - Check if you are paying with an acceptable method of payment as per the country of departure. Please refer to the attached link for all payment options available by country <https://www.qatarairways.com/en/payment-options.html> If you are facing an error while trying to pay online please contact Qatar Airways contact centres.

Question - Who does Qatar Airways operate codeshare flights with?

Answer - For a list of our code-share partners visit the link below <https://www.qatarairways.com/en/partners-codeshare.html>

Question - How can I use my credit card to book a ticket for someone else?

Answer - You can book and pay for the ticket through our online booking engine at qatarairways.com or through our local reservation offices or contact centres. Please make sure you enter the cardholder's information (name, email address, etc.) correctly because Qatar Airways may contact the cardholder to submit additional information online to confirm the payment and the cardholder may be required to present the credit card during check-in. For more information on terms & conditions of paying by credit card please visit the link below <https://www.qatarairways.com/en/legal.html> (click on "Paying by credit card") Please check the FAQs on Payment Verification for more information on this topic.

Question - Can I return to a different city from where I started?

Answer - Yes, you can return to a different city from where you started your journey. You can make this type of booking by clicking on the 'Multi-city' link on the 'Book a flight' tab from the homepage of <https://www.qatarairways.com/en/homepage.html>.

Question - Can I change my seat and meal preferences after completing my online booking?

Answer - Yes, you can select or change your meal preferences as well as modifying your seat selection. You can change your selected seat anytime (subject to availability), while you can submit your special meal request at least 48 hours before the departure time of your flight. Please use this link to retrieve your booking and submit your requests <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> To know more about our special meals menu, please visit our website <https://www.qatarairways.com/en/services-special.html>

Question - What does a scam email alert for booking confirmations look like?

Answer - It has been reported that some customers have received fraudulent emails that appear to be from Qatar Airways and refer to booking confirmations. These emails typically ask the recipient to click on a link to print or cancel the booking. How you can recognize phishing scams or online fraud? There are a few clues that can help our customers identify fraudulent email messages (also known as phishing scams). What does a phishing email look like?

Phishing emails are intended to steal your personal data. The email will typically prompt you for personal data or direct you to a website to log into your account.

Emails might appear to come from Qatar Airways or Privilege Club. The email address could even appear to be from a [qatarairways.com](https://www.qatarairways.com) or [qmiles.com](https://www.qmiles.com) address.

Emails might appear to be from someone you know.

They might include official-looking Qatar Airways or Privilege Club logos and other information taken directly from [qatarairways.com](https://www.qatarairways.com) or [qmiles.com](https://www.qmiles.com). Phishing emails might include convincing details about your personal information that the scammer found on your social networking page(s).

They might include links to spoofed websites where you are asked to provide your account login details. The spoofed website might look similar to a website from Qatar Airways or Privilege Club.

What you can do to protect yourself from online fraud:

Be cautious of phishing websites that appear similar to the official Qatar Airways website and to exercise caution in sharing your personal details online.

Exercise discretion when revealing personal data to unverified sources.

Verify any suspicious emails or phone calls directly with the business and, if necessary, lodge a police report immediately.

Not interact with any suspicious emails; we advise you not to click any links within them, not to reply to them, and not to share any further information with their sender. You may also safely and permanently delete these type of emails.

Before clicking on a link in the email, verify that the website address displayed matches the actual link and is not a "masked" website.

Ensure that your browser has opened a genuine qatarairways.com or qmiles.com website address. Online fraudsters or scammers often use web addresses that closely resemble the name of a well-known company but are slightly altered by adding, omitting or transposing letters.

We take cyber-security very seriously and direct your attention to the following information which may be useful:

In Qatar, report cyber-crimes to <mailto:cccc@moi.gov.qa> or call the hotline on +974 6681 5757

For more information visit the Ministry of Interior website at:

<https://www.moi.gov.qa/site/english/news/2014/08/19/32615.html>

Question - Where does Qatar Airways fly to?

Answer - All the destinations Qatar Airways flies to can be found in the link below <https://www.qatarairways.com/en-qa/discover.html>

Question - Why are there no special internet fares for my itinerary?

Answer - Internet fares can be found on popular itineraries and promotional routes. There may be several reasons why you are unable to obtain a special internet fare for your itinerary: No special internet fare has been filed for that itinerary Seats for special internet fares have been sold out The travel date is not within the duration specified for promotional fares

Question - Is my information protected?

Answer - To maintain the accuracy of the data, as well as preventing unauthorized access and ensuring correct use of the data, we have carried out appropriate physical, electronic and managerial measures to safeguard and secure the data we collect online. To make a formal request on data privacy matters with Qatar Airways please fill up and submit the Subject Access Request form in the following link <https://www.qatarairways.com/en/subject-access-request-form.html>

Question - Why am I unable to see the name of my destination in the drop-down?

Answer - This may be due to reasons beyond Qatar Airways' control such as internet connection or cookies in your PC's temporary files. You will need to: Clear your internet browsing history Clear your internet cache Delete your internet cookies Delete your temporary internet folder files. If the above does not work, we suggest that you use a different browser (Mozilla or Google Chrome) or restart your system to continue accessing qatarairways.com. All the destinations Qatar Airways flies to can be found in the link below <https://www.qatarairways.com/en-qa/discover.html>

Question - What happens if I cannot present the credit card upon check-in?

Answer - If your booking requires a payment verification and the credit card or debit card used for the booking is not presented for verification at the airport at the time of check-in, passengers may not be allowed to check in and you will be asked to purchase a new ticket using a different credit/debit card. You may apply for a refund of

the original ticket.

Question - Do you have any restrictions for online bookings?

Answer - Advance purchase restrictions may apply, depending on your departure city and destination. These restrictions will be shown when you start your search. Also, flights to some destinations cannot be booked online

Question - Are there any conditions for making an interline booking?

Answer - You can make an interline booking on a Qatar Airways ticket (starting with 157) however your itinerary must consist of at least one Qatar Airways flight.

Question - If I want to book my meals, how much advance notice do I have to give?

Answer - Online meal requests are available for most meals up to 24 hours prior to flight departure. Customers booking online can request a meal during their booking. Types of meals offered can be found in the following link <https://www.qatarairways.com/en/services-special/special-meals.html> All food items served on board Qatar Airways are prepared according to Islamic principles.

Question - Some flights are not displayed for booking. Why is that so?

Answer - Only flights with seats available in the selected travel class are displayed. Some flights may not have seats in the travel class you have selected, or, all classes could be sold out. Flight availability changes dynamically as seats are purchased or cancelled by passengers.

Manage a booking

Question - Which forms of payment are accepted for changing my booking?

Answer - The payment options available for changing a booking and purchasing a booking are the same and may vary per country. Please refer to the attached link for all payment options available by country <https://www.qatarairways.com/en/payment-options.html>

Question - Can I upgrade my booking to a higher cabin class?

Answer - Yes. Upgrades to a higher cabin class are allowed, subject to the terms and conditions of the original booking. Explore the many ways to upgrade your upcoming booking by visiting our <https://www.qatarairways.com/en-qa/upgrade.html> .

Question - What can I do under Manage Booking?

Answer - With Manage a Booking, you can: View, print out and e-mail your itinerary and ticket Change your booking date, time, cabin class, and fare class Edit your frequent flyer number and contact details Select your seat Cancel your booking/Refund request Request services including special meals or disability assistance Rent a car, book a hotel, purchase excess baggage, arrange for meet & assist service in Doha, book lounge access pass Click the link below to Manage Booking (you will require PNR/ ticket number/Privilege Club number and passenger's last name) <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml>

Question - Can I earn the same amount of Avios or other frequent flyer Avios if I change my booking?

Answer - Mileage accumulation is subject to the fare and cabin class of the new booking. For specific Privilege Club promotions, terms and conditions may apply. Please refer to the the Avios earning chart in the link below <https://www.qatarairways.com/en/Privilege-Club/earn-avios/avios-earn-chart.html> Calculate your Avios by clicking on the link below <https://www.qatarairways.com/en/Privilege-Club/qcalculator.html>

Question - How do I cancel my booking?

Answer - For bookings made at qatarairways.com, on the Qatar Airways mobile app, or at a Qatar Airways sales office (in-person or over the phone), you can request a cancellation or refund online by retrieving your booking in <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> . If you booked through a third party such as a travel agent or other airline, please contact the agent/office where you booked your ticket in order to request a cancellation or refund.

Question - Can I change an on hold booking before paying for it?

Answer - No. On hold bookings are not eligible for changes. You must complete payment and confirm your booking to change a booking that has been put on hold.

Question - Can I make changes on my booking even if I miss my flight?

Answer - No, in the event you do not show up for your flight, your booking will be canceled and you will have to contact the nearest Qatar Airways reservation office or customer contact center for assistance. Subject to the ticket fare rules and conditions. If you have booked your ticket through a travel agency, Please contact your agent directly.

Question - How far in advance can I change my booking?

Answer - Changes can be made from the time a booking is ticketed. If the changes are made within 3 hours prior to departure time, the no show fee will be applicable. To make change to your booking, visit <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml>

Question - How can I change my booking online?

Answer - If your booking is eligible for changes, you can access your booking through Manage Booking and click 'Change flight' or 'Change flight dates' under the 'Manage flight' menu. Click the link below to manage your booking (you will require PNR/ticket number/Privilege Club number and passenger's last name) <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml>

Question - How many times can I change my booking?

Answer - Changes can be made as often as your ticket fare rules permit. Please refer to your ticket copy for the fare rules attached to your booking. <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> to make changes to your

booking.

Question - Can I change my booking after it is confirmed?

Answer - Yes. Confirmed bookings are eligible for changes unless otherwise stated in the fare terms and conditions. Bookings made through qatarairways.com, Qatar Airways ticketing offices and Qatar Airways airport ticketing can be changed online through <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> or at Qatar Airways ticketing offices. To change a booking made with a travel agency or a travel website, contact the travel agency/website. To make change to your booking, visit <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml>

Question - Which bookings are eligible for a changes online?

Answer - Only bookings made through qatarairways.com, Qatar Airways ticketing offices and Qatar Airways airport ticketing offices are eligible for online booking changes. Bookings made over the phone can be changed over the phone or at Qatar Airways ticketing offices. To change a booking made with a travel agency or a travel website, contact the travel agency/website. <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml>? to make changes to your booking.

Question - If I change the flight traveling dates, do I need to change my car or insurance booking?

Answer - Yes, if the flight dates are changed, you will have to change your car and insurance booking by contacting the service provider. Qatar Airways is not responsible to change the dates for the other services.

Question - Can I change the booking only for selected passengers?

Answer - No. Changes must be applied to all passengers in the booking. If you wish to make changes for only certain passengers in the booking then please contact Qatar Airways offices for assistance.

Question - Can I change my booking on the mobile site or applications?

Answer - Yes, you can change your booking using 'Manage Booking', which is available on the app or mobile site version of qatarairways.com. Click the link below to Manage Booking (you will require PNR/ticket number/Privilege Club number and passenger's last name) <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml>

Question - If I have a problem changing my booking, whom should I contact?

Answer - Please contact your local Qatar Airways office if you have problems changing your booking. Please refer to the attached link for all payment options available by country <https://www.qatarairways.com/en/payment-options.html>

Question - If I change my booking to a lower fare class, will I get a refund of the fare difference?

Answer - Yes, if you are due for a refund of the fare difference (after any applicable fees have been deducted), then you will be issued a credit voucher that can be used for future travel.

Question - Do I need to pay for changing my booking?

Answer - Depending on the original ticket fare rules, you may be charged a fee when changing your booking. In addition, you may need to pay any fare difference. To view the fare rules of an existing booking or make a change visit <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml>

Question - Can I change a Qatar Airways flight to another airline flight?

Answer - No, only Qatar Airways operated flights are eligible for changes.

Question - What will happen to my meal and seat request if I change my booking?

Answer - Seat and meal requests must be requested for the changed booking. You can request these via Manage Booking on qatarairways.com. Click the link below to Manage Booking (you will require PNR/ticket number/Privilege Club number and passenger's last name) <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml>

Question - Can I put my changes on hold?

Answer - No. Changed bookings cannot be put on hold. You must complete payment to confirm your changes.

Question - Is the amount shown in the available flights calendar, the fare difference or the total fare?

Answer - The price in the calendar is the total fare. The difference of fare including taxes, surcharges and fees will be shown once you've selected a flight.

Refund

Question - How can I receive my refund if I made a guarantee payment (for credit card verification purposes) at check in?

Answer - The refund of your guarantee payment will be issued after credit card verification for the original payment card is completed and successful. Please respond to the Qatar Airways Support email to verify the original card and request the guarantee payment to be refunded. Once verification is successfully completed, we will refund the guarantee payment to the same card used to make the guarantee payment. The refund may take up to 28 days to be processed. Click <https://www.qatarairways.com/en-qa/help/guarantee-payment-refund.html> to request the guarantee payment refund.

Question - How can I request for a ticket refund?

Answer - If you have booked and paid for your ticket on qatarairways.com or from our contact centres, please go to <https://www.qatarairways.com/en-qa/help.html> In all other cases, please contact the office or travel agent where you paid for your ticket. This office should be shown on your e-ticket receipt.

Question - Can I request a refund to a booking I've already made changes to?

Answer - If you have changed your booking, your ability to request a refund depends on the fare rules of the current ticket. To view the fare rules of an existing

booking or request a refund, visit <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> If you booked through a third party such as a travel agent or other airline, please contact the agent/office where you booked your ticket in order to request a cancellation or refund.

Question - How can I request a refund for a ticket purchased at a local office after it has been changed online?

Answer - For bookings made at a Qatar Airways sales office (in-person or over the phone), you can request a cancellation or refund online by retrieving your booking in <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> . If you booked at an office of a third party, please contact the agent/office where you booked your ticket in order to request a cancellation or refund.

Seat selection

Question - Are Preferred Seat selection charges refundable?

Answer - Preferred Seat selection charges are refundable in cases of involuntary changes due to operational, safety or security reasons. You are eligible for a refund only in the following cases: Comfort seat Reseated (window/ middle/ aisle) Reseated to a regular (free of charge) seat selection area (window/ middle/ aisle) Reseated to a different type of extra legroom seat (window/ middle/ aisle) Reseated to a lower deck seat from a upper deck seat (window/ middle/ aisle) Extra legroom seats Reseated to a comfort seat / regular (free of charge) seat selection area Customers are not eligible for Preferred Seat selection refunds: When voluntary or involuntary upgrading to a higher Cabin Class When selecting a lower value seat, after purchasing a higher value seat When adding Qatar Airways Privilege Club / oneworld membership to the reservation after purchasing seats When a customer makes voluntary flight changes to their itinerary including flight dates with different routing, or changes to another flight operated by a different airline, refunds for special circumstances follow Qatar Airways refund policy. Please note that the refunds will include the total amount paid for Preferred Seat Selection minus the non-refundable taxes, if any apply.

Question - What is the difference between extra legroom seats and comfort seats?

Answer - Extra legroom seats comprise of Economy cabin (Bulkhead, exit row seats and Leg Space) Comfort Seats - Economy cabin front row seats (may vary according to aircraft types), and Economy seats in A380 Upper Deck.

Question - What is Preferred Seat Selection and do I have to purchase my seat on Qatar Airways flights?

Answer - Qatar Airways generally permits seat selection free of charge in selective fare. Please refer to the details below: If you are travelling in First Class, Business Class (Elite and Comfort) or Economy Class (Comfort), you can select your seats free of charge any time from the moment you book your flight. If you are travelling in Economy (Classic) or Business (Classic), there is a charge for seats selection. If you are travelling in Economy (Convenience), you can select your standard

seats free of charge any time from the moment you book your flight. While additional charges will apply only on preferred / extra legroom seats selection. Otherwise, you can wait until online check-in opens 48 hours before departure, and select a regular seat free of charge, taking into consideration that Comfort Seats may be limited for purchase. If no seats are selected, we will be automatically assigning a seat for you before departure. Passengers with special needs requiring specific seating accommodation should contact Qatar Airways so that we can assist with assigning an appropriate seat free of charge.

Question - I have purchased my seat in advance; however, I am cancelling my trip. Will I get a refund value for the paid seats?

Answer - If you have paid for a Preferred Seat and wish to refund your ticket, the Preferred Seat value is non-refundable in such cases. Your ticket's refund will be as per the ticket's purchase conditions.

Question - Am I eligible for seating at the Emergency Exit row seats?

Answer - To qualify for an extra legroom emergency exit row seat you will need to meet the following safety criteria. You must be: 18 years of age or older. Able to understand the instructions printed on the Cabin Safety Card and able to follow the Cabin Crew directions in English during an emergency evacuation. Physically fit and strong without any medical conditions, pregnancy, or impairment related to mobility, hearing, vision or mental health. Travelling without infants, children, or service dogs. Emergency seats may be re-assigned before or during the journey without any refund if the airline determines that the passenger does not meet any of the above requirements.

Question - Where can I select my Preferred Seat, Comfort or/and extra legroom seat?

Answer - You may select your Preferred Seat by visiting qatarairways.com or by contacting the nearest Qatar Airways office or Contact Centre or during airport check-in which is subject to availability.

Question - Is a seat change allowed?

Answer - If a ticket is purchased on or before 27 January 2020, the selection of seats before departure is free of charge for all customers. If you have selected and paid for your seat on or after 28 January 2020, you can change to another seat of equal value free of charge or choose a higher value seat by paying the difference. If you have selected and paid for your seat on or after 28 January 2020 and you have made changes to your flight number or flight date, but you are travelling on the original sector, you can choose new seats of equal value free of charge. However, we will not be able to provide you with a refund if you have made changes to your , if seats of the same value are not available, or if seat selection is not available on your new flight. Below are the scenarios where changes are permitted to seat selection by customer's request. In any other scenario, changes will not be permitted. Original seat reserved
example Customer wishes to change to another seat on the same flight or another flight with the same routing Permitted action Regular Free Seat (Window/ Aisle/

Middle)Regular Free Seat (Window/ Aisle/ Middle)Change is permitted – Free of ChargeComfort Seat US\$ 30 (Window/ Aisle/ Middle)Regular Free Seat (Window/ Aisle/ Middle)Change is permitted - Free of Charge and Service is non-refundableComfort Seat US\$ 30 (Window/ Aisle/ Middle)Comfort Seat US\$ 30 (Window/ Aisle/ Middle)Change is permitted – Free of ChargeComfort Seat US\$ 30 (Window/ Aisle/ Middle)Extra Leg Room Seat US\$ 50 (Window/ Aisle/ Middle)Change is permitted - With Difference in ValueExtra Leg Room Seat US\$ 50 (Window/ Aisle/ Middle)Regular Free Seat (Window/ Aisle/ Middle)Change is permitted - Service is non-refundableExtra Leg Room Seat US\$ 50 (Window/ Aisle/ Middle)Comfort Seat US\$ 30 (Window/ Aisle/ Middle)Change is permitted - Free of Charge and Service is non-refundableExtra Leg Room Seat US\$ 50 (Window/ Aisle/ Middle)Comfort Seat US\$ 50 (Window/ Aisle/ Middle)Change is permitted – Free of Charge Scenarios where voluntary changes are not permitted, the purchased seat is deemed forfeited.To change your seat, please contact our Ticketing Offices and Contact Centers.

Question - Who is eligible to select a Preferred Seat with extra legroom in Economy Cabin free of charge?

Answer - Customers travelling in Economy Comfort fares can select their Preferred Seat free of charge at any time from the moment they book their flight.Privilege Club members from Platinum and Gold tiers and oneworld Emerald and Sapphire members and their accompanying passengers in the same reference number will be able to select their seats free of charge. However, Privilege Club benefits will not be guaranteed if there is a name mismatch on the booking.

Question - Can I get a refund of a payment made for a selected seat?

Answer - Once purchased, the service is non-refundable for any voluntary scenarios.

Question - I am travelling with an infant, will I get a bassinet cot seat?

Answer - Customers travelling with an infant(s) are able to select bulkhead row seats free of charge on a first-come, first-served basis. However, bassinet cot seats are subject to availability and are not guaranteed during seat selection.

Question - How much do I have to pay for Preferred Seat selection?

Answer - Preferred Extra legroom seats are priced starting from USD 25 (or the equivalent in local currency). Comfort seats for window/middle/aisle are priced starting from USD 15 (or the equivalent in local currency) for 'Economy Classic' and 'Economy Offer' tickets, and are subject to change.Additionally, Privilege Club Silver tier members will save up to 25% off the fees.

Question - Do I have to pay for my Preferred Seat on codeshare flights?

Answer - The purchase of seats is only permitted on flights that are operated by Qatar Airways.For instance: If you have purchased your ticket from Qatar Airways for a flight operated by British Airways, then you will not be able to select a seat. Sometimes in such scenarios, it is subject to the interline agreement with our partner airlines.

Question - Which areas in the aircraft can I purchase as a Preferred Seat?

Answer - Preferred seats are only available in Economy Class. Comfort seats may vary according to aircraft type and the extra legroom seats are bulkhead.

Question - I am trying to check in online but am unable to see the option to pay for my Preferred Seat. Why?

Answer - The option to purchase Preferred Seats online is only available through 'Manage Booking'.

Question - Is usage of inflatable footrests, inflatable seating equipment or foot hammocks allowed onboard?

Answer - No, inflatable footrests, inflatable seating equipment or foot hammocks are not allowed to be used onboard for adults, children or infants regardless of whether the equipment is certified or not.

Question - On 'My Trips', will the Preferred Seat I have purchased be shown?

Answer - Yes.

Question - Where can I see my purchased seat?

Answer - Your purchased seat will be shown on "My Trips" page.

Question - There are multiple sectors in my journey, will I be able to purchase seats for all sectors?

Answer - The Purchase of seats is only permitted on flights that are operated by Qatar Airways with a Qatar Airways flight number. Please refer to the below examples: If you have purchased your ticket from British Airways for a flight operated by Qatar Airways, then you will not be able to select a Preferred Seat. BA7006 20MAR LHRDOH 0800 1745 OPERATED BY QR006 If you have purchased your ticket from Qatar Airways for a flight operated by British Airways, then you will not be able to select a Preferred Seat. Please refer to the below example: QR5943 20MAR DOHLHR 0640 1110 OPERATED BY BA122

Carbon Offsetting

Carbon Calculations

Question - How is the contribution of cargo weight taken into account?

Answer - As part of the calculation method, the carbon calculator subtracts the emissions associated with cargo carried on a passenger flight so that only the emissions attributable to the passengers are included.

Question - Why are emissions calculations greater if I travel in First or Business Class?

Answer - First Class and Business Class seating configurations take up more space and weight on an aircraft than Economy Class seating. Based on the International Civil Aviation Organization's recommendations, the emissions associated with First and Business Class travel are estimated to be double the emissions in

Economy Class.

Question - Which data is used to calculate CO2 emissions?

Answer - City pair – to derive distance and fuel consumption per flight
legNumber of seats – to derive load factor (needed for per passenger calculation)Number of passengers transported – to derive load factorFuel usage – per city pairPassenger weight – using 100 kg standard value as per International Civil Aviation OrganizationFreight weight (belly cargo weight) – to allocate fuel usage between passengers and belly cargoTravel class – to calculate the CO2 emissions per travel class between Economy and Premium Class. In the case of Premium Class, the emissions are doubled.Carbon emission factor – 1 kg of jet fuel translates into 3.160 kg of CO2. Each airline participating in the IATA carbon offset program uses its own actual fuel consumption data from passenger aircraft journeys to maximise the accuracy of the emissions calculation used to offset an individual passenger's flight. Hence, much of the information normally required to accurately estimate emissions (e.g. when using modelled data averages and emission factors) are not necessary and do not apply to the IATA carbon calculator methodology. This information includes distance travelled and uplift factors for non-direct routing and delays.Until the available research on radiative forcing becomes more conclusive, IATA recommends that airlines use a Radiative Forcing Index of 1.0.For more information visit IATA FAQs: https://www.iata.org/contentassets/922ebc4cbcd24c4d9fd55933e7070947/icop_faq_general-for-airline-participants.pdf

Question - How do you calculate emissions from flights?

Answer - The combustion of 1 kg of jet fuel in an aircraft engine produces 3.160 kg of carbon dioxide (CO2). However, the volume released per flight is based on a number of factors, such as aircraft efficiency and maintenance, distance travelled, the load carried (passengers and cargo) and weather conditions.Although there are several methods to calculate carbon emissions from a flight, airlines participating in the IATA carbon offset program use a methodology based on the one developed by the United Nation's International Civil Aviation Organization (ICAO).IATA has developed this concept further by creating a tool that allows airlines to use their own verified data on fuel burn, passenger and cargo weights, seat configurations and load factors. This tool generates the most accurate calculation of CO2 emissions per passenger yet developed.

Note: All values are the averages across all flights and aircraft types for the city pair flown.

Question - How has the IATA carbon calculator been independently endorsed?

Answer - The Quality Assurance Standard has reviewed and approved the methodology used to calculate emissions using the airline's data input. Each airline participating in the IATA carbon offset program is subject to independent auditing by the Quality Assurance Standard to ensure valid data entry and compliance with the approved methodology.For more information visit <https://qasaudit.com>

Question - How is the carbon calculator data updated?

Answer - The carbon calculator is updated annually. However, if a new aircraft enters service or a new route is flown, it will be updated more frequently. In case of a new route, the airline can extrapolate carbon emissions from similar routes (aircraft types and distance) or await the collection of route-specific information over a period of one year.

Question - Does the carbon calculator take into account the impact of gases other than CO₂ gases?

Answer - Research by the Intergovernmental Panel on Climate Change indicates that non-carbon dioxide (CO₂) gases, such as water vapour (condensation trails) and nitrogen oxides (NO_x), released at altitude by aircraft have additional global warming impacts beyond those of the CO₂ emissions alone. However, the relative scale of their impact is uncertain. When the international scientific community agrees on the emission factors for non-CO₂ gases released by aircraft and the United Nations endorses this, the carbon calculator will be updated accordingly.

Question - How is the type of aircraft taken into account in the carbon calculation?

Answer - Since different aircraft have different characteristics, for example fuel efficiency or seat configurations, and since more than one aircraft type may be used in one route, the weighted averages are calculated.

Question - How are the emissions calculated for journeys involving multiple flights?

Answer - The emissions for each leg of the journey are calculated and added together to determine the total carbon dioxide (CO₂) emissions for the entire trip.

Climate Change and Offsetting

Question - What type of carbon credits are allowed under the IATA carbon offset program?

Answer - Airlines participating in the IATA carbon offset program typically offer carbon credits stemming from renewable energy or other high-quality projects that follow the stringent quality requirements of the Quality Assurance Standard (QAS). Approved offsets must carry one of the following high-quality certificates: Certified Emission Reductions (CERs) - issued under the Clean Development Mechanism (CDM). Voluntary Emission Reductions (VERs) - Gold Standard or Voluntary Carbon Standard (VCS) version 2007 onwards. Approved REDD+ methodology projects - based on sustainable land use. The following projects are not allowed to be offered under the IATA carbon offset program: Hydropower projects generating more than 20 megawatts. Projects using hydrofluorocarbon-23 (HFC23). Forestry offset projects not based on sustainable REDD+ project methodologies. For more information visit IATA FAQs: https://www.iata.org/contentassets/922ebc4cbcd24c4d9fd55933e7070947/icop_faq_general-for-airline-participants.pdf

Question - What is carbon offsetting?

Answer - Climate change is one of the biggest threats of our time. Our everyday actions, like using electrical equipment, heating or cooling our homes, driving a car, and flying, consume energy and produce greenhouse gas emissions. These greenhouse gas emissions, most commonly carbon dioxide (CO₂), are believed to contribute to and accelerate climate change. Governments, businesses and individuals all have a responsibility to reduce the carbon emissions they produce. As well as reducing carbon emissions, it is possible to compensate for the environmental impact associated with your carbon emissions by making a financial contribution to environmental and social projects. This is known as "carbon offsetting". More and more individuals and businesses are volunteering to offset their emissions. Offsetting can reduce the impact of our actions and help raise awareness of the issue.

Question - How can flying impact the environment?

Answer - Aviation is the only human enterprise that emits pollutants directly into the upper atmosphere. According to the UN Intergovernmental Panel on Climate Change, aviation accounts for approximately two per cent of total man-made carbon dioxide (CO₂) emissions. CO₂ is one of the major greenhouse gases that contribute to climate change.

Question - What are carbon credits?

Answer - Through the carbon offsetting scheme, passengers can purchase carbon credits generated by certified environmental and social projects in developing countries that are verified to offset greenhouse gas emissions. A carbon credit is a permit that represents one tonne of carbon dioxide (CO₂) that has either been removed from the atmosphere or prevented from being emitted. These carbon credits are then "retired" on an official register to ensure that they cannot be sold or used again. Carbon credits create a market for offsetting greenhouse gas emissions by giving a monetary value to the cost of polluting the air. There are two principal types of carbon credits: certified emission reductions (CERs) and voluntary emission reductions (VERs). CERs are backed by the United Nations. VERs are backed by recognised quality standards, such as the Voluntary Carbon Standard (VCS) and the Gold Standard. VERs play an important role in emission projects with high sustainable development benefits.

Question - What is the role of carbon offsetting?

Answer - Carbon offsetting should be considered as one of a combination of tools available to an individual or organisation to reduce greenhouse gas emissions. Other methods include selecting renewable energy options, improving energy efficiency at home and work, avoiding unnecessary journeys using motorised transport, cycling to work, recycling and conserving energy by turning off lights, and reducing the use of heating or air conditioning.

Question - What is carbon offsetting for aviation?

Answer - Passengers can offset the emissions generated by their flight. The principle is that emissions for a flight are divided amongst the passengers. Each passenger can therefore pay to offset the emissions caused by their share of the flight's

emissions. Passengers can offset their emissions by contributing to carbon offset projects through investment in carbon credits.

Question - Is offsetting the carbon emissions from my flight compulsory?

Answer - No, it is entirely voluntary. As a passenger, you are free to choose whether or not to offset the emissions from your flight.

Co-benefits

Question - What are the co-benefits of carbon offsetting?

Answer - Carbon offsets as a global mechanism were originally conceived as a means to not only provide GHG reduction benefits but also co-benefits to the communities in the vicinity of carbon offset projects. Co-benefits improve social, economic, and/or ecological outcomes related to the implementation of a carbon offset project. Typical co-benefits include improving community employment opportunities, air or water quality, biodiversity, and biological habitat conservation, energy access, and access to community health and education services.

Financial Information

Question - Will I be refunded if I purchase an offset but subsequently do not travel?

Answer - To purchase a carbon offset is to make a project contribution and, hence, if a passenger pays for an offset but does not travel, no refund is possible.

Question - Do airlines charge an administration fee or mark-up on passengers' offset contribution?

Answer - Unlike many other offset programs, airlines participating in the IATA carbon offset program do not charge an administration fee or mark-up on the offset price paid by the passenger. Airlines recognise that passengers are making a voluntary donation in order to improve the environment and, hence, do not profit from their contributions. In fact, all administration costs involved in the IATA carbon offset program, including website re-development, carbon emission data collection and carbon purchasing, are borne by the airlines.

Question - Why do different offset providers give different prices to offset the same emissions?

Answer - The price of carbon offsets depends on two main factors: market conditions and quality. Carbon credits are a tradable commodity and, thus, when demand is high during periods of strong economic growth, offset prices rise and vice versa. In order to ensure strong passenger participation, airlines participating in the IATA carbon offset program only invest in offsets of the highest quality that have been delivered and independently verified by the United Nations or other standard setting organisations, such as the Voluntary Carbon Standard (VCS) or Gold Standard.

Question - Why does the price for offsetting the same journey change over time?

Answer - Carbon credits are a tradable commodity and, hence, the price per

tonne reflects the cost on the date the credits are purchased. Carbon credit prices change due to market conditions and are also subject to fluctuating currency exchange rates. Airlines participating in the IATA carbon offset program will endeavor to ensure that these price changes are kept to a minimum.

Offset Program Approval

Question - Has the IATA carbon offset program been independently approved?

Answer - Each airline participating in the IATA carbon offset program has been approved by the Quality Assurance Standard. The program has been shown to meet the requirements of the scheme, including environmental integrity, emissions calculation methodology, clear and transparent pricing, accurate marketing material and consumer information. For more information visit IATA FAQs: https://www.iata.org/contentassets/922ebc4cbcd24c4d9fd55933e7070947/icop_faq_general-for-airline-participants.pdf

Compliance

Japan

Question - Can animal and meat products be brought into Japan?

Answer - Important Notification from Japan Animal Quarantine Service: Due to the spread of African swine fever, bird flu and other infectious diseases occurring in Asia and some countries around the world; It is prohibited to carry pork, beef, poultry and other meat products into Japan. Pursuant to Chapter 6 'penal Provisions' of the amended act on Domestic Animal Infectious Diseases Control, any person violating this prohibition by carrying any such products without permission shall be subject to penalty of up to 3 years imprisonment and/ or a fine of up to 3 million Japanese yen. Persons carrying meat products or who have visited livestock and persons handled livestock must visit the Animal Quarantine Counter before the customs inspection. Disclaimer: This information is subject to the interpretation of the regulation in force by the competent authorities and subject to change. For more details visit <https://www.maff.go.jp/aqs/english/product/import.html>

South Africa

Question - What are the requirements needed for children travelling to South Africa?

Answer - You may refer to the below website for requirements needed for children travelling to South Africa: <http://www.dha.gov.za/index.php/statements-speeches/621-advisory-new-requirements-for-children-travelling-through-south-african-ports-of-entry-effective-1-june-2015>

USA

Question - Where can I find the TTY number?

Answer - Please refer to the below page for more details: <https://www.qatarairways.com/en/legal/customer-service-commitment.html>

Hotels, cars and travel insurance

AIG Travel Guard Insurance

Question - How can I purchase Travel Guard Insurance?

Answer - You can purchase a travel insurance policy while booking your flights. AIG Travel Guard Insurance cannot be purchased after booking completion and for multi-city bookings.

Question - Who can purchase Travel Guard Insurance?

Answer - Travel Guard Insurance for Qatar Airways is available in certain countries. Any Qatar Airways passenger who is departing from one of the countries where Travel Guard Insurance for Qatar Airways is available is eligible to purchase travel insurance, on the condition that he or she is a resident of that country and meets the age requirements stated within the insurance policy. <https://www.qatarairways.com/en/travel-insurance.html> to learn if Travel Guard Insurance is available in your country or to view policy wordings containing detailed information on eligibility criteria.

Question - Which countries am I covered in? What about countries subject to sanctions law?

Answer - Passengers are covered for overseas travel to and from anywhere in the world, subject to the terms and conditions of the policy relating to applicable economic sanctions laws and regulations. Please be aware that this policy does not: (a) provide any cover for any loss arising directly or indirectly from planned or actual travel in, to, or through any country or region that is subject to comprehensive sanctions, which as of the effective date of this Policy include Cuba, Iran, Syria, North Korea and the Crimea Region; (b) provide any cover for travel that originates in, or is purchased within, any of these comprehensively sanctioned countries or region; (c) provide any cover for individuals ordinarily resident in any of these comprehensively sanctioned countries or region; or (d) make any payments to any person or provider entity located in, or provide cover to any resident of, any of these comprehensively sanctioned countries or region. Please note: The military conflict between Russia and Ukraine may impact travel insurance coverages and benefits, and the assistance company's ability to provide certain travel-related assistance services, for travel to, from or within the affected areas.

Question - Why purchase Travel Guard Insurance?

Answer - The travel insurance policy, which is offered by subsidiaries or affiliates of American International Group, Inc. (AIG), provides coverage in case of unforeseen circumstances that may force you to cancel or shorten your trip or seek emergency medical treatment while traveling. Your travel insurance also offers coverage for the loss or delay of your baggage, in addition to many other benefits described in the policy, which you can review before making your purchase. All coverage is subject to policy terms and conditions.

Question - My itinerary does not reflect my travel insurance policy even though my premium payment has been processed. What should I do?

Answer - To confirm that your policy was issued correctly, please <https://www.qatarairways.com/offices>

Question - What should I do in case of an emergency or accident abroad?

Answer - For 24 hour emergency assistance, please refer to the contact numbers/email addresses listed in the <https://www.qatarairways.com/en/travel-insurance.html> section. It is important that you call these numbers provided by Travel Guard in your policy before taking any action. For any out-patient treatment, please retain all original receipts and claim them on your return to your country of residence. For further details please refer to the claims procedure document.

Question - Can I cancel my Travel Guard insurance?

Answer - Please consult your policy documents or <https://www.qatarairways.com/offices> if you would like to cancel your insurance.

Question - Does the Travel Guard policy cover loss or delay of baggage?

Answer - Yes, Travel Guard insurance also offers coverage for the loss or delay of your baggage, in addition to many other benefits described in the policy, which you can review before making your purchase. All coverage is subject to policy terms and conditions.

Question - My return flight is with another airline, am I still covered?

Answer - Under Travel Guard, air travel coverage is only limited to Qatar Airways flights within the Qatar Airways network.

Question - If I require treatment for an illness during my trip, can I claim for medical / hospital and other related expenses?

Answer - Yes, Travel Guard covers emergency illness related medical expenses. This can be claimed as detailed in the claims procedure for covered illness in your trip.

Question - Does the Travel Guard policy cover theft or loss of personal money?

Answer - Yes, depending on the travel insurance you have purchased. <https://www.qatarairways.com/global/en/insurance-information.page> to download insurance policy wordings available for the country you are travelling from to learn more about the insurance coverage scope.

Question - Can I purchase additional optional coverage?

Answer - Travellers from certain countries may have the option to purchase the following optional cover from AIG, as an addition to their existing return trip travel insurance policy, through the 'Manage Booking' feature on <https://www.qatarairways.com/> Please note that the optional cover listed below cannot be purchased on a standalone basis: • Winter and Hazardous Sports cover • Terrorism Extension cover

Question - What will happen to my travel insurance policy if Qatar Airways reschedules my return flight to later date?

Answer - If your return flight is rescheduled to a later date by Qatar Airways, you need to notify AIG. Your travel insurance policy will be extended to the rescheduled

date.

Question - What do I need to do in case I did not receive the policy certificate or if I lost it?

Answer - If you lost or did not receive the travel insurance policy issued by AIG, you can choose to resend it by visiting Manage a Booking and clicking the 'email insurance policy' button or you can also contact AIG directly.

Question - How can I get the full terms and conditions of my Travel Guard policy?

Answer - The full terms and conditions of your travel policy are available on the 'Travel Guard Policy Wording' section of the <https://www.qatarairways.com/en/travel-insurance.html> page on the Qatar Airways website.

Question - How will I receive the Travel Guard policy, and does it include the benefits and coverage?

Answer - The full details of the policy are displayed online before you purchase your travel insurance. AIG will email the policy to you once you have completed your purchase. You can also request a copy of your policy from AIG via Manage a Booking.

Question - How long will it take to process my claim?

Answer - We aim to process claims within 21 days of you submitting all of the required documentation.

Question - My credit card has been charged twice for travel insurance, who can fix this?

Answer - Please contact your nearest <https://www.qatarairways.com/offices> or Contact Centre.

Question - Can I make any amendment to the policy after receiving it?

Answer - You need to notify AIG of any changes by using the contact details provided in your policy.

Question - Does the Travel Guard policy cover hotel booking in case of travel delay?

Answer - You will be reimbursed for expenses incurred if your flight has been delayed for at least 4-6 hours. Terms and conditions apply.

Question - How will I report my claim?

Answer - Please follow the instructions provided in the policy wording for your insurance on how to report a claim. A representative will review your situation with you and will explain exactly what information will be required in order to process your claim. You will then need to send the claim form with a list of the additional documentation needed.

Question - Can I claim if Qatar Airways has cancelled my flight?

Answer - No, Travel Guard does not cover a claim if the airline cancels the flight.

Car rental

Question - What is the car booking cancellation policy?

Answer - The cancellation policy can be found on rentalcars.com or during the booking process under 'Important Information'. You can refer to the following, depending on the type of car booking: Fully paid at the time of booking: Can be cancelled online free of charge up to 48 hours before the start of the rental. Reservations cancelled within 48 hours of the start of the rental will be charged a fee equal to the cost of a 3-day rental. Cancellation fees will never be greater than the cost of the actual car rental. Deposit booking: Cancellations made more than 48 hours before the start of the rental will be charged a fee equal to the deposit amount. Reservations cancelled within 48 hours of the start of the rental will be charged a fee equal to the cost of a 3-day rental or the deposit amount, whichever is greater. No-shows: This is where the vehicle cannot be picked up due to: insufficient documentation; failure to provide a valid credit card containing sufficient funds to cover the deposit amount; and/or failure to collect the car at the specified time/date. Refunds will not be given for no-shows. Please note that some car rental companies may also have a supplementary cancellation policy; please ensure you check the terms and conditions of your rental.

Question - What do I need to take to collect the car?

Answer - At pick-up, the main driver must have a payment card in their name with enough available funds to cover the excess / deposit amount and to pay for local fees, extra equipment and anything additionally purchased at the car hire counter. The main driver and any additional drivers will need to provide a full driving licence in their name, along with their rentalcars.com Voucher / eVoucher, which is issued after your booking is confirmed.

Question - What are the driving licence requirements?

Answer - At the counter, every driver must present a driving licence that they have held for at least one year (often two years). Expired or provisional licences will not be accepted. The counter staff may also need to check whether you have any endorsements/penalty points on your licence. If you do have any endorsements, or your licence has ever been revoked, please contact us (rentalcars.com) as soon as possible, as this might limit your hiring options. If you're hiring a car abroad, please check your voucher to see if you need an International Driving Permit (often referred to as an International Driving Licence) as well as your national driving licence.

Question - How do I amend my car booking or add my flight number?

Answer - You can amend your booking on rentalcars.com using the 'Amend Booking' facility. Simply log in, click on 'My Booking' or 'My Account' and make the changes you want. There are no administrative fees to amend / change bookings. However, changing your booking may trigger a Rate / Price change, or a charge which may be due from a material change, such as the duration or car type. You can also amend / add your flight number here.

Question - What is the fuel policy?

Answer - Each car rental company has its own fuel policy, which is displayed during the booking process. Your fuel policy will be displayed on your confirmation voucher and on the rental agreement at the car hire counter. If you are renting for 3 days or less, you should highlight this to the car rental company at the time of renting in case they can work out an alternative fuel plan for you. Most of the car rental companies require a deposit or payment at the start of the rental to cover fuel. The deposit will be refunded upon returning the car, provided that the car is returned in accordance with the policy.

Question - What can I do if I have not received my car rental confirmation voucher?

Answer - You can monitor and review the status of your car rental booking at any time by logging in to 'My Booking' on rentalcars.com. Confirmation vouchers will be available once full payment has been received.

Question - What do I need to do if I plan to travel outside the country?

Answer - Customers whose travel plans include driving outside the country of rental (or crossing borders or travelling to different islands within the same country) must inform the service provider before they pick the car up. Restrictions may apply for certain countries which may require the customer to pay additional fees. In some cases, it may be necessary to purchase additional insurance cover, which would need to be paid for at the car hire counter. Please contact rentalcars.com in order to check if this applies in your case.

Question - How do I cancel my car booking?

Answer - To cancel your car booking online, please visit rentalcars.com and log in to the 'Amend/Cancel Booking' facility, and click on 'Cancel Booking'. Otherwise, please contact rentalcars.com to cancel your booking.

Question - Are there any additional charges to be paid at the rental counter?

Answer - Whilst rentalcars.com provides inclusive rates, there are occasions where there will be fees payable at the car hire counter. Any Mandatory Local Charges (non extras) will be clearly shown during the booking process and in your rental documentation. All local charges are paid directly to the car hire company on signing the rental agreement. These could include charges such as: facility charge and winterisation fee etc. in addition to any other items that you choose at the counter.

Question - Will I be charged if I want to pick the car up outside normal working hours?

Answer - If you require the car to be available outside normal office hours, be it for pick-up or drop-off, the car hire company will arrange for a member of staff to be available. Prior notification is required for this service and it will incur an additional fee.

Question - What is an excess?

Answer - Excess is the amount that you will be liable for in case of accidental damage. This is standard practice with all car hire companies. A security deposit, normally equal to the excess amount, will be blocked on / taken from the main driver's payment card. This will be held for the duration of the rental and can take up to 7 working days to be released after the rental is completed. It may be possible to reduce the excess on the car by purchasing additional coverage from the car hire company at their counter or purchasing the excess cover products online during the booking process.

Question - Why do I need to sign an agreement at the car rental counter?

Answer - Rentalcars.com acts as a car rental agent. Bookings made through this website are subject to their terms and conditions. These cover your agreement with rentalcars.com and will be provided with your rental documentation. The actual rental of your vehicle will then be subject to the law of the country in which it is supplied to you and for this reason, you will be required to sign a rental contract with the rental company. You will need to verify that you understand (and agree to) the terms and conditions of the contract.

Question - How do I pay for additional equipment?

Answer - All additional extras are paid for at the rental counter and exclude VAT. If you require additional extras (including but not limited to: child seats; GPS; additional drivers; snow chains; snow tyres and ski racks) simply log in on rentalcars.com, and click on 'Amend Booking' to add the extras you require. If you have any additional requirements, please include them in your booking request. However, availability cannot be guaranteed.

Question - What insurance does my car rental include?

Answer - All rental cars must have Collision Damage Waiver (CDW) and Theft Protection (TP). Both policies will be either: included in the rentalcars.com package, or purchasable from the car hire company, or provided by the customer's credit card company. The type of cover will depend on the car hire company and the location; but it will be clearly shown in the terms and conditions during the booking process, and also on the confirmation voucher.

Hotel booking

Question - How do I book a hotel room on qatarairways.com?

Answer - You can now book a hotel through the 'manage-a-booking.page' on qatarairways.com or you can https://hotels.qatarairways.com/index.html?aid=857789&label=qa-quicklink&lang=en&selected_currency=USD for your hotel booking. You can also earn Qmiles when you book a hotel through qatarairways.com.

Question - Can I book a hotel without booking a flight?

Answer - Yes, you can book a hotel without booking a flight. https://hotels.qatarairways.com/index.html?aid=857789&label=qa-quicklink&lang=en&selected_currency=USD to browse 63+ million hotel reviews and find the guaranteed best price on hotels for all budgets. You can also earn Qmiles when

you book a hotel through qatarairways.com.

Question - Can I change my hotel booking after it is confirmed?

Answer - For any modifications, cancellations or special requests, please read the terms and conditions provided upon booking and contact the provider directly.

Question - How do I cancel my hotel reservation?

Answer - For any modifications, cancellations or special requests, please read the terms and conditions provided upon booking and contact the provider directly.

Question - Are there any hotel booking cancellation or change fees?

Answer - Please read the terms and conditions to find out what cancellation or change fees apply to your booking, or contact the hotel directly for any modifications, cancellations or special requests.

Question - If I have a problem booking my hotel, whom should I contact?

Answer - Please contact the provider directly.

Question - If I change the flight traveling dates, do I need to change my hotel booking?

Answer - For any modifications, cancellations or special requests, please read the terms and conditions provided upon booking and contact the provider directly.

Question - Can I cancel my hotel reservation without cancelling my flight booking?

Answer - Yes. For any modifications or cancellations, please read the terms and conditions provided upon booking and contact the provider directly.

Question - My flight has been rescheduled. What happens to my hotel reservation?

Answer - For any modifications, cancellations or special requests, please read the terms and conditions provided upon booking and contact the provider directly.

QIC Travelcare Plus

Question - How can I purchase QIC Travelcare Plus?

Answer - You can purchase QIC Travelcare Plus insurance while booking your flights. Insurance can also be purchased for your trip using the "Manage booking" option after you have completed your booking. Travelcare Plus is currently offered to residents of Qatar.

Question - Does Travelcare plus cover the medical emergencies as a result of COVID-19 infection?

Answer - In case of illness due to Covid-19 disease infection, we shall pay for the emergency medical expenses as per the applicable sub-limit (refer to <https://www.qatarairways.com/content/dam/documents/insurance/qic/Covid19-Travelcare-Plus.pdf>) - cover applicable under Diamond and Emerald plans only.

Question - What is the maximum period of cover for Travelcare Plus?

Answer - The period of cover for Travelcare Plus ranges from one week to three months with an additional multiple cover of one year (inclusive of max. 90 days stay per trip).

Question - Are hazardous activities and adventurous sports covered by Travelcare Plus?

Answer - Involvement in any hazardous activity or adventurous sport is typically not covered. However, the policy may be extended to include Winter Sports Extension (limited to recreational On-Piste skiing and snowboarding) for an additional premium.

Question - Are there any discounts for purchasing Travelcare Plus policy for children?

Answer - Children under the age of 18 are charged only 50% of the standard premium.

Question - Does Travelcare plus provide International cover?

Answer - Travelcare Plus covers the Insured for travel destinations across the world including USA, Canada as well as Schengen countries. The applicant has to select the travel destination (as categorized below) and pay accordingly. Worldwide excluding USA and Canada (2 options as per the sum insured required) Worldwide (2 options as per the sum insured required) Europe - covers Medical Expenses up to USD 50,000

Question - Does Travelcare plus provide coverage for one way trip?

Answer - Travelcare Plus provides coverage to its policyholders with return trip arrangements only.

Question - What is the maximum age limit for Travelcare Plus policy?

Answer - Travelcare Plus covers for individuals up to the age of 70 years. A premium loading of 100 % is applicable for applicants aging between 70 and 75 years. A medical certificate stating the fitness of the applicant needs to be submitted at the time of purchase.

Question - Does Travelcare Plus cover pre-existing medical treatments?

Answer - Pre-existing medical treatments are fully excluded from the scope of Travelcare Plus policy.

Question - Would a Travelcare Plus insurance policy be issued to customers who are on visit or business visas?

Answer - To be a Travelcare Plus policyholder, the customer must either be a permanent or a temporary resident of Qatar, with a valid residency in the State of Qatar.

Question - Is there a Policy Excess fee/Deductible for any Travelcare Plus

claim?

Answer - The first portion of each and every loss is to be borne by the Insured, which is USD 50. The Policy Excess fee is applicable only under sections A, C, D, E, F and L.

Question - Is Travelcare Plus a multiple cover?

Answer - Only the annual policy is valid for one year offering multiple trips for a maximum stay of 90 days per trip.

Question - How to make a Travelcare Plus claim?

Answer - In the event of a claim under the travel insurance policy, the insured has to follow the below procedures and contact QIC Non Motor Claims Department (personal.claims@qic.com.qa) Complete a Travelcare Plus claim form within 30 days of your return. Submit all original invoices and bills along with all irregularity reports or official written confirmation of a loss. For Medical claims 24 hour claim assistance by Neuron on +9714 3823600

Question - What does Travelcare Plus policy cover?

Answer - Travelcare Plus policy provides a range of benefits that ensures you have a peaceful and hassle-free journey. The cover includes: Medical Expenses Worldwide Medical Emergency Assistance Expenses incurred for Cancellation/ travel delays/missed departures Expenses incurred for Curtailment of your trip Expenses incurred for loss/damage of your travel baggage Expenses incurred for Loss of Passport Overseas Legal Expenses Expenses incurred for Accident during Travel Personal liability insurance for Travel

Question - Does Travelcare Plus travel insurance cover terrorism?

Answer - Involvement in any hazardous activity or adventurous sport is typically not covered. However, the policy may be extended to include Winter Sports Extension (limited to recreational On-Piste skiing and snowboarding) for an additional premium.

Question - Is the cover limit provided by Travelcare Plus policy adequate?

Answer - Travelcare Plus offers various cover options ranging from USD 50,000 to USD 1,000,000, which makes it fully acceptable to Embassy requirements.

Legal

Italian Legal Information

Question - Are there any exceptions for tickets purchased in Italy?

Answer - For information on ticketing exceptions for tickets purchased in Italy, please click <https://www.qatarairways.com/en/legal/conditions-of-carriage.html> .

Spain Legal Information

Question - Are there any exceptions for tickets purchased in Spain?

Answer - For information on ticketing exceptions for tickets purchased in Spain, please click <https://www.qatarairways.com/es-es/legal/conditions-of-carriage.html> .

United States Legal Information

Question - Where can I find Qatar Airways' Tarmac delay plan for US airports?

Answer - For information on our Tarmac delay plans at US airports, please click <https://www.qatarairways.com/en/legal/lengthy-tarmac-delays.html> .

Question - Where can I find the USA customer service commitment?

Answer - Please read our USA customer service commitment <https://www.qatarairways.com/en/legal/customer-service-commitment.html> .

Offers

Promo Codes and Vouchers

Question - What is a promo code?

Answer - Qatar Airways will at times run special promotions with our frequent flyers, partners or subscribers. If you have received a promo code from Qatar Airways or our partners, you will be able to enjoy special incentives subject to terms and conditions of the promotion. After you enter a valid promo code with the matching criteria, you will be led to our booking engine where you can select your fares and schedules, enter the passenger(s) details and then pay for your tickets. If you want to be kept informed about our latest offers, subscribe to our e-newsletter at the below link: <https://www.qatarairways.com/en/newsletter.html>

Question - How can I redeem a promo code?

Answer - If you have received a promo code from Qatar Airways, you will need to enter it in the booking widget field named 'Promo Code' prior to making a flight search on [qatarairways.com](https://www.qatarairways.com). It is not possible to apply a promo code at a later stage during the booking process and it must be entered before submitting your flight search. Promo code fares are subject to availability and applicable terms & conditions that can be reviewed at the time of booking. If you want to be kept informed about our latest offers, subscribe to our e-newsletter at <https://www.qatarairways.com/en/newsletter.html>

Question - Do promo code fares have the same fare rules and terms and conditions as regular fares?

Answer - No. Promo code fares are subject to availability and applicable terms & conditions that can be reviewed at the time of booking.

Question - Can I pay using a promo code?

Answer - Promo codes cannot be used to pay (full or partial) for your flight booking. Entering a promo code can allow passengers to have access to a special incentive which he/she is eligible for, but not for offsetting any payment.

Question - Can I use my promo code over the phone, at your ticketing offices or through my travel agents?

Answer - No. Promo codes are available only on <https://www.qatarairways.com/en/homepage.html> unless specified otherwise. There is no

guarantee that Qatar Airways will extend the offer with the same fare levels and conditions at the same time through other booking channels.

Question - I have a promo code but I forgot to enter it when I submitted a flight search. Can I do that later?

Answer - Yes. You can modify your search criteria and enter the promo code in the specified field and reinitiate a new flight search. There will not be any other places where you can enter the promo code once you proceed to trip summary page, If you forget to enter the promo code, regular fares will be shown instead. Qatar Airways will not be responsible for any differences in fares or fare rules incurred when customers fail to enter a promo code.

Question - I do not have a promo code. Will I suffer any disadvantage for not entering a promo code?

Answer - No. You can still enjoy our usual regular competitive fares on <https://www.qatarairways.com/en/homepage.html> .

Question - I do not have any promo code. Can I still make a booking?

Answer - Yes. The promo code field is not a mandatory field and customers can proceed with their bookings without entering a promo code. Regular fares will be displayed without the special incentive.

On-board experience

Mobile

Question - Which Qatar Airways aircraft are equipped with the Mobile GSM data service?

Answer - Mobile GSM data services are available on all B787-8, A380 and select A350, A320 and A321 aircraft.

Question - What are the requirements to use the Mobile GSM data service?

Answer - Please ensure your mobile communication device operates on GSM technology. Your mobile phone must allow you to use your phone in a foreign country. Your mobile operator should have an international roaming agreement with On-air or Aero Mobile.

Question - How do I use this service?

Answer - Communication on board works exactly like international roaming service, so remember to enter 00 or +, followed by the country code & number you wish to reach.

Question - What is Mobile GSM data service?

Answer - Mobile GSM data service allows GSM enabled phones to send / receive texts.

Question - How do I unsubscribe from flight status SMS services?

Answer - Step 1: Text STOP [space] flight number [space] Date. E.g. STOP

QR2 18DEC.Step 2: Send the text to: +97455496000

Question - How will I be charged?

Answer - Charges are set by your local mobile network operator and are in line with international roaming rates. Service charges will be invoiced automatically by your local mobile network operator.

Question - Can I use my mobile phone to make voice calls onboard?

Answer - No - Voice calls are disabled.

On-board Wi-Fi

Question - I purchased a time-based Internet On-Air Wi-Fi plan (e.g.1 hour). Can I stop the timer from counting down?

Answer - Yes. You can start and stop your Internet session by clicking the 'start' or 'pause' button on the Wi-Fi Portal on B787-8 and A380 aircraft. Additionally, your session will automatically stop when you sign out or if service becomes unavailable on the flight. Anytime the session is disconnected your time consumption will not be accounted, as your Internet session will not be operational.

Question - How can I connect to Wi-Fi service on-board?

Answer - The Wi-Fi hotspot on-board, OryxComms, can be accessed by any Wi-Fi-enabled device, including smartphones, tablets and laptops. To connect to complimentary Wi-Fi service on-board: Enable Airplane/Flight mode Turn on 'Wi-Fi' on personal device Select 'OryxComms' as your network and you will be directed to the Portal home page. Enter a valid email id to login. On flights operated by B777, A350 and B787-9 aircraft, existing Privilege Club members and new sign-ups onboard can enjoy 1 hour Complimentary Wi-Fi. For access to paid Wi-Fi, select your plan and simply enter your credit card details when prompted. Wi-Fi Internet service is available on all B777, A350, A380, B787-8 and B787-9.

Question - Can I purchase onboard Wi-Fi inflight?

Answer - Yes, onboard Wi-Fi can be purchased inflight on a Wi-Fi equipped aircraft for USD 10.

Question - What Wi-Fi is available on Qatar Airways flights?

Answer - Qatar Airways Offers - Onboard Wi-Fi and On-air Wi-Fi Standard onboard Wi-Fi by SITA OnAir on B787-8 and A380 aircraft and high-speed broadband onboard by Inmarsat Wi-Fi using GX satellite on your personal device Onboard Wi-Fi is up to 10 times faster than standard Wi-Fi and is currently available on all B777, B787-9 and A350 fleet. On-air Wi-Fi is available on B787-8 and A380 fleet only.

Question - How can I pre-purchase onboard Wi-Fi?

Answer - You can pre-purchase onboard Wi-Fi at a discounted rate of USD 8 when you check in online through <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml?selLang=en>

Question - Is onboard Wi-Fi applicable for the whole itinerary of my booking?

Answer - Onboard Wi-Fi is valid on one flight/segment within the booked itinerary. When purchasing onboard Wi-Fi through our website, you will be able to see all flights enabled with onboard Wi-Fi at the purchase pages as per your planned travel itinerary and can purchase according to its service availability.

Question - What are the Wi-Fi plans available on-board?

Answer - The respective Wi-Fi plans will be available to you once you successfully connect to the Login page.

Question - How do I know if the aircraft has Wi-Fi available?

Answer - On aircraft equipped with onboard Wi-Fi, the cabin crew will make an announcement regarding the availability of Wi-Fi service at the beginning of the flight.

Question - How many devices can I access using an onboard Wi-Fi access code?

Answer - The onboard Wi-Fi access code can be used on one device at a time. You can either purchase multiple access codes at a time or utilise the switch device feature, which allows you to shift your onboard Wi-Fi connection from one device to another. However, switching your connection to a second device will disconnect your connection to the first device that you were connected on.

Question - Is there a data-volume limit or time-limit for using the Wi-Fi service?

Answer - There are multiple data-volume/time-based Internet plan options on flights equipped with OnAir Wi-Fi, which you can select during the initial sign-up process. On flights equipped with high-speed broadband Wi-Fi, there is a 1 hour complimentary Wi-Fi session for existing Privilege Club members and any new sign-ups onboard, as well as a Full Flight access plan available for USD 10 for all passengers.

Question - What happens if I reach my Wi-Fi session limit on OnAir Wi-Fi equipped flights?

Answer - Upon reaching your Internet session limit you will be given the option to purchase a new plan of your choice. You will be required to re-enter in your payment details to complete your purchase.

Question - Which cabin class is eligible to purchase onboard Wi-Fi access code?

Answer - Passengers from all cabin classes are eligible to purchase onboard Wi-Fi, subject to availability on select aircraft.

Question - I received a promotional voucher. How do I redeem it?

Answer - On the Login page you can enter a valid code in the promo code section.

Question - What happens if the aircraft was changed?

Answer - In case the aircraft is changed due to operational requirements, passengers can still use the access code on other Qatar Airways flights that are enabled with onboard Wi-Fi within the access code's validity period. Onboard Wi-Fi service delivery is not guaranteed for any unforeseen involuntary scenarios such as (but not limited to) equipment changes, flight disruptions, misconnections, bad weather, technical issues, flying next to/over polar regions etc.

Question - What is the validity of pre-purchased onboard Wi-Fi access code?

Answer - The pre-purchased access code is valid for one-time use within 12 months from the date of purchase.

Question - Do I earn Avios from onboard Wi-Fi?

Answer - No additional Avios are earned when purchasing onboard Wi-Fi. Please <https://www.qatarairways.com/en-qa/onboard/super-wifi.html> for more information.

Question - Is onboard Wi-Fi refundable?

Answer - The service is non-refundable once purchased.

Question - Can I stream video using Wi-Fi service?

Answer - Video streaming is only available on onboard Wi-Fi when you purchase the Paid Plan.

Question - Are there any other applicable terms and conditions?

Answer - There are additional terms and conditions provided by the service provider. This will be displayed on your device before you accept to use the service on board.

Question - What can cause a Wi-Fi service interruption?

Answer - Service may be interrupted or unavailable for one of the following reasons: Occasionally, the aircraft could pass between satellite beams whereby the signal can be lost temporarily, just like moving between cell phone points on the ground. The aircraft may be flying over a country that has not yet authorised this service. The connectivity system may be experiencing technical difficulties. Satellite connection is disrupted due to bad weather conditions. If the service is unavailable, please refresh the page after some time to check availability.

Question - Do I need to change any of my Internet browser settings?

Answer - The inflight Wi-Fi hotspot requires cookies and JavaScript to be enabled for your web browser to function properly. Please enable cookies and JavaScript in your Internet browser prior to using this service.

Question - Can I access Internet any time during my flight?

Answer - You can access Internet when flying over most countries in the world. Satellite coverage may experience outages for reasons such as government regulations, weather and switching between satellite regions. Coverage is not available

in extreme polar regions.

Question - Can I access my corporate network using the inflight Wi-Fi hotspot?

Answer - Yes. The inflight Wi-Fi connectivity allows you to securely connect to your corporate network.

Question - Can I access the Wi-Fi service through multiple devices?

Answer - A Wi-Fi session can be used on only one device at a time.

Question - What do I need to access the service?

Answer - All you need is a Wi-Fi enabled handheld device.

Question - Are there any terms and conditions that apply to your Internet session?

Answer - Yes. Please read our Terms and Conditions section at the end of the page on our Portal.

Question - Are payment details stored on the inflight Wi-Fi Portal?

Answer - No. We do not currently offer the ability to store payment details on your account.

Question - If I purchased a volume-based Internet On-air plan (e.g. 200 MB), can I use the plan on demand, rather than all in one go?

Answer - Yes. You can start and stop your Internet session by clicking the 'start' or 'pause' button on the Wi-Fi Portal. Additionally, your session will automatically stop when you sign out or if service becomes unavailable on the flight. Anytime the session is disconnected your data consumption will not increase, as your Internet session will not be operational.

Question - How can I continue using Wi-Fi after I have used up my complimentary session?

Answer - At the end of your complimentary session, you will have the option to purchase the Paid Plan to continue your Internet connectivity.

Question - Can I keep using my Paid Plan if I transfer to another Qatar Airways flight?

Answer - The Paid Plan you purchased is only valid on the flight you bought it on. You are unable to transfer it to another flight.

Question - Can you stop the complimentary Wi-Fi session and resume later during the flight?

Answer - No. This facility is not currently available.

Question - What payment options are available?

Answer - Most major credit and debit cards are accepted, including Visa, MasterCard and American Express.

Question - I am getting a browser security warning when I enter a website address into the address bar. What is this?

Answer - This should only happen if you are not automatically redirected to the OryxComms homepage because you entered a website address which starts with 'HTTPS'. For Safari browsers to be redirected to OryxComms homepage, follow these steps: In this case, your device's browser may present a security warning screen. This is merely a standard warning to be safely directed to the OryxComms homepage. Click the 'Show Details' button. In the 'security warning' explanation field, click on the 'visit this website' link which will redirect your browser to OryxComms homepage. (Note: you may need to update your 'Certificate Trust Settings' to proceed.) For Chrome browsers to be redirected to OryxComms homepage, follow these steps: Click 'ADVANCED'. Following the 'security warning' explanation field, click on the 'Proceed to <website name> (unsafe)' link which will redirect your browser to OryxComms homepage. Note: If your Safari browser does not show 'Show Details' option or your Chrome browser does not show 'proceed to' option then enter 'oryxcomms.com' in the address bar to display the OryxComms homepage.

Question - What operating systems and web browsers are supported?

Answer - The minimum requirements to access Wi-Fi is either a mobile device, laptop or iPad with an 802.11 wireless capability (Wi-Fi) and one of the following supported operating systems: iOS 10 or higher Android 5 or higher Windows Mobile 10 or higher Onboard Wi-Fi supports the following web browsers: Mac OS X 10 (Sierra) - Safari 10 or higher Google Chrome 56+ or higher Internet Explorer® IE 11 or higher Mozilla® Firefox® 53+ or higher

Question - What can I do to have the best experience using the inflight Wi-Fi?

Answer - The inflight Wi-Fi hotspot uses a satellite-based connection and is optimized to reduce the amount of data transferred over the satellite link. To further optimize your Internet experience, we recommend turning off automatic updates, such as Microsoft Windows or iOS updates.

Portable Electronic Devices (PEDs)

Question - What is a Portable Electronic Device (PED)?

Answer - Portable Electronic Devices (PEDs) are commonly used electronic devices and gadgets such as mobile phones, notebook computers, tablets, laptop computers, etc.

Question - Which devices cannot be operated at any time on a Qatar Airways aircraft?

Answer - The following devices cannot be used: e-cigarettes; personal air purifiers; remote control toys; televisions; transmitters (amateur, citizens band (CB), two-way radios or walkie-talkies); VHF scanner receivers.

Question - What has changed since allowing the use of PEDs on board?

Answer - The new safety guidelines establishes that passengers may use

approved PEDs to be switched on in Flight mode or Airplane mode during all phases of the flight, unless flight crew or cabin crew instructs them otherwise. Prior to this change, the safety guidance stated that passengers could use their PEDs in Flight mode (non-transmitting) in-flight, but not during taxiing, take-off and landing. With this new policy, you can now read an e-book, watch or listen to pre-loaded portable entertainment or play pre-loaded games during all phases of your flight. Passengers are requested to pay attention to important safety videos and announcements made by the crew, prior to the flight's take-off and landing.

Question - Are there any restrictions on the use of PEDs within the aircraft?

Answer - Yes, there are restrictions. These include: Airplane mode or Flight mode: All PEDs must be in a non-transmitting mode which is normally referred to as Airplane mode or Flight mode during taxiing, take-off and landing. On aircraft equipped with mobile / data connectivity, customers would be notified of the availability of the service. PEDs heavier than 1 kg or 2.2 lbs. weight: For flight safety reasons, the use of PEDs heavier than 1 kg or 2.2 lbs. - such as laptops or notebook computers - will not be allowed during taxiing, take-off and landing. However, laptops or notebook computers can be used in-flight during cruise phase.

Question - Which PEDs are allowed to be used on Qatar Airways flights?

Answer - Some of the approved PEDs include the following: Mobile phones with flight mode capability Laptop / notebook computers Tablet computers E-readers Noise-cancelling headphones Digital Audio / MP3 Players Portable DVD / CD Players Bluetooth enabled devices Electric shavers Personal digital cameras Electronic games Assistive medical devices

Question - How will the cabin crew or flight crew ensure all PEDs are in Flight mode?

Answer - A safe flight should be everyone's priority. It may not be feasible for crew to physically check that all passengers have switched their devices to 'Flight' mode. Passengers are obliged to follow cabin crew and flight crew instructions at all times.

Question - What are handheld PEDs?

Answer - Qatar Airways' definition of a handheld PED (portable electronic device) is a gadget that is relatively smaller in size and less than 1 kg or 2.2 lbs in weight. Laptops and notebook computers do not qualify as handheld devices as these are heavier than 1 kg or 2.2 lbs.

Question - Is there a facility for me to charge my PED on board a Qatar Airways aircraft?

Answer - PEDs may be powered or charged by means of the sockets fitted in the passenger seats where available. Note: Charging of PEDs is prohibited during take-off and landing.

Question - Can the cabin crew or flight crew ask passengers not to use their

PEDs?

Answer - Yes, they can. Where required, crew may inform the passengers through an announcement that PEDs be switched off due to flight safety requirements. Passengers must always comply with safety instructions.

Question - What should I do in the case my PED inadvertently drops between mechanical parts of an electronically adjustable seat?

Answer - Cabin crew must be informed immediately. Please do not attempt to move the seat electrically or mechanically in order to retrieve the PED. The seat movement may crush/damage the PED's lithium battery and potentially result in a lithium battery fire.

Question - Is the new PED policy safe?

Answer - Yes, the policy is based on analysis performed by experts from all aviation domains including airlines, aircraft manufactures, and PED manufacturers.

Pre-Select Dining

Question - Who can benefit from the Pre-Select Dining service?

Answer - Passengers travelling in First and Business Class on selected routes departing from Doha can enjoy the Pre-Select Dining service. You can check the menu on 'Manage Booking' when you retrieve your booking online. The Pre-select dining menu will be available 14 days before departure and can be selected up to 24 hours prior to departure. This service is available on selected flights with a duration of more than 5 hours.

Question - Will the Pre-Select Dining service be available on other flights or aircraft?

Answer - Please visit [qatarairways.com](https://www.qatarairways.com) or subscribe to our newsletter to receive the latest news on our products and services: <https://www.qatarairways.com/en/newsletter.html>

Question - What is the Pre-Select Dining service?

Answer - Qatar Airways is pleased to offer our First and Business Class passengers the Pre-Select Dining service. With this service, passengers are able to reserve a main course of their choice for enjoyment on board. The service is available on selected routes from Doha and meal requests can be made 14 days in advance, and up to 24 hours prior to departure.

Question - Will the Pre-Select Dining service be available on codeshare flights?

Answer - The Pre-Select Dining service will only be available on selected routes operated by Qatar Airways. Passengers with tickets issued by other airlines for flights operated by Qatar Airways may contact their local Qatar Airways Contact Centre in order to obtain their Qatar Airways booking reference, allowing them to log into 'Manage Booking' and book their preferred main course on eligible flights from Doha.

Question - Which sectors feature the Pre-Select Dining service?

Answer - The service is exclusively available for our First and Business Class passengers departing from Doha on select flights to the following regions: the Americas, Europe, Africa, Asia, and Australasia. Please subscribe to our newsletter to receive the latest news on our products and services: <https://www.qatarairways.com/en/newsletter.html>

Question - Will I be charged for the Pre-Select Dining service?

Answer - The Pre-Select Dining service is a complimentary service for Qatar Airways First and Business Class passengers travelling on selected routes.

Question - How can I book the Pre-Select Dining service?

Answer - First and Business Class passengers can book the Pre-Select Dining service when they log into 'Manage Booking' on the Qatar Airways website or via the mobile app. This feature will only be available for selection to passengers on eligible flights departing from Doha up to 14 days in advance. Meal reservations have to be made 24 hours prior to departure time. If passengers purchase a Qatar Airways ticket eligible for the Pre-Select Dining service more than 14 days prior to departure, they will not be able to book the Pre-Select Dining service; however, the feature will still be available under 'My trips' in a disabled mode, until the reservation window opens 14 days prior to departure.

Question - When can I book the Pre-Select Dining service?

Answer - First and Business Class passengers can book the Pre-Select Dining service 14 days in advance of their departure date. Meal reservations have to be placed at least 24 hours prior to the departure time through 'Manage Booking' on the Qatar Airways website and mobile app.

Question - What happens if I change my mind during or after the Pre-Select Dining booking process?

Answer - Passengers can amend their meal selection by choosing a different main course up to 24 hours prior to the departure time through 'Manage Booking' on the Qatar Airways website and mobile app.

Question - What type of meals can I expect as part of the Pre-Select Dining service?

Answer - First and Business Class passengers may choose from the à la carte on-board menu which varies by destination.

Question - Will I still receive meals on the flight even if I do not book the Pre-Select Dining service on eligible flights?

Answer - Passengers travelling with Qatar Airways on First or Business Class will still be able to enjoy our à la carte menu and dine-on-demand service. The Pre-Select Dining service is introduced to allow passengers the ability to reserve their main course of choice in advance on eligible routes.

Question - Can I order a Special Meal in addition to the Pre-Select Dining

service?

Answer - Only one meal preference can be selected per passenger. Passengers can choose either a Special Meal (to suit their dietary requirements) or the Pre-Select Dining service on eligible sectors. On non-eligible sectors, passengers will only be able to select a Special Meal for themselves.

Question - Should I book the Pre-Select Dining service if I have special dietary needs?

Answer - Pre-Select Dining is an enhanced meal reservation service offered to our Premium cabin passengers. For passengers with specific dietary requirements, we encourage them to select their meal(s) from our wide range of Special Meals available.

Question - Can all passengers under the same booking reference book the Pre-Select Dining service?

Answer - So long as the passengers are travelling in First and/or Business Class on eligible routes, there is no restriction to the number of passengers under the same booking reference who are eligible for the Pre-Select Dining service.

Question - How do I know that my main course choice is confirmed?

Answer - The main course selection is confirmed once the passenger saves the selection by clicking on the 'Save preference' button within the meal selection page. A green tick will appear next to the meal selection. An automated e-mail confirmation will be sent to the passenger once the selection is saved.

Question - How will I recognise my meal selection on the e-mail confirmation?

Answer - The pre-selected main course will be indicated next to the passenger's flight details on the email confirmation.

Question - Can Qatar Airways guarantee the meal choice?

Answer - While Qatar Airways will make every effort to fulfil your meal request, we cannot guarantee your meal selection will be available on your flight.

Question - Is there any age restriction on the Pre-Select Dining service?

Answer - There is no age restriction for this service.

Question - Can travel agencies, Qatar Airways Holidays staff and the Call Centre team book or change the meal preference on my behalf?

Answer - Travel agencies, Qatar Airways Holidays staff and the Call Centre team cannot book or change the meal preference on behalf of the passenger, with the exception of Special Meals. Passengers will have to log into 'Manage Booking' on the Qatar Airways website or via the mobile app to reserve their preferred main course.

Question - Will I receive a final reminder to book the Pre-Select Dining service?

Answer - Yes, once the reservation window opens 14 days ahead of the passenger's departure date, an email reminder will be sent to the passenger to inform them they are now able to reserve their main course in advance. This is only available

to passengers travelling on eligible routes and cabins.

Question - Which tickets qualify for the Pre-Select Dining service?

Answer - The Pre-Select Dining service will only be available to passengers with confirmed air tickets on Qatar Airways. Passengers with stand-by, waitlist, or unconfirmed tickets will be unable to book the service.

Question - Will I be notified if my meal selection changes?

Answer - Due to operational reasons, we regret we will not be able to notify passengers in advance should changes be made to their meal selections due to unforeseen circumstances. We will endeavour to make all reasonable effort to maintain our passengers' meal selections.

Question - Will the Pre-Select Dining service offer allergen-free meals?

Answer - Qatar Airways is unable to guarantee allergen-free meals and does not accept responsibility for allergic reactions of any extent.

Question - Are the meals offered as part of the Pre-Select Dining service prepared following Islamic principles?

Answer - All meals provided by Qatar Airways on board our flights are prepared according to Islamic principles.

Question - How can I provide feedback on the Pre-Select Dining service?

Answer - We welcome passengers' feedback which can be submitted through this page: <https://www.qatarairways.com/en/help.html>

Question - In which languages will the Pre-Select Dining service be available on the website and mobile app?

Answer - Currently, the service is available in English, Arabic and Portuguese.

Question - What happens if a flight is disrupted on the day of departure?

Answer - Qatar Airways will endeavour to make all reasonable effort to maintain our passengers' meal selections in the event of involuntary flight schedule disruptions.

Question - Can I book / change my main course selection within 24 hours prior to departure?

Answer - Any amendment to the passenger's meal selection has to be made latest 24 hours prior to departure.

Question - Can I select drinks and desserts as part of the Pre-Select Dining service?

Answer - Passengers will only be able to pre-select their main course.

Qsuite product

Question - What is the size of the television screen?

Answer - The size of the television screen is 22 inches. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - What would be the special services offered in Qsuite?

Answer - The Qsuite is a fully flat-bed that was developed exclusively for and in collaboration with Qatar Airways. The highlights of the Qsuite are the doors and privacy dividers which offer privacy, in suite accent lighting and generous storage spaces. Qsuite features the aviation industry's first-ever double bed available in Business Class, with privacy panels that stow away, allowing passengers in adjoining suites to create their own private room. In addition, TV monitors on the centre four suites can move to allow colleagues, friends or families travelling together to transform their space into a private suite for four to work, dine or socialise together. Individually crafted suites contain luxurious details such as satin rose gold finishing, bringing an additional level of luxury, privacy and style to Qatar Airways' Business Class offering. To further complement the customisable onboard seating experience that passengers will now enjoy, Qatar Airways provides a din-on-demand food and beverage concept allowing travellers to turn dining at 35,000 feet into a tailored experience. For those who choose to sleep a little longer there is a 'Do Not Disturb' option available on their media panel that will alert the crew from the outside of their private Qsuite. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - Which Aircraft type is configured with Qsuite/is Qsuite available on?

Answer - Qsuite is available on selected B777 and A350.

Question - Do I have the option of booking an Extra Seat (EXST) while travelling on a flight with the Qsuite product?

Answer - Yes, customers can purchase Extra Seat (EXST) if he/she wishes to keep adjacent suites not occupied by another passenger. It should be customer's choice whether they buy an adjacent suite or the whole Quad. Please note, that the only suites that will offer additional space at a seat / bed level are the AFT (backward) facing seats, E and F. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - Who do I get in touch with to block a Quad for my family? Will my travel agent be able to assign the suites?

Answer - Yes, your travel agent will be able to assign the quad for you. In case you have booked directly with Qatar Airways, please contact +974 4023 0031 or the nearest Qatar Airways Sales Office or Contact Centre to select your suites. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - What is the function of sofa armrest?

Answer - It has three functions: an extension to customer's seat, a movable armrest, a compartment to stow personal items (e.g. phone), individual bottle of water and headsets. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - Do the “double bed” suites have a partition screen which can be raised to give privacy in case two strangers are seated?

Answer - All the suites offer complete privacy. Customers travelling together may choose to lower the privacy screens if they wish with the assistance of our cabin crew (central suites only). Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - Where can Qsuite be booked?

Answer - Qsuite can be booked via all Qatar Airways' direct sales channels such as our Ticketing Offices, Contact Centres and through the My Trips option on <http://www.qatarairways.com/> Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - Which cabin is Qsuite?

Answer - Qsuite is Qatar Airways' signature Business Class product and lives up to its reputation as First in Business Class. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - What is the actual space each passenger will be provided in the Qsuite compared to the previous cabin configuration?

Answer - The bed size is similar in length to our existing bed length across our fleet. You can view seat type, pitch, width and recline during your booking at flight selection option. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - Who is responsible for controlling the privacy dividers? Especially for strangers sitting together on the double-bed suites?

Answer - The privacy dividers to the full bed position can be activated. Please contact our cabin crew on board. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - How many suites are available in each quad?

Answer - Four suites are available in each Qsuite quad. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - I have booked a window suite as none of the quads were open for blocking. Will I be allowed to change it at the airport?

Answer - Yes, if the customer is travelling in a party of 4 and there is suite availability, you will be allowed to change from a window suite to a quad suite. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - What is Qsuite?

Answer - The Qsuite is a Qatar Airways Business Class product. The highlights of the Qsuite are the doors and dividers which offer privacy, a fully lie-flat bed, in-suite accent lighting and generous storage spaces creating a new standard in comfort. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/>

[onboard/qsuite.html](https://www.qatarairways.com/en/onboard/qsuite.html)

Question - What is a Quad?

Answer - The Quad is a cluster of 4 centre suites that can be customised to the needs of the travelling companions. This includes movable privacy panels that may be arranged to create a social space for families and friends. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - Does Qatar Airways plan having the Qsuite on all its aircraft/fleet?

Answer - The Qsuite product is currently available on our selected fleet of Boeing 777 and Airbus A350 aircrafts. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - Are there any plans to introduce Qsuite in First class cabin?

Answer - Qsuite is only available in our Business Class Cabin on selected Boeing 777 and Airbus A350 aircrafts. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - How many quads are available in each aircraft type?

Answer - There are generally 4 to 6 quads, this may vary on the aircraft type and configuration. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - What are the dimensions of the Qsuite bed? I am above 6 feet, will I comfortably fit in?

Answer - The bed is 79 inches long. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - Are all suites suitable for Wheelchair passengers?

Answer - Yes, but the preferred suites are B, D, G and J (any row). Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - What special features are offered in Qsuite?

Answer - All seats convert into a fully lie-flat bed and have doors and privacy dividers, which allows it to be classified as a suite. The first ever double bed in Business class (selected suites only). Forward and rear facing seats, which in airline terms is the new generation of seating which is likely to become the norm. The 'Quad' refers to the cluster of 4 centre suites that can be customised to the needs of the travelling companions. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - What are the best suites for 2 customers travelling together?

Answer - If customers want to socialise and interact during the flight, it will be better to assign them to the central suites, both seats facing the same direction. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - What are the seat specifications?

Answer - The seat is full flat with a bed length of 79 inches and seat width of 21.5 inches. Visit this link for more details on Qsuite <https://www.qatarairways.com/en/onboard/qsuite.html>

Question - How can a Qsuite be booked?

Answer - Qsuite can be booked via all Qatar Airways' direct sales channels such as our Ticketing Offices, Contact Centres and through the My Trips option on <http://www.qatarairways.com>

Operational Updates

Travel alerts

Question - Where can I find updates related to COVID-19 (Coronavirus)?

Answer - For updates in relation to Covid-19 (Coronavirus), please visit our page <https://www.qatarairways.com/en/travel-alerts/requirements.html>

Question - Where does Qatar Airways post their 'Travel Alerts'?

Answer - For all Travel Alerts, including updates in relation to Covid-19 (Coronavirus), please visit our page <https://www.qatarairways.com/en/travel-alerts.html>

Payments

Credit Card service fee for Australia and New Zealand

Question - Since when have credit card and debit card service fees been effective?

Answer - Credit card service fees have been in effect for bookings ticketed on or after 20 June 2017 from Australia and New Zealand. Debit card service fees have been in effect since 18th October 2023.

Question - Is the credit and debit card service fee refundable?

Answer - The credit and debit card service fee is non-refundable.

Question - When does the credit and debit card service fee apply?

Answer - The card fee applies to: Qatar Airways tickets (starting with 157) when paid wholly or partly using a credit and debit card. Qatar Airways should be the Merchant of Record. (Where Qatar Airways will appear on the cardholder's statement) The card fee does not apply to: Ticket reissues, Sales of non-fare products/ services on EMDs, E.g. Ancillary Services such as Excess Baggage purchase. Any other payment mode other than Credit and Debit Card.

Question - In what scenarios will I be charged a credit or debit card service fee?

Answer - A service fee will be added to bookings paid with a credit or debit card for flights out of certain countries. The service fee will not be applied to additional

fares or fees collected when you make changes to your booking. The service fee will also not apply to redemption bookings. For tickets purchased using your Avios and cash, the service fee will only be applied to the portion paid for by a credit or debit card.

Click on the link below for all payment options available by country: <https://www.qatarairways.com/en/payment-options.html> Click on the link below to log in to your Privilege Club account: <https://www.qatarairways.com/en/Privilege-Club/loginpage.html>

Question - What forms of payments are exempted from the credit and debit card service fee?

Answer - All other non-credit card payment methods – for example, PayPal, where accepted. Click on the link below for all payment options available by country; <https://www.qatarairways.com/en/payment-options.html>

Question - Is the credit and debit card service fee applicable for infant and child tickets?

Answer - Yes. Credit and debit card service fees are applicable for all types of passengers.

Question - What are the credit and debit card service fees that will apply?

Answer - Please see the below table: For flights departing from Credit and Debit card service fee (per ticket) Australia 1.5% of the total amount, capped at AUD80 New Zealand 1.5% of the total amount, capped at NZD80

Question - How is the percentage of the credit and debit card service fee calculated?

Answer - The percentage fee is calculated based on the all-inclusive fare i.e. the sum of the fare, taxes, and any surcharges. For flights departing from Credit and Debit card service fee (per ticket) Australia 1.5% of the total amount, capped at AUD80 New Zealand 1.5% of the total amount, capped at NZD80

Question - Does the credit and debit card service fee apply for all routes?

Answer - When purchasing tickets online through [qatarairways.com](https://www.qatarairways.com) or your local Qatar Airways office, contact center, or travel agent, the fee will apply for routes departing from Australia and New Zealand.

Question - I faced an error while purchasing a ticket online with my card. If I pay with other method, will I still be charged a fee?

Answer - Please contact your local Qatar Airways office to check if you will be charged the credit or debit card service fee.

Question - Why does Qatar Airways charge a fee for bookings paid with credit and debit cards?

Answer - When you use a credit or debit card to pay for your flights out of certain countries, Qatar Airways incurs costs relating to the acceptance of credit and debit cards. You won't be charged a service fee if you choose to pay with other non-

credit or debit card alternatives. Click on the link below for all payment options available by country: <https://www.qatarairways.com/en/payment-options.html>

Question - Will a credit and debit card service fee be charged for tickets purchased through a mix of Avios and cash?

Answer - For such purchases, the remaining cash portion must be paid for by a debit or credit card. If you choose to pay with a credit or debit card, you will be charged a service fee. Click on the link below to log in to your Privilege Club account: <https://www.qatarairways.com/en/Privilege-Club/loginpage.html>

Question - Is there any exemption to the card fees surcharge?

Answer - No, there are no exemptions. If payment is made by credit or debit card then the fee must apply. You may use other payment options to avoid card fees. Click on the link below for all payment options available by country: <https://www.qatarairways.com/en/payment-options.html>

Question - What kind of costs are included in the credit and debit card service fees?

Answer - The cost of card acceptance generally includes the acquiring and payment processing services.

Question - Are card fees applicable across all sales methods?

Answer - Yes, card fees are applicable across all sales channels including but not limited to Qatar Airways offices, contact centers, online booking, or travel agencies.

Payment Verification

Question - What information do I need to provide for credit card verification?

Answer - To verify the payment card used to purchase your tickets, please provide us with the additional information within 48 hours. You will need to provide: a) A copy of the cardholder's passport or state-issued ID b) A scanned copy of the cardholder's credit card statement with the Qatar Airways transaction. Please note that due to security reasons, Qatar Airways does not accept card images for the verification.

Question - How can I receive my refund if I made a guarantee payment (for credit card verification purposes) at check in?

Answer - The refund of your guarantee payment will be issued after credit card verification for the original payment card is completed and successful. Please respond to the Qatar Airways Support email to verify the original card and request the guarantee payment to be refunded. Once verification is successfully completed, we will refund the guarantee payment to the same card used to make the guarantee payment. The refund may take up to 28 days to be processed. Click <https://www.qatarairways.com/en-qa/help/guarantee-payment-refund.html> to request the guarantee payment refund.

Question - What is the time frame to respond to the credit card verification email and what will happen if I didn't respond in time?

Answer - If you fail to provide us with a response to the credit card verification

email within 48 hours, we reserve the right to cancel your booking and accordingly process a refund to the credit card used for purchase or we may conditionally accept the transaction subject to the credit card verification being successfully completed at the airport at the time of check-in. If you are unable to send us the documents in the stipulated time frame, please call your local office and advise us of your circumstance. For more information on terms & conditions of paying by credit card please visit the link below <https://www.qatarairways.com/en/legal.html> ("Paying by credit card")

Question - I have emailed my documents for the purpose of credit card verification however, the payment is not yet verified.

Answer - Please wait for a response from the credit card verification team. If your travel is imminent please contact your nearest Qatar airways reservation office or customer contact center for further assistance.

Question - I've been told that the card holder must present their card at the check-in desk for payment verification. What should I do?

Answer - Please go to the check-in counter along with the card holder to check-in for the flight along with the necessary documentation and credit card used to make the payment. The check-in agent will be able to verify the payment card there and issue your boarding pass. Note that you will not be able to download a mobile boarding pass if you have to verify your credit card at the check-in desk. Please make sure that you allow extra time at the airport for the credit card verification process. If you miss your flight, cancellation penalties may apply in accordance with the terms and conditions of your ticket. If you are travelling from an airport that does not authorise non-travelers to enter the airport, please ensure that the credit card verification is completed prior to departure.

Question - What do I need to do when I receive the credit card verification email?

Answer - We will ask you to provide additional information to us which allows us to verify that the cardholder approved the transaction to purchase the ticket. You will need to provide these documents within the time frame specified in the email to avoid the ticket getting cancelled. You may reply to the email with the documents attached, or the cardholder will be asked to present documentation at the check-in desk at the airport.

Question - I was unable to proceed with CC verification, but paid through another form of payment and now the booking is cancelled.

Answer - Please contact the nearest Qatar airways reservation office or customer contact center for further assistance. To request a refund, click on the link below <https://www.qatarairways.com/en/refund-request.html> For further enquiries contact your local offices, contact details can be found in the following link <https://www.qatarairways.com/en/worldwide-offices.html>

Question - The cardholder cannot present the payment card for verification

due to check-in counters access restriction.

Answer - You must respond to the Qatar Airways Support email you received explaining your circumstance. You may choose your next step from the following options: Reply to the email with the documents attached to complete the verification. At the airport, you can ask security or airport staff to contact a Qatar Airways staff member to allow access to the Qatar Airways Airport office or the check-in counter for the card holder to complete the verification. The passenger can make a guarantee payment for the value of the ticket at the check-in desk, which will be refunded once the verification of the original credit card has been completed. To confirm this service is available at your departure airport, please respond to the Qatar Airways Support email you received and ask for a confirmation.

Question - I have been told that the cardholder must present their card at check-in desk for verification, but they cannot do so.

Answer - You must respond to the Qatar Airways Support email you received explaining your circumstance. You may complete the verification by replying to the email with the documents attached. If this is not feasible then, the card holder can verify the credit card at any Qatar Airways ticketing office or the passenger can make a guarantee payment for the total value of the ticket at the check-in desk. This payment will be refunded once the verification of the original credit card has been completed. To confirm if this facility is available at your departure airport, please respond to the Qatar Airways Support email you received.

Question - What does Qatar Airways do with the additional information that I provide for credit card verification?

Answer - We cross reference the additional information you provide with the payment details provided at the time of booking. With this information, we can ensure that the payment for your ticket was authorised by the card holder. We take significant steps to ensure the security of your personal information and we use it for verification purposes only. To make a formal request on data privacy matters with Qatar Airways please fill up and submit the Subject Access Request form in the following link: <https://www.qatarairways.com/en/subject-access-request-form.html>

Question - Why have I received an email asking me to verify the payment I made with the credit card?

Answer - Qatar Airways takes payment security seriously. In order to ensure that the use of your payment card was authorised, we ask you to give us additional information, such as card statements showing the payment for the ticket. This allows us to verify that the cardholder approved the transaction to purchase the ticket. Especially in cases where the passenger is different from the cardholder, we take extra precautions to ensure that the use of the payment card was authorised. For more information on the terms & conditions of paying by credit card please visit the link below <https://www.qatarairways.com/en/legal.html> ("Paying by credit card")

Question - Will I still be allowed to fly if I don't provide the necessary information for credit card verification?

Answer - Your ticket will be cancelled and you will not be allowed to board the aircraft if you do not complete the necessary payment verification. If your ticket is not cancelled and you are unable to provide the required documentation then you may have to make a guarantee payment for the value of the ticket at the check-in desk, this payment will be refunded to you once the verification of the original credit card has been completed and is successful.

Question - I did not provide the payment verification information and my booking has been cancelled. What should I do?

Answer - Unfortunately, the cancelled booking cannot be reinstated. You will need to purchase the ticket again and ensure that you provide the necessary payment verification information when requested.

Privilege Club : Qatar Airways' loyalty programme

Privilege Club Collection

Question - How to increase the bidding Avios amount?

Answer - To increase your bid on the Privilege Club Collection platform, log in and proceed to the listing. Once you are logged in, Members can click the '+' icon on the listing page to increase the bid value and then click on 'Bid now' button to proceed. Your new bid must be higher than the current highest bid by at least the stated Bid Increment. You can increase your bid at any time. You may take advantage of the Maximum Bid feature which allows you to set the maximum bid you are willing to place on an item. The system will then automatically bid in increments to keep you in the lead until your maximum bid amount is reached.

Question - How to decrease the bidding Avios amount?

Answer - Once a bid is placed on the Privilege Club Collection platform, it cannot be reduced.

Question - What is Privilege Club Collection?

Answer - Privilege Club Collection is an online platform that allows members to spend Avios to access unique money-can't-buy experiences and get access to Qatar Airways sponsored sports teams matches, events, memorabilia and more. Members can redeem Avios to participate in auctions or purchase exclusive fan experiences and limited-edition items.

Question - What are Auctions (Bid) on the Privilege Club Collection platform?

Answer - An 'Auction' is an event where multiple buyers can place a bidding amount to become a winner of the auction. Each time a bid is placed, the next bidder has to place a higher amount to remain in the auction. At the end of the auction, the person who has placed the highest bid becomes the winner. On the Privilege Club Collection platform, a 'bid' is the amount of Avios that a member is willing to spend on a listing. Each time a successful bid is placed or if a member is outbid, a notification email goes out to member's registered email address and Avios are blocked from member's account. Once the auction is ended, the winner gets a notification of winning the bid and the Avios are deducted. All other members who participated, also get a notification that

the auction has ended and any blocked Avios are released back to member's accounts.

Question - Who is eligible to participate in Privilege Club Collection?

Answer - The listings available as part of Privilege Club Collection will be visible to all who come to the platform. However, to participate one must be a Privilege Club Main Member (including Student Club).

Question - Is cash, card or other forms of payment accepted on the Privilege Club Collection platform?

Answer - At this time Avios is the only acceptable form of payment to participate in the platform.

Question - What type of actions can be performed on the Privilege Club Collection platform?

Answer - Main Members can participate in Auctions (Bid) or Main Members can purchase items outright (Buy)

Question - What is the payment method accepted for Privilege Club Collection?

Answer - Members must use Avios to bid or buy on listings that are part of Privilege Club Collection.

Question - What are 'Buy now' listings on the Privilege Club Collection platform?

Answer - A 'Buy now' item is an item that is available for purchase for a fixed number of Avios.

Question - What is a listing?

Answer - The items available as part of the Privilege Club Collection platform are called listings.

Question - What is the Maximum Bid feature and how does it work?

Answer - The Maximum Bid feature on the Privilege Club Collection platform allows you to set the maximum bid you are willing to place on an item while only advancing your actual bid as much as is required to be the highest bidder. The system will then automatically bid in increments to keep you in the lead until your maximum bid amount is reached. Your maximum bid is not visible to the other bidders. If another bidder outbids your maximum bid, you will receive an outbid notification. If you have the highest bid at the time the auction closes, you win, even if your maximum bid was not reached. Simply enter the highest bid you feel comfortable bidding and the system will handle the rest for you. You will receive an email notification if another bidder outbids your maximum bid and you need to increase your bid.

Question - What if the event I bid/purchased on the Privilege Club Collection platform is canceled or postponed?

Answer - If an event is canceled and will not be rescheduled for a later date, we will send you an email notification that will include cancellation details. If you

purchased the event, refund details will be included as well. If an event is postponed or rescheduled you will receive an email notification that will include the updated event details and allow you to confirm for the rescheduled event. If you are unable to attend the rescheduled event you will be given an opportunity to cancel your purchase and receive a full refund where applicable.

Question - What happens once a winner is selected?

Answer - If a member has completed a purchase (buy) or auction (bid), the Avios will be immediately deducted and a winning notification with all product details and delivery information will be sent to member's registered email address. If needed, we may ask members to provide additional information such as guest name, delivery address, contact information etc.

Question - Can I gift a 'Buy Now' item to family or friends?

Answer - Except where specifically excluded, you may gift a Buy Now item to a family member or friend. Please note that any item you win or buy may not be sold, assigned, re-marketed, or otherwise disposed of.

Question - What are the benefits of using the Maximum Bid feature?

Answer - If you are outbid and have not met your Maximum Bid amount, this feature will: Automatically manage your bidding for you Prevent you from increasing your bid more than necessary to be the highest winner

Question - How can members participate in an auction if they don't have enough Avios?

Answer - Members can top-up their Avios balance using Buy, Gift or Transfer Avios option to participate in an auction.

Question - Can Privilege Club Collection purchases be returned or refunded?

Answer - All purchases and winners are final and non-refundable.

Question - Can I submit a bid offline?

Answer - No. Bids can only be placed on the Privilege Club Collections platform. You may take advantage of the Maximum Bid feature which allows you to set the maximum bid you are willing to place on an item, even while you are offline. The system will then automatically bid in increments to keep you in the lead until your maximum bid amount is reached.

Question - What if I need help regarding the listings on the Privilege Club Collection page?

Answer - Most questions can be answered by reading through the details of the listing page. However if your support request relates to something that is not covered please visit our support page.

Question - Can I cancel or retract my bid on the Privilege Club Collection platform?

Answer - No. Once you have confirmed your bid it can't be withdrawn, lowered, or canceled.

2023 Tier Extension

Question - Will my lounge passes be extended as part of the tier extension?

Answer - Yes, the validity of your unused lounge passes will be extended until 31 December 2023.

Question - How would I benefit from tier extension for 2023?

Answer - If you are a Silver, Gold or Platinum member of Privilege Club and have not earned enough Qpoints to retain your tier by the tier renewal date, your membership status will be extended until 31 December 2023.

Question - When will the change in my tier renewal date be effective?

Answer - Your membership tier status will automatically be updated to 31 December 2023 on the day after your existing tier validity ends.

Question - Where can I check to see if the tier extension has been applied to my membership?

Answer - You can log in to your Privilege Club account on our website or our mobile app, and check the revised tier validity on your member dashboard.

Question - Will my Qcredits, Qpoints and Avios be extended as part of the tier extension?

Answer - All existing Avios, Qpoints and Qcredits in your Privilege Club account will maintain their original validity date.

Avios Max

Question - Can I change my travel dates or destination if I paid for my flight with Avios MAX?

Answer - Yes, you can request a refund if you paid for your flight with Avios MAX. Fare rules will apply. Any fare difference or additional fees must be paid separately. Avios will only be credited back to your account if you do not take any of the flights in your booking.

Question - Can I upgrade by booking with Avios/Qcredits, if I paid for my flight with Avios MAX?

Answer - You can apply to upgrade your booking with Avios or Qcredits if you have paid for your flight with Avios MAX. Award upgrades are permitted on flights operated and marketed by Qatar Airways. Cabin upgrades are subject to availability.

Question - Can I use Avios MAX to pay for a child or infant's flight ticket?

Answer - Yes, you can use Avios MAX to pay for a child or infant's flight ticket. Please note that all bookings including child and/or infant passengers, must include adult passengers in accordance with our Conditions of Carriage.

Question - What is the difference between Cash + Avios and Avios MAX?

Answer - You can use Cash + Avios to pay up to 50% of your fare with Avios. With Avios MAX, you can pay your fare in full with Avios, excluding taxes and fees for add-ons.

Question - Can I use Avios MAX to pay for any flight?

Answer - Avios MAX can only be used to pay for flights marketed and operated by Qatar Airways, oneworld® airlines, or our partner airlines. This excludes award flights and award upgrades.

Question - Can I collect Avios on flights paid for with Avios MAX?

Answer - You can earn both Avios and Qpoints on flights paid for with Avios MAX. To find out how many you can earn, visit <https://www.qatarairways.com/en-qa/Privilege-Club/qcalculator.html>.

Question - Can members use Avios MAX in any cabin or mixed cabin?

Answer - Avios MAX can be used to pay for flights in any cabin.

Question - What will happen if I do not take the flight that I paid for with Avios MAX?

Answer - You can modify your booking or request a refund if you do not take your flight. Fare rules will apply. Any fare difference or additional fees must be paid separately.

Question - Can I convert the bookings I paid with Avios MAX into a refund voucher?

Answer - You can request a refund if you do not take your flight. Fare rules will apply. The refund will be processed back into the original method of payment only.

Question - If I already paid for my flight using Cash + Avios, can I change my chosen payment method to Avios MAX?

Answer - The payment method cannot be changed from Cash + Avios to Avios MAX after payment is complete.

Booking an Award Ticket

Question - Can I change a passenger's name in an award ticket at any time?

Answer - Name changes are not permitted once your booking has been finalized. Please make sure that you enter the name of all passengers the same way it is written in their passports to avoid problems at check-in or Immigration.

Question - Why do I have to provide my details to Secure Flight?

Answer - In order to comply with the Transportation Security Administration's Secure Flight Program, Qatar Airways is required to collect Full Name (First name, middle name and last name, as it appears on your passport), Date of Birth, Gender, and Redress Number (if applicable) at time of booking. Passengers can enter the required additional APIS data directly at the end of the booking process. Passengers

who have not booked online can contact the nearest local Qatar Airways office to update their passport information or update it once online check in is available.

Question - Can I change my seat and meal preferences at a later stage?

Answer - Yes. To change your seat and meal preferences, go to <http://www.qatarairways.com/qa/en/homepage.page>, select "My Trips", enter your booking reference and last name or Privilege Club number and last name to proceed. From the "Manage Flight" menu, click "Modify seat selection" or "Meal preference" to modify your seat or meal preference. Note: Meal selection needs to be requested at least 24 hours prior to departure. You can also check-in online and select your preferred seat. Online check-in for flights from the U.S. opens 24 hours prior to departure and check-in for flights to the U.S. opens 24 hours prior to departure from Doha. For all other flights, online check-in is available 48 hours to 90 minutes before flight departure. To check your aircraft's configuration and find out more about seat width and pitch, as well as services available on the aircraft, click <https://www.qatarairways.com/en/fleet.html>; and navigate to the aircraft's seat map.

Question - What taxes, carrier-imposed fees have to be paid for an award ticket?

Answer - In addition to the Avios required for the award ticket, the taxes and carrier-imposed fees that apply would have to be paid. When you select the date and class, the taxes and carrier-imposed fees if any will be shown separately.

Question - Are Avios refundable if I cancel my award booking?

Answer - Avios are refundable unless you are a no-show; in the event of a no-show, the avios will be forfeited. Click the link below for more details on the award ticket fee. <https://www.qatarairways.com/en-qa/Privilege-Club/redeem-avios/award-ticket-fees.html>

Question - Can I upgrade a ticket issued under promotional fares?

Answer - Tickets issued under certain promotional fares may not be eligible for an upgrade using Avios/Qcredits. Please check your ticket or contact any <http://www.qatarairways.com/qa/en/contact-us.page> for details

Question - What personal information is required to book an award ticket online?

Answer - You will need to provide your full name and contact details such as telephone number and email address. All mandatory information is marked with an *.

Question - Which credit cards does Qatar Airways accept?

Answer - Major credit or debit cards are accepted in most countries in addition to 'click-to-pay' payment in certain countries. Customers in certain countries can pay for their online bookings at designated local banks. and American Express.

Question - What information will be collected by Secure Flight?

Answer - Secure Flight will require all airlines to provide a passenger's name

as it appears on the government issued ID they plan to travel with, date of birth, gender, and redress number (if available).

Question - What is Secure Flight and what does it do?

Answer - Secure Flight is a behind the scenes program that streamlines the watch list matching process. It will improve the travel experience for all passengers, including those who have been misidentified in the past.

Question - How do I know the amount of Avios required for an award ticket?

Answer - Once you select your preferred date and class, the Avios required for the award ticket will be displayed. It will also display the Avios plus Cash required for the award ticket. You will be required to pay taxes and carrier-imposed fees which will also be displayed along with the Avios or Avios plus Cash required for the award ticket.

Question - How do I find the available dates for my award ticket?

Answer - The calendar matrix displays the available dates and the cabin class for your award ticket. It also shows the availability for the upcoming months.

Card linking

Question - How many cards can I link to my Privilege Club account?

Answer - You can link up to five Visa prepaid, debit or credit cards, and five Mastercard prepaid, debit or credit cards.

Question - What can I do if Avios are not credited to my Privilege Club account, once completing a purchase with my linked payment card?

Answer - You can raise a claim <https://clo.qatarairways.com/en/claim-avios/provide-club-number> within 30 days after your purchase appears under 'Manage my cards'. You must have a copy of your point-of-sale receipt to claim Avios.

Question - How do I link my payment card?

Answer - Link your payment card to your Privilege Club account <https://clo.qatarairways.com/>. You will be asked to log in to your Privilege Club account if you are currently logged out. Then, you will need to enter your Privilege Club membership number and your 16-digit payment card number. Review and agree to the terms and conditions, and click 'Link now'.

Question - To collect or spend Avios, how much do I need to spend with my linked payment card when completing purchases with partners?

Answer - You must spend at least QAR 50 or the equivalent in another currency.

Question - What is Privilege Club's 'Link your payment card' programme?

Answer - Privilege Club members can use this programme to link their Visa and Mastercard credit cards, as well as any Qatar Airways co-branded cards, to their Privilege Club account to collect or spend Avios when making purchases at participating partners.

Question - How do I view the purchases I have made using my linked card?

Answer - Once logged in, you can view all of the purchases you have made with your linked card in the ' <https://clo.qatarairways.com/> ' section.

Question - How do I remove a linked card?

Answer - Once logged in, you can add or remove cards at any time in the ' <https://clo.qatarairways.com/en/manage-cards> ' section.

Question - Can I link my payment card even if it's linked with other frequent flyer programmes?

Answer - Yes.

Question - My payment card has been linked to someone else's Privilege Club account. Can you help me unlink it?

Answer - Yes, please <mailto:loyaltypartnerships@qatarairways.com?subject=Request%20to%20join%20the%20Qatar%20Airways%20partner%20programme> with us for further assistance.

Question - I have used my linked card at one of the partners. How long will it take for my purchase to appear in my list of transaction?

Answer - Your transactions will appear on average within 14 days of making a purchase, under the 'Your transaction' section in ' <https://clo.qatarairways.com/en/manage-cards> '.

Question - How do I know which partner I can use my linked card at?

Answer - Find out where to use your linked card by browsing our https://clo.qatarairways.com/en/earn-avios?sort_by=name_common . If you are a business, please <mailto:loyaltypartnerships@qatarairways.com?subject=Request%20to%20join%20the%20Qatar%20Airways%20partner%20programme> to request to join the programme.

Question - How can I connect my business with this programme or become a participating partner?

Answer - Please <mailto:loyaltypartnerships@qatarairways.com?subject=Request%20to%20join%20the%20Qatar%20Airways%20partner%20programme> to request to join the programme.

Question - I have linked my Qatar Airways branded card. Will I collect Avios twice as a Qatar Airways branded card holder?

Answer - You will continue to collect Avios as per the agreement with your card provider. You will also receive Avios when making purchases with your linked card at participating partners.

Question - Will my payment card details be safe after linking to my Privilege

Club account?

Answer - The card-linking platform is PCI DSS Level 1 compliant to the highest level of security.

Question - What details of my card are required to link to my Privilege Club account?

Answer - Only the 16-digit card number is required. The card's expiry date and CCV are not needed.

Question - Do I still need to physically use my linked card at the store when making purchases at participating partners?

Answer - Yes, you will need to physically use your card in-store. However, you can use Apple Pay, Google Pay or other digital wallets as long as you use payment cards that you have already linked to your Privilege Club account.

Question - How long does it take for earned Avios to reflect in my Avios balance?

Answer - Once your card provider has cleared the transaction, you will see it in the ' <https://clo.qatarairways.com/en/manage-cards> ' section. Depending on the partner, Avios may take up to 30 days to be visible in your Privilege Club account after the partner's return policy duration has elapsed.

Question - If I choose to collect Avios instead of spending them on a particular purchase, can I change my preference?

Answer - Once your Avios have been spent for a purchase, it is not possible to reverse this and collect Avios instead.

Question - Will I be eligible to collect or spend Avios on purchases made online with participating partners?

Answer - We will be adding online partners soon.

Question - Do I need to link my card for every retail partner?

Answer - No, you only need to link each of your payment cards to your Privilege Club account once. This will enable you to collect or spend Avios when making purchases with all participating partners, including those outside your country of residence.

Question - How many Avios will I collect when I shop using a linked card?

Answer - The amount of Avios collected depends on the participating partner. You will collect Avios based on the local currency. For example, for every QAR 4 (Qatari Riyals) spent, you may earn 1 Avios.

Question - Should I link my Qatar Airways branded card to my account to collect or spend Avios at participating partners?

Answer - Yes. Your Qatar Airways branded card has to be linked to collect or spend Avios when making purchases at participating shops.

Question - Do I need to link a Qatar Airways co-branded credit card, to collect and spend Avios with partners?

Answer - No, you can still collect and spend Avios with partners if you link other Visa or Mastercard payment cards.

Question - How can I spend Avios with partners, using my linked payment card?

Answer - All you need to do is follow these simple steps: Download the Qatar Airways mobile app Pay using your linked payment card If you have enough Avios in your Privilege Club account to cover your purchase, you will receive a notification after completing payment, asking you to choose between collecting and spending. null Enter the one-time pin (OTP) sent to your registered mobile number or email address. Cashback equivalent to the amount paid, will then be credited to your linked payment card within one week, depending on your card issuer. If you have not chosen to collect or spend Avios after eight hours, you will automatically collect Avios on your purchase

Question - How can I benefit from linking my payment card to my Privilege Club account?

Answer - Once you link your payment card, you can collect or spend Avios when making purchases with an expanding selection of over 600 partners.

Question - Do I need to link a Qatar Airways co-branded credit card, to collect more Avios than I would with other payment cards?

Answer - Yes. the total amount of Avios collected will be greater. You will always collect Avios when using a Qatar Airways co-branded credit card. However, if you link it to your Privilege Club account, you will collect Avios in addition to what you already did. This means that you will collect more Avios than you would with other payment cards.

Claim Missing Avios

Question - How can I claim my missing Avios with Qatar Airways?

Answer - New members can claim missing Avios within 90 days prior to the date of joining Privilege Club and up to 180 days after the date of travel on Qatar Airways for existing members. For missing Avios on Qatar Airways, please log onto <http://www.qatarairways.com/PrivilegeClub> and submit your claim online. You will need to provide your flight details and ticket number. For missing Avios requests on Qatar Airways made through other channels such as any Qatar Airways ticketing office or our Member Service Centre, you will need to provide your flight ticket number.

Question - Can I claim Avios for travel completed before joining the Privilege Club?

Answer - To make sure your Avios are correctly credited to your account, please ensure the following: The last name and first name given when making your reservation must match the name that is in your Privilege Club membership profile. Please provide your membership number at the time of booking or check-in or

while using the services of any of our partners. In the case of retro claims, please ensure that the activity is not beyond the retro claim period, which is within 90 days prior to the date of joining Privilege Club for new members and up to 180 days after the date of travel for existing members.

Question - How can I claim my missing Avios with partners?

Answer - Missing Avios on Airline Partners: Only missing Avios requests for airline partner transactions will be accepted by Privilege Club. Please log onto your <https://www.qatarairways.com/en/Privilege-Club/loginpage.html> at avios.com or mobile application and submit your request from the Contact Centre tab using the 'Write to us' form selecting appropriate service area type and attach copies of your ticket and boarding pass. Click <https://www.qatarairways.com/en/Privilege-Club/claim-missing-qmiles/claim-missing-qmiles-on-airline-partners.html> to learn more. Missing Avios on other Partners: Claim missing Avios on non airlines partners must be sent directly to the relevant partner with a copy of the itemized bill along with the completed form. For all forms and contact details for each partner, please click <https://www.qatarairways.com/en/Privilege-Club/claim-missing-qmiles.html>. To ensure your Avios are correctly credited to your account, please provide your Privilege Club membership number when using the services of any of our partners.

Question - How can I ensure that my Avios are credited to my Privilege club account?

Answer - To make sure your Avios are correctly credited to your account, please ensure the following: The last name and first name given when making your reservation must match the name that is in your Privilege Club membership profile. Please provide your membership number at the time of booking or check-in or while using the services of any of our partners. In the case of retro claims, please ensure that the activity is not beyond the retro claim period, which is within 90 days prior to the date of joining Privilege Club for new members and up to 180 days after the date of travel for existing members.

Combine Avios

Question - Can only the 'Head' of a British Airways Executive Club Household account, link their account to a QR Privilege Club account?

Answer - No, any member of a British Airways Executive Club Household account can link their account to a Qatar Airways Privilege Club account so long as their personal details match that of the other account. As part of the Family Programme, the main member of a Qatar Airways Privilege Club account can move Avios to their British Airways Executive Club account, even if this account is not a Household account.

Question - How can I move Avios between my linked accounts?

Answer - Once your accounts are linked, you can use the Combine Avios feature on [qatarairways.com](https://www.qatarairways.com), the Qatar Airways mobile app, or [britishairways.com](https://www.britishairways.com) to move Avios between your accounts.

Question - Can I move Avios immediately after joining Qatar Airways Privilege

Club or British Airways Executive Club?

Answer - Yes, you can move Avios immediately after joining.

Question - I tried to move Avios between my accounts, but they have not been credited to the target account. What can I do?

Answer - Avios are usually moved within minutes. However, if your Avios have not been successfully moved after 24 hours, you can contact Qatar Airways <https://www.qatarairways.com/en-qa/Privilege-Club/postLogin/dashboardqrpcuser/contact-centre.html> , or submit a missing Avios form https://www.britishairways.com/travel/retro/execclub/_gf/refevent=bah_ecavsmmissing with British Airways Executive Club.

Question - If I suspect that my Avios have been moved without my permission, what can I do?

Answer - You can contact Qatar Airways <https://www.qatarairways.com/en-qa/Privilege-Club/postLogin/dashboardqrpcuser/contact-centre.html> , or British Airways Executive Club, <https://www.britishairways.com/travel/contact-executive-club/public> .

Question - What is the exchange rate when I move my Avios between my accounts?

Answer - Avios will be moved between accounts on a 1:1 basis. For every 1 Avios you move from British Airways Executive Club you will receive 1 Avios in Qatar Airways Privilege Club, and vice versa. For example, if you move 50,000 Avios from your British Airways Executive Club account to your Qatar Airways Privilege Club account, 50,000 Avios will be deducted from your British Airways Executive Club account and your Qatar Airways Privilege Club account will be credited with 50,000 Avios.

Question - Is there a minimum or maximum amount of Avios that I can move?

Answer - There is no minimum amount of Avios that you can move. The maximum amount that you can move is the Avios balance of your account.

Question - I would like to reverse the movement of Avios from one of my accounts to the other. How can I do this?

Answer - At any time, you can manually move Avios from your Qatar Airways Privilege Club account to your British Airways Executive Club account, or vice versa.

Question - Can I move the Avios from my family members in QR Privilege Club to my or my family's British Airways Executive Club account?

Answer - You may move Avios between your own accounts only.

Earning Avios & Qpoints

Question - Will I earn Avios on the cash component of Avios plus Cash option?

Answer - No, you are not eligible to accrue Avios on the cash component of Avios plus Cash award tickets.

Question - How many Avios will I earn on tickets upgraded to Business or First

Class using Avios or Qcredits?

Answer - For tickets upgraded to Business or First Class using Avios/Qcredits, you will earn Avios based on original booking class purchased.

Question - If my Avios are debited, can I still earn Avios on flights thereafter?

Answer - You will earn Avios on all eligible flights. If the Avios credited to your Privilege Club account are debited due to flight disruptions, immigration issues etc., the Avios will be credited after you have flown. If your trip is complete and your Avios have still not been credited, you may claim them by selecting 'Claim your Avios' from your dashboard.

Question - How long are my Avios valid for?

Answer - Avios will not expire as long as member does Avios accrual / redemption activity with Qatar Airways or partners (Air, Non-air). By default, if members have no activity for 36 consecutive months, then all of their balance Avios will expire. Expiry will be three years from their last accrual or redemption activity. For example, If the member has done last accrual/redemption activity on 2nd January 2018 and has not done any accrual/redemption activity after that, total balance of Avios will expire on 1st January 2021. Platinum members Avios will not expire as long as they retain the Platinum tier at the time of each Avios expiry period.

Question - What are Qpoints?

Answer - Qpoints are awarded to achieve membership status. You will earn Qpoints when you travel with Qatar Airways according to the class of service you travel in, and where your travel takes you.

Question - Can I earn Avios whenever my family member(s) fly?

Answer - Yes. All Avios earned by nominated family members are credited to the main member's account. For more on our Family Programme, click <https://www.qatarairways.com/en/Privilege-Club/family-programme.html>.

Question - How do I move from one membership tier to another?

Answer - Qpoints earned within any 12 month period count towards determining if your membership qualifies for a tier upgrade. Once your membership tier is upgraded, you will require less Qpoints to renew your membership tier. Qpoints earned over the last 12 months or the last 24 months are considered to determine if you have met the criteria to retain your membership tier. The following chart shows the number of Qpoints required to upgrade and retain your membership tier.

Membership Tier	Qpoints required to upgrade (within any 12 month period)	Qpoints required to renew (earned 12 months prior to renewal date)	Qpoints required to renew (earned 24 months prior to renewal date)
Burgundy	None	None	None
Silver	150 Points	135 Qpoints	270 Qpoints
Gold	300 Points	270 Qpoints	540 Qpoints
Platinum	600 Qpoints	540 Qpoints	1,080 Qpoints

Question - When will Avios earned on flights not marketed and operated by Qatar Airways, be credited to my Privilege Club account?

Answer - Avios earned on flights not marketed and operated by Qatar Airways will be credited to your account once you have flown. Please note that after travelling with certain partner airlines, it may take four to six weeks for Avios to be credited to your account.

Question - Will Avios earned on my family members' flight(s) also be credited after check-in, up to 120 minutes before departure?

Answer - Only Avios earned by the main member will be credited after check-in, up to 120 minutes before departure. Family members will continue to earn Avios once they have flown.

Question - How long do I have to wait until Avios appear in the account?

Answer - Avios will be credited to your account after check-in, up to 120 minutes before departure for all Qatar Airways marketed and operated flights. Members who check-in within 120 min of departure will receive the Avios up to 10 minutes after check-in. Avios earned on flights not marketed and operated by Qatar Airways will be credited to your account once you have flown. Please note that after travelling with certain partner airlines, it may take four to six weeks for Avios to be credited to your account.

Question - My trip includes a transit through Doha. Will I earn Avios on my first flight only, or my entire journey?

Answer - You will earn Avios on your entire one-way journey. For example, you are travelling from Istanbul to Bangkok. The Avios earned on your flights from both Istanbul to Doha and Doha to Bangkok, will be credited to your Privilege Club account after check-in, up to 120 minutes before departing from Istanbul. If you have a stopover in Doha, then you will earn Avios for Istanbul to Doha only. The Avios for Doha to Bangkok will be credited after check-in, up to 120 minutes before departing from Doha.

Question - How can I revalidate my Avios?

Answer - To revalidate Avios, you can log into your Privilege Club membership account at <https://www.qatarairways.com/en/Privilege-Club.html> and click on "Revalidate my Avios" option and follow the instructions given. Alternatively, Avios can be revalidated by <https://www.qatarairways.com/en/help.html> our Member Service Centre, our service associates will be happy to assist you further. This feature allows members to revalidate the total or partial Avios which expired in the last one year period. The fee for revalidating each Avios is \$0.015 for online and \$0.020 for offline requests. Transactions are non-refundable and the revalidated Avios will be valid for 36 months from the date of revalidation.

Question - Where can I spend the Avios credited to my Privilege Club account after check-in, up to 120 minutes before departure?

Answer - Main members can spend Avios at Qatar Duty Free before departure from, during transit through or upon arrival at, Hamad International Airport.

Question - I checked-in online and my Avios were not credited to my Privilege

Club account. When will I receive them?

Answer - Avios will be credited to your account after check-in, up to 120 minutes before departure. If your trip is complete and your Avios have still not been credited, you may claim them by selecting 'Claim your Avios' from your dashboard.

Question - Will Qpoints earned on my flight(s) also be credited to my account after check-in, up to 120 minutes before departure?

Answer - Only Avios will be credited to your Privilege Club account after check-in, up to 120 minutes before departure. Qpoints, Qsectors and Tier bonuses will continue to be credited once you have flown.

Question - Will I be notified once my Avios have been credited to my account after check-in, up to 120 minutes before departure?

Answer - Yes, you will receive a push notification through our Qatar Airways mobile app. Remember to download it from the App Store or Google Play, log in and check that trip notifications are turned on. You can also visit your dashboard and check your balance.

Question - How can I ensure that I am eligible for earning Avios on my flight(s)?

Answer - The eligibility conditions to earn Avios are: a) Your flight should be marketed and operated by Qatar Airways. b) Your name on the booking must match the name registered on your Privilege Club account at all times. c) Your Privilege Club membership number is provided at the time of booking or check-in.

Question - When will the Avios earned on Qatar Airways flights be credited to my Privilege Club account?

Answer - Avios will be credited to your account after check-in, up to 120 minutes before departure for all Qatar Airways marketed and operated flights. Members who check-in within 120 min of departure will receive the Avios up to 10 minutes after check-in.

Question - What will happen to Avios that are credited to my account after I have checked in, but am unable to take my flight(s)?

Answer - The Avios credited to your Privilege Club account will be automatically debited, if you were unable to take the flight.

Question - What are Avios and what can I use them for?

Answer - Avios are the reward miles earned when you or your nominated family members travel on Qatar Airways, our select travel partners or use any of our partner services. These Avios can be used for redemptions. For a complete list of all our partners, click <http://www.qatarairways.com/PrivilegeClub/Partners.page>.

Question - How can I extend my Avios?

Answer - When you do one activity (earn or spend), your Avios balance will be valid for the next 36 months.

Question - How long are my Qpoints valid for?

Answer - Qpoints earned within any 12 month period will be evaluated daily and members who have achieved the required Qpoints threshold will be upgraded. This means that members can be eligible for an upgrade all year round.

Excess baggage awards

Question - How can I redeem my Avios or Qcredits for excess baggage?

Answer - You can purchase excess baggage using Avios or Qcredits* while making a booking on qatarairways.com. On the booking confirmation page, select "Purchase excess baggage" from the "Manage Flight" menu to proceed. On the purchase excess baggage page, simply select your preferred payment option (Avios/ Qcredits), desired excess baggage weight and complete the transaction. If you have already purchased your ticket you can redeem for excess baggage in 3 simple ways. Click http://www.qatarairways.com/PrivilegeClub/NSP_excess_baggage_awards.page for details.*Redemption of Qcredits for excess baggage is applicable only for Platinum and Gold members. <http://www.qatarairways.com/sites/PrivilegeClub/qcredits.page> about Qcredits.

Question - Can I redeem my Avios or Qcredits for Excess Baggage Awards?

Answer - Yes, you can redeem your Avios or Qcredits* for excess baggage awards. Baggage awards can only be used on Qatar Airways flights and not code-shared nor partner airlines. The maximum excess baggage allowance and Avios or Qcredits* required per award will depend on where your travels take you. Excess baggage awards, once issued, are non-refundable. For more on excess baggage awards, click http://www.qatarairways.com/PrivilegeClub/NSP_excess_baggage_awards.page. *Redemption of Qcredits for excess baggage is applicable only for Platinum and Gold members. <http://www.qatarairways.com/sites/PrivilegeClub/qcredits.page> about Qcredits.

Question - Can I cancel and refund an Excess Baggage Award?

Answer - Excess Baggage Awards, once issued, are non-refundable.

Question - Can I refund partially utilized Excess Baggage Award?

Answer - Excess Baggage Awards are for single use only. If the baggage allowance is not completely utilized, remainder allowance cannot be refunded or reused.

Question - What is Excess Baggage Award?

Answer - Excess Baggage Award is a redemption option of Privilege Club. This option gives you the opportunity as a Privilege Club member to redeem your Avios or Qcredits* for excess baggage on Qatar Airways flights for yourself or anyone else.*Redemption of Qcredits for excess baggage is applicable only for Platinum and Gold members.

Question - Can I use a combination of Qcredits and Avios to redeem excess baggage?

Answer - No. You can only redeem for excess baggage using either Avios or Qcredits* per redemption transaction. In case you do not have sufficient Avios or Qcredits, you can select the cash option to proceed with your redemption. For more on excess baggage awards, click http://www.qatarairways.com/PrivilegeClub/NSP_excess_baggage_awards.page . *Redemption of Qcredits for excess baggage is applicable only for Platinum and Gold members. <http://www.qatarairways.com/sites/PrivilegeClub/qcredits.page> about Qcredits.

Question - What is top up allowance?

Answer - This is an added feature which allows Privilege Club members travelling to/from the Americas to top up their free checked baggage allowance with an additional 9kgs (one-way) using their Avios or Qcredits*. Top up allowance is charged based on a flat rate of 9kgs. For instance if member's top up allowance is less than 9kgs, member will be charged for 9kgs. Any subsequent excess above the free checked baggage plus utilised top up allowance will be charged as per <http://www.qatarairways.com/qa/en/excess-baggage-rates.page> . For more on excess baggage awards, click <https://www.qatarairways.com/en/Privilege-Club/excess-baggage-awards.html> . *Redemption of Qcredits for excess baggage is applicable only for Platinum and Gold members. <http://www.qatarairways.com/sites/PrivilegeClub/qcredits.page> about Qcredits.

Question - What are the changes allowed for Excess Baggage Award?

Answer - Change of Date or flight number for the same route are permitted free of cost (only one permitted). Rerouting is not permitted and any other changes are also not allowed in which case excess baggage award is forfeited. For complete terms and conditions, click http://www.qatarairways.com/PrivilegeClub/NSP_excess_baggage_awards.page .

Question - When can I request for Excess Baggage Award?

Answer - Baggage Award requests should be submitted at least 6 hours before departure.

Question - Where can I request an Excess Baggage Award?

Answer - Excess baggage award can be redeemed for a minimum of 1 kg and maximum of 10 kg, with the exception of flights to/from the Americas, where redemption is charged per piece per passenger. Click <https://www.qatarairways.com/en/Privilege-Club/excess-baggage-awards.html> to learn about the conditions.

Question - How many Avios are required for an excess baggage award?

Answer - Depending on where your travels take you, excess baggage awards are attractively priced. You can buy 1 kg up to 10 kg excess baggage; with the exception of flights to/from the Americas, where redemption is charged per piece. You can use <https://www.qatarairways.com/en/Privilege-Club/qcalculator.html?> to check the Avios required for excess baggage on your trip.

Question - How many kgs of excess baggage can I redeem?

Answer - Excess baggage can be redeemed from 1 kg to 10 kg with the exception of flights to/from the Americas, where redemption is charged per piece. For more on excess baggage awards, click http://www.qatarairways.com/PrivilegeClub/NSP_excess_baggage_awards.page.

Question - What is the validity for redeemed Excess Baggage Award?

Answer - Validity of redeemed excess baggage award is for one year in case of date change in the ticket. For complete Terms and Conditions, click http://www.qatarairways.com/PrivilegeClub/NSP_excess_baggage_awards.page.

Question - Can I use Excess Baggage Award for code-share or partner flights?

Answer - Excess Baggage Awards can only be used in conjunction with Qatar Airways document on Qatar Airways flights and not code-shared nor partner airlines.

Question - Can I claim excess baggage award without issuing a ticket?

Answer - Baggage Awards are applicable only on confirmed and ticketed sectors operated by Qatar Airways. Revenue or award tickets must be issued before Baggage Awards requests are submitted. Excess Baggage Awards can only be used in conjunction with Qatar Airways document on Qatar Airways flights and not code-shared nor partner airlines.

Question - Whom can I claim Excess Baggage Award for?

Answer - Privilege Club members can redeem Excess Baggage Awards for family and friends, provided they are traveling on Qatar Airways.

Fare Families

Question - Can I upgrade an award ticket?

Answer - No, you will not be allowed to upgrade an award ticket.

Question - Will there be changes to award tickets on oneworld and partner airlines?

Answer - Award tickets on oneworld and partner airlines will not change. Please refer to our <http://www.qatarairways.com/PrivilegeClub/MileageCalculator.page> to find out the exact amount of Avios required for travel.

Question - Do the tier bonuses for Platinum, Gold and Silver individual members remain the same?

Answer - Yes, when flying Qatar Airways, Platinum, Gold and Silver members continue to receive Avios bonus 100%, 75% and 25% respectively.

Question - If I purchase a ticket for my family members, what Avios will be earned?

Answer - Family members will continue to earn based on the main member's tier. This will be calculated based on the Privilege Club tier. Family of a Platinum member earns 100% of base miles. Family of a Gold member earns 100% of base miles. Family of a Silver member earns 100% of base miles. Family of a Burgundy

member earns 100% of base miles

Question - If I purchase a Comfort or Convenience Fare, does that mean that I will be free to change my booking at any time?

Answer - Qatar Airways Fare Families will have different purchase rules and conditions in different markets. You will need to check purchase rules and conditions at the time of purchase

Question - How many Avios and Qpoints will I earn on Lite, Classic, Convenience and Comfort Fares?

Answer - <https://www.qatarairways.com/en-us/Privilege-Club/qcalculator.html> will tell you the exact number of Avios & Qpoints that you will earn on the different fare families.

Question - How can I earn the highest number of Avios and Qpoints?

Answer - As a member you will always have a choice, depending on what fare best meets your travel needs. A Comfort fare in Economy Class or Elite fare in Business/First class will always allow you to earn the most Avios and Qpoints.

Question - If I have a mixed class or mixed fare ticket, what Avios and Qpoints will I receive?

Answer - If you hold a ticket that has a mixture of fare families, Avios and Qpoints will be calculated and credited for each sector based on the fare family you are booked in.

Question - What is changing for Privilege Club members?

Answer - The current Qatar Airways booking classes are being mapped to the new Qatar Airways fare families. Any communication about Avios being earned or any other Privilege Club benefit will be based on the fare family instead of the booking class.

General FAQs

Question - How do I nominate family members?

Answer - As a main member, you may nominate up to nine family members including your spouse, children over 2 years, parents and the parents of your spouse. Each of them will then receive their own membership card. However, Avios earned by each of them will be credited to your account. To nominate a family member, log into your account at <http://www.qatarairways.com/PrivilegeClub>, select "My Profile" from your dashboard menu, select "My Family" from the left navigation menu and click "Add a Family Member" button to add a family member. Alternatively, you can visit any of Qatar Airways ticketing offices and fill the form. For complete address of Qatar Airways ticketing office near you, please <http://www.qatarairways.com/global/en/contact-us.page>

Question - What is the Family Programme?

Answer - Our Family Programme allows main members across all tiers to

nominate up to nine family members to be added to their Privilege Club account, including their spouse, children over 2 years, parents and the parents of their spouse. This enables main members to pool Avios earned by nominated family members, for quicker awards. Each nominated person will receive their own membership card. They can then start earning Avios whenever they fly with Qatar Airways or use the services of our airline, hotel, car rental and travel partners. The higher your Privilege Club membership level, the more Avios your family members will earn. Once nominated, family members cannot be replaced on your membership for 24 months. However, you can de-link family members above 18 years from your account. The Avios earned prior to de-linking will remain in your account.

Question - What are the benefits of Privilege Club?

Answer - Depending on your membership level, Privilege Club members enjoy a range of exclusive benefits such as tier bonus, priority check-in and boarding, extra baggage allowance, unlimited lounge access, to mention a few. All benefits are applicable only when travelling on Qatar Airways. Please present your Privilege Club membership card along with your valid identification document to avail of these benefits. For complete details on Privilege Club membership benefits, <http://www.qatarairways.com/PrivilegeClub/benefits+at+glance.page?mid=3&sid=2>

Question - How many membership levels does Privilege Club have?

Answer - Privilege Club has 4 membership tiers – Platinum, Gold, Silver and Burgundy. Depending on your membership tier, Privilege Club members enjoy a range of exclusive benefits such as tier bonus, priority check-in and boarding, extra baggage allowance, lounge access, to mention a few. For complete details on Privilege Club membership benefits, <http://www.qatarairways.com/PrivilegeClub/benefits+at+glance.page?mid=3&sid=2>

Question - Can I earn Avios on behalf of my family members?

Answer - Main members may nominate up to nine family members to pool their mileage to the main Member's account. Family Members are entitled to accrue Avios on Qatar Airways and with all Partners' Programme. Only your spouse, children over two years of age, parents and the parents of your spouse, may be nominated as family members. Upon nomination, each family member will receive an individual membership card. It is the member's responsibility to ensure that the family member's membership number is provided at the time of making a reservation, check-in, or utilising the services of Qatar Airways or any Partner's Programme.

Question - How many Avios can family members earn?

Answer - Nominated family members of main members across all membership tiers will earn Avios respectively based on the booking class. Main Member's Tier Maximum nominees allowed Accrual rate on Qatar Airways flights Accrual rate on non-air partner transactions

Tier	Maximum nominees allowed	Accrual rate on Qatar Airways flights	Accrual rate on non-air partner transactions
Burgundy	Nine	100%	100%
Silver	Nine	100%	100%
Gold	Nine	100%	100%
Platinum	Nine	100%	100%

Please note that the membership numbers assigned to your nominated family members must be advised at the time of reservation with Qatar Airways and our partner airlines in order for your Avios to be tracked

automatically.

Question - Can I have two or more Privilege Club membership accounts?

Answer - No, you are eligible for only one Privilege Club membership account. If you have more than one membership account, kindly login to <http://www.qatarairways.com/PrivilegeClub> or mobile application using your membership number and password and from the Contact center page send us a service request to merge the accounts, alternately please feel free to contact our <https://www.qatarairways.com/en/Privilege-Club/contact-us.html> ; our team will be happy to assist you further.

Question - When do I get my Privilege Club membership card?

Answer - Upon registering for a Privilege Club account, you will receive a digital membership card. You can also view your digital card online. You can earn Avios when you travel on Qatar Airways, our airline Partners or use the services of any of our non-air partners.

Question - How can I contact Privilege Club Member Service Centre?

Answer - Simply log in to your <https://www.qatarairways.com/en/Privilege-Club/loginpage.html> at [qatarairways.com/PrivilegeClub](https://www.qatarairways.com/PrivilegeClub) or your mobile application using your membership number and password. Select 'Contact us' from the dashboard menu and send us a service request using any available service area options. Alternatively please feel free to contact our Member Service Centre; our team will be happy to assist you further.

Question - What is Privilege Club and how can I become a member?

Answer - Privilege Club is one of the most rewarding frequent flyer programmes in the world from Qatar Airways. Privilege Club offers members a range of exclusive benefits designed to make travelling with Qatar Airways even more rewarding. Not yet a member? <https://www.qatarairways.com/en/Privilege-Club/join-now.html?portalUpgrade=false> You can download, email or print an electronic version of your membership card should you not have it handy. Please remember to quote your membership number at the time of reservation or check-in to ensure that your Avios are automatically credited to your membership account.

Question - How can I access my Privilege Club membership account online?

Answer - Simply <https://www.qatarairways.com/en/Privilege-Club/loginpage.html> to your membership account at <https://www.qatarairways.com/en/Privilege-Club/loginpage.html> or mobile application by providing your membership number and password to log in and access your account online. If you have not received your password, please reset your password or contact our <https://www.qatarairways.com/en/Privilege-Club/contact-us.html> , our team will be happy to assist you further.

Question - What do I do if my membership card is lost or stolen?

Answer - All the membership cards are now digital and can be accessed

online. Simply <https://www.qatarairways.com/en/Privilege-Club/loginpage.html> to your membership account using your membership number and password. From your dashboard menu go to the section called "Your digital card" and click on "Show my cards". You will be presented with a screen where you can download, print or email your card.

Question - What can I do online at [qatarairways.com/PrivilegeClub/](https://www.qatarairways.com/PrivilegeClub/)?

Answer - Once you have logged into your account, you can: Check your mileage balance and view your account statements Request award tickets, upgrades and excess baggage awards Redeem Qcredits for a selection of services Claim missing Avios Update your profile Add and update your family members' profile View our latest news and partner offers Buy, Gift and Transfer Avios Raise service requests directly to our Member Service Centre

Question - How can I request for my password?

Answer - Simply visit <https://www.qatarairways.com/en/Privilege-Club.html> or mobile application, and click on forgot password. Your password will be sent to your email address registered in our system. Alternately please feel free to contact our <https://www.qatarairways.com/en/Privilege-Club/contact-us.html> ; our team will be happy to assist you further.

Question - Can I print my membership card online?

Answer - Yes, you can print your membership card online by logging into your account and going to the 'My Profile' section.

Question - How can I avail my membership benefits if I do not have my membership card?

Answer - Upon advising your membership number at any of our customer touch points, we will be able to retrieve your updated membership profile and you will be able to avail of your membership benefits.

Linking Qatar Airways Privilege Club and ALL – Accor Live Limitless accounts

Question - How do I claim missing Avios or ALL Reward points?

Answer - To claim missing Avios earned on Qatar Airways flights, log in to your Privilege Club account and click on 'Claim Avios'. To claim missing ALL Reward points earned on Accor hotel stays, submit a claim <https://help.accor.com/s/contact> .

Question - How do I link my Privilege Club account to my ALL account?

Answer - Log in to your Privilege Club account and click <https://www.qatarairways.com/en/Privilege-Club/our-partners/accor-prelogin.html> to complete linking your account with ALL. For successful linking, the details registered on both accounts must match. Only one ALL account can be linked to your Privilege Club account.

Question - How do I fast-track to ALL Silver or Gold status?

Answer - ALL statuses will be upgraded on a first-come, first-served basis.

After linking their accounts, Privilege Club Gold members will be fast-tracked to ALL Silver status and Privilege Club Platinum members will be fast-tracked to ALL Gold status, upon completing their first eligible Accor hotel stay. Your ALL status will only be fast-tracked once and will not be renewed. ALL Silver or Gold statuses will be retained as per the ALL <https://all.accor.com/loyalty-program/legal/terms-and-conditions-en.pdf> . For more details, please click <https://www.qatarairways.com/en/Privilege-Club/terms-and-conditions/accor-account-linking.html> .

Question - Why should I link my Privilege Club and ALL – Accor Live Limitless accounts?

Answer - Privilege Club has teamed up with ALL – Accor Live Limitless to offer a variety of incredible rewards, to members who link their accounts. Thanks to this, you can: Earn Avios and ALL Reward points, on eligible Qatar Airways flights and Accor hotel stays. Convert ALL Reward points into Accor, and Avios into ALL Reward points. Fast-track your ALL status to Silver or Gold.

Question - How many Avios can I convert into Reward points with ALL?

Answer - You can convert a minimum of 4,500 Avios into 1,000 Reward points with ALL. To convert your Avios into Reward points with ALL, please click <https://www.qatarairways.com/en/Privilege-Club/redeem-avios/redeem-avios-on-non-airline-partners.html> .

Question - How do I earn Avios on eligible Accor hotel stays?

Answer - Avios earned on eligible Accor hotel stays, will be automatically credited to your Privilege Club account once the following criteria are met: Your Privilege Club and ALL accounts are linked. Your ALL membership number is provided at the time of booking or check-in at the participating Accor hotel. Your Accor hotel stay is complete. A minimum of one eligible Qatar Airways flight or one Accor hotel stay outside your country of residence, must be completed at least every 12 months. If you were not a Privilege Club member before linking your accounts, you can earn Avios on Accor hotel stays after completing at least one eligible Qatar Airways flight or one Accor hotel stay outside your country of residence. For more details, please click <https://www.qatarairways.com/en/Privilege-Club/terms-and-conditions/accor-account-linking.html> .

Question - At which Accor hotels can I not earn Avios and ALL Reward points?

Answer - To view the complete list of Accor hotels where Avios and ALL Reward points cannot be earned, please click <https://all.accor.com/loyalty-program/user/hotels-exception/index.en.shtml> .

Question - How do I unlink my Privilege Club account from my ALL account?

Answer - Log in to your Privilege Club account and click <https://www.qatarairways.com/en/Privilege-Club/our-partners/accor-prelogin.html> to complete unlinking your account with ALL. After unlinking your accounts, you can link them again at any time using the same details registered on both accounts.

Question - How do I earn ALL Reward points on eligible Qatar Airways flights?

Answer - Reward points with ALL earned on Qatar Airways flights, will be automatically credited to your ALL account once the following criteria are met: Your Privilege Club and ALL accounts are linked. Your Privilege Club membership number is provided at the time of booking or checking-in for your flight. Your Qatar Airways flight is complete. For more details, please click <https://www.qatarairways.com/en/Privilege-Club/terms-and-conditions/accor-account-linking.html> .

Linking Qatar Airways Privilege Club and British Airways Executive Club accounts

Question - Can any member of a British Airways Executive Club Household account, link their account to a QR Privilege Club account?

Answer - Yes, any member of a British Airways Executive Club Household account can link their individual account to their Qatar Airways Privilege Club account.

Question - What can I do if I am having difficulty linking my accounts?

Answer - The First Name, Last Name and Date of Birth registered on your Privilege Club account must match the First Name, Last Name and Date of Birth registered on your British Airways Executive Club account in order to successfully link your accounts. Here's what you can do: <https://www.qatarairways.com/en/Privilege-Club/postLogin/dashboardqrpcuser/my-profile/overview.html> to check the First Name, Last Name and Date of Birth registered on your Privilege Club account. If they do not match those on your British Airways Executive Club account, you may change your details by completing a contact form <https://www.qatarairways.com/en/Privilege-Club/postLogin/pc-assist/profile-update.html> . You will need to upload a copy of your passport so we can verify your personal details. Once your name(s) and/or Date of Birth have been updated, you can link your accounts by visiting <https://www.qatarairways.com/en/Privilege-Club/postLogin/dashboardqrpcuser/avios-balance.html> . If you have a Middle Name registered on your Privilege Club account it will not be taken into consideration when linking your profile with British Airways. Only your First Name and Last Name must match to successfully link your accounts. If you have more than one Last Name registered on either account, the other account must also include all Last Names for successful linking. Note: As of 25th April 2022, if you have special characters in the First Name or Last Name registered on your British Airways Executive Club account, you will be able to link your accounts without making any changes to your name on your Privilege Club account. Special characters can include hyphens (-), apostrophes ('), forward slash (/), underscores (_) and accented letters in both lowercase and uppercase (e.g. è, ó, â, ã, ä, å). Please see the table below for examples of what will be considered a match.

	Qatar Airways Privilege Club	British Airways Executive Club
Result	First name	JohnJòhnWill match
Last name	Brown	SmithBrown-SmithWill match
Last name	Brown	Brown-SmithWill not match

Question - Where can I go to link my accounts?

Answer - You can link your accounts on [qatarairways.com https://www.qatarairways.com/en/Privilege-Club/Avios.html](https://www.qatarairways.com/en/Privilege-Club/Avios.html) , the Qatar Airways mobile app, or [britishairways.com https://exchange.shopping.ba.com/partner/qatar](https://exchange.shopping.ba.com/partner/qatar) . In order for your accounts to be linked successfully, the personal details such as first name, last name

and date of birth, registered on each account, must match those registered on the other account.

Question - What are the benefits of linking my accounts?

Answer - Once your accounts are linked, you will be able to view the total Avios balance across both of your accounts, move Avios between your accounts using the Combine Avios feature, and access greater rewards. To enjoy these benefits, you must be a Qatar Airways Privilege Club and British Airways Executive Club member. You can join Qatar Airways Privilege Club <https://www.qatarairways.com/en/Privilege-Club/loginpage.html> and British Airways Executive Club, <https://www.britishairways.com/travel/register-now>.

Question - How will I know that my accounts have been successfully linked?

Answer - You will receive a confirmation email from Qatar Airways and British Airways after you have successfully linked your accounts. You will then be able to view the balance of your British Airways Executive Club account reflected in your Qatar Airways Privilege Club account, <https://www.qatarairways.com/en/Privilege-Club/postLogin/dashboardqrpcuser.html>, and the balance of your Qatar Airways Privilege Club account reflected beside your British Airways Executive Club account.

Question - If I am unable to log in to my Qatar Airways Privilege Club account or British Airways Executive Club account, what can I do?

Answer - You can find details on how to reset your Qatar Airways Privilege Club login details by visiting <https://www.qatarairways.com/en-qa/Privilege-Club/loginpage.html> and clicking 'Forgotten password?', and your British Airways Executive Club account login details can be reset https://www.britishairways.com/travel/forgottendetails/public/en_gb

Question - How many accounts can I link?

Answer - You can link one Qatar Airways Privilege Club account to one British Airways Executive Club account if both accounts are owned by you.

Question - Can I unlink my accounts?

Answer - Yes, by selecting 'Unlink' on your profile. Once accounts are unlinked, there will be no access to seeing your total Avios balance or move Avios across both accounts

Question - How many times can I link my accounts?

Answer - Your account can be linked twice. This means that if you unlink your accounts, you can try linking them one more time, after which you will not be able to link them again. Please see the terms and conditions <https://www.qatarairways.com/en/Privilege-Club/terms-and-conditions/avios.html> for more information.

Question - What happens if I want to close one of my accounts?

Answer - You can terminate your membership in accordance with the terms and conditions of Qatar Airways Privilege Club or British Airways Executive Club,

whichever is applicable. You can move your Avios to the account that you would like to keep active, and then close the other account.

Membership and Benefits

Question - As a Privilege Club Member, can I benefit excess baggage allowance?

Answer - Privilege Club offers excess baggage allowance as part of exclusive benefits for its Silver, Gold and Platinum members as described below. Membership Levels Extra Baggage Allowance* Silver 15 Kgs or 1 piece Gold 20 Kgs or 1 piece Platinum 25 Kgs or 2 pieces*Excess baggage allowance is applicable only on flights marketed and operated by Qatar Airways.

Question - What are the award fee waivers for Gold / Platinum members?

Answer - Gold main members are exempted from award fees for change or cancellation of award tickets made between 24hrs and up to 3hrs prior to departure. Platinum main members are exempted from payment of rush fees as well as award fees for change or cancellation of award tickets made between 24hrs and up to 3hrs prior to departure.

Question - What are Qcredits?

Answer - Qcredits are a reward benefit awarded to Gold and Platinum members which can be redeemed for a selection of services such as award upgrades, excess baggage on Qatar Airways, payment of award fees and guest lounge access. Upon upgrade or retention of tier, Gold and Platinum members will receive 40 and 60 Qcredits respectively. Qcredits will be valid for -24 months after which unused Qcredits will expire.

Question - How can I use my Qcredits?

Answer - Qcredits can be used for cabin upgrades, travelling with extra luggage, payment of Award fees and more. Click <https://www.qatarairways.com/en/Privilege-Club/qcredits.html> to learn more about the services that could be availed using Qcredits.

Question - What is the excess baggage allowance for Burgundy members?

Answer - Excess baggage allowance is no longer applicable to Burgundy members. To view Burgundy membership benefits, https://www.qatarairways.com/en/Privilege-Club/member_benefits.html#poi-tab-CZD2Q.

Question - How many Qcredits are required to avail of the various benefits?

Answer - Gold members will have their membership accounts credited with 40 Qcredits while Platinum members will have 60 Qcredits credited to their membership accounts. Gold and Platinum members can login to their membership account to know their Qcredits balance. Check our <https://www.qatarairways.com/en/Privilege-Club/qcalculator.html> to know the number of Qcredits required to access the above benefits. Alternatively, you may click <https://www.qatarairways.com/en/Privilege-Club/contact-us.html> to contact our Member Service Centre.

Question - Do I need to present my membership card to avail of member benefits?

Answer - Yes. Your Privilege Club membership card along with your valid identification document will be required to enjoy your membership benefits. All benefits are applicable only when travelling on Qatar Airways.

Question - How can i avail of my membership benefits if my membership card is expired

Answer - Upon advising your membership number at any of our customer touch points, we will be able to retrieve your updated membership profile and you will be able to avail of your membership benefits applicable as per your membership tier on that day.

Question - How much tier bonus will I receive?

Answer - Platinum members will earn an additional 100% of the base miles as tier bonus, while Gold and Silver members will earn additional 75% and 25% respectively.

Question - What is the minimum enrolment age into Privilege Club?

Answer - The minimum age for enrolment as main member into Privilege Club will be 18 years. This means that any person above 18 years of age will be able to have their own membership account access, earn and redeem Avios and lots more.

Question - What is the validity of Qcredits?

Answer - Qcredits will be valid for 24 months.

oneworld Alliance

Question - What are the oneworld benefits for Privilege Club members?

Answer - Some of the benefits for Privilege Club members include earning and redeeming Qmiles and earning Qpoints across the entire alliance network. In addition, Privilege Club Silver, Gold or Platinum members get a corresponding matching tier on oneworld that provide enhanced recognition and benefits on any oneworld flight. Please visit <http://www.qatarairways.com/PrivilegeClub> for more details.

Question - What are the different oneworld tiers?

Answer - The different oneworld tiers are Emerald, Sapphire, and Ruby. These correspond with the 3 Privilege Club upper tiers – Platinum, Gold and Silver respectively.

Question - How do I get my oneworld benefits?

Answer - Your Privilege Club membership tier gets a corresponding matching tier on oneworld which will be clearly indicated on your new Privilege Club membership card. Depending on your corresponding oneworld tier, you will enjoy enhanced recognition and benefits across the entire alliance network upon providing your Privilege Club membership card.

Question - What is oneworld?

Answer - Oneworld® is an alliance of the world's leading airlines committed to providing the highest level of service and convenience to frequent international travellers.

Privilege Club OTP (One-Time Password)

Question - Will my account get locked when I enter the incorrect OTP?

Answer - No, your account will not be locked due to incorrect OTP. You may click 'Resend' and a new OTP will be generated, which can be used to proceed further.

Question - How do I complete email and mobile verification process?

Answer - As you log-in to your Privilege Club account online, you will be prompted to verify the email address and mobile number stored to your Privilege Club account. This is a one-time mandatory verification process, once completed; you will continue to have full access to your Privilege Club account. Verification steps: a. Log-in to your Privilege Club account with your membership number and password. b. Upon log-in you will be redirected to the 'Security Verification' screen showing your current email address and mobile number. c. You can update your current email address and mobile number in the relevant fields by clicking 'Edit'. d. Next click continue and two different OTPs will be sent to your email address and mobile number respectively. e. Please input these OTPs in their respective verification boxes (OTP received on mobile for mobile verification box and OTP received on email for email verification box). f. Your contact details will be verified in our system and verified indicator will be visible. g. Next click on 'Continue' to enter your profile dashboard.

Question - What happens if my email address changed since I joined Privilege Club?

Answer - While doing first time verification, member's will be able to update the new email address, however, if the initial email verification is already done, members can log-in to their profile online and update their new email address from profile update page.

Question - What happens if my mobile number changed since I joined Privilege Club?

Answer - While doing first time verification, members will be able to update the new mobile number, however, if the initial mobile verification is already done, members can log-in to their profile online and update their new mobile number from profile update page.

Question - Which services/transactions require authorisation using OTP?

Answer - You will be required to enter an OTP for: i. Redemption transactions (Redeem new ticket / OAL Redemption / Upgrade / Excess Baggage Award) ii. Profile update – Change in email address and mobile number iii. Transfer of Avios

Question - I did not receive my OTP, what do I do?

Answer - In case you didn't receive an OTP within 3 minutes, please check if your email address and mobile number are correctly displayed. You may also check your junk/spam email and country code. After all checks, click on 'Resend OTP'.

Question - How soon will I be able to receive the OTP?

Answer - The OTP is generated instantly; however, mobile/internet network speed variations may lead to a delay in receiving OTP depending on your service provider.

Question - How do I register/update my mobile number and email address to receive the OTP?

Answer - The first time you log in at <http://www.qatarairways.com/PrivilegeClub> it will be mandatory for all users to register/update their mobile number and email address. Unique OTPs will be sent to your email address and mobile number individually and verification must be completed by inserting respective OTPs. E.g. Security verification OTP received on email cannot be used to verify the mobile number and vice-versa.

Question - What is OTP (One-Time Password)?

Answer - The OTP is a randomly generated 6 digit Pin number which is sent to your mobile number and email address registered with Privilege Club. The OTP should be entered in addition to the Privilege Club password while performing certain online transactions.

Question - What is security verification?

Answer - Security verification is a one-time process where members will be asked to update and verify their mobile number and email address with Privilege Club. The OTP will only be sent to the verified mobile number and email address.

Question - How does OTP authorisation benefit me as a Privilege Club member?

Answer - Safety and security is of utmost importance for us, hence, an OTP authorization is an additional security measure for certain online transactions.

Question - Is the security verification process mandatory?

Answer - Yes, it is mandatory for all Qatar Airways members to complete the verification process. As per convenience, members can choose to verify one of the two channels at one go or do both channel verifications separately, by regenerating the verification request again. However, both email address and mobile number should be verified in order to enjoy complete access to your account.

Question - Can an OTP be sent to two mobile numbers?

Answer - No, the OTP can only be sent to one registered and verified mobile phone number. For each membership account, only one mobile number can be registered.

Question - Can I use a common email address for receiving the OTP?

Answer - No, an email address must be unique for each Privilege Club membership account and cannot be used for two membership accounts.

Question - Can I use a common mobile phone number for receiving the OTP?

Answer - Yes, provided the common mobile phone number is verified in all Privilege Club membership accounts, wherever used.

Question - Should I pay for the service?

Answer - An OTP SMS will be an incoming SMS. Incoming SMS are usually free, unless charged by your mobile network provider.

Question - Does my OTP expire?

Answer - An OTP will be valid for 3 minutes after which it will expire.

Question - My OTP expired, how can I get a new one?

Answer - An option to resend OTP will be available next to each OTP channel category. The new OTP will also be valid for 3 minutes.

Question - What happens if I fail to complete security verification process for my email id and mobile no. on my Privilege Club account?

Answer - Verification of both email address and mobile number is mandatory to access your Privilege Club account. If the verification process is not completed, you will be unable to access your Privilege Club account online.

Question - Can I re-use the same OTP when I do another new redemption, transfer or profile change?

Answer - An OTP once used gets expired. A new OTP will be required when performing a new transaction.

Qatar Duty Free Redemption

Question - What is the USD value of Avios if i want to redeem the Avios at Qatar Duty Free shops?

Answer - The number of Avios required for a product at Qatar Duty Free may vary depending on the current membership tier of the passenger, product category and the brand that you seek to purchase. For details of prices in Avios, please visit Qatar Duty Free located at the departures and arrivals areas of Hamad International Airport. The Qatar Duty Free staff will be more than happy to assist you and provide the price information.

Question - Can I redeem my Avios even if I don't have my membership card with me?

Answer - No, in order to protect your membership account, we require you to provide your membership card. If you do not have one, <https://www.qatarairways.com/en/Privilege-Club/loginpage.html> to your membership account at [avios.com](https://www.avios.com) or mobile application using your membership number and password and from your dashboard go

to the section called "Your digital card" and click on "Show my cards". You will be presented with a screen where you can download, print or email your card. Alternately please feel free to contact our <https://www.qatarairways.com/en/Privilege-Club/contact-us.html> our team will be happy to assist you further.

Question - Which Qatar Duty Free outlets accept payments with Avios?

Answer - You can visit any Qatar Duty Free outlet located at Hamad International Airport upon departure or arrival to redeem your Avios.

Question - If I'm not travelling, can I give my membership card to my spouse or friend for them to use?

Answer - No, you may not lend your card to anyone else to use your Avios. To prevent unauthorized access to your membership account and possible misuse, you (account holder) need to be the one making the purchases.

Question - Is there a limit in the number of Avios I can redeem?

Answer - There is no limit; you may choose to redeem as many Avios as you wish.

Question - Do I have to be travelling on Qatar Airways to redeem my Avios with Qatar Duty Free?

Answer - Not necessarily. We only require you to present your Privilege Club membership card and boarding pass at the counter.

Question - What if I don't have enough Avios to purchase a selected duty free product?

Answer - If you don't have enough Avios, you may redeem the Avios you have and complement the payment with cash or credit card.

Question - Can I redeem my Avios for any Qatar Duty Free product for someone else?

Answer - Yes, you may purchase any Qatar Duty Free Product and pay with your Avios even if the purchase is not for yourself.

Question - Can family members redeem Avios for duty free products?

Answer - No, only main members may redeem Avios.

Question - How can I redeem my Avios for Qatar Duty Free products?

Answer - You can redeem your Avios at Hamad International Airport upon departure or arrival by simply choosing the products and presenting your Privilege Club membership card at the counter.

Question - Can I redeem my Avios for any product available in Qatar Duty Free?

Answer - Yes, you may purchase any type of item from Qatar Duty Free and pay with your Avios.

Qmiles have changed to Avios

Question - Will the expiry date of my Avios be different to Qmiles?

Answer - There is no change in the expiration date with the transition to Avios. Your Avios will reflect the same expiry date previously held as Qmiles. For more information, see the Privilege Club terms and conditions <https://www.qatarairways.com/en-qa/Privilege-Club/terms-and-conditions.html>

Question - What is changing?

Answer - Qatar Airways Privilege Club has changed its reward currency from Qmiles to Avios.

Question - What are Avios, and how do I spend them?

Answer - Avios is the reward currency of British Airways Executive Club, AerClub, Iberia Plus, Vueling Club and now Qatar Airways Privilege Club. You may collect and spend Avios in the same way you did Qmiles; through flights, holidays and partners, for more information click <https://www.qatarairways.com/en-qa/Privilege-Club/redeem-qmiles.html>

Question - What happened to my Qmiles balance when Qatar Airways Privilege Club moved to Avios?

Answer - Your Qmiles became Avios on a 1:1 basis, so every 1 Qmile will become 1 Avios. For example, if you had 35,000 Qmiles in your account you now have 35,000 Avios.

Question - How will this change affect Qatar Airways Privilege Club members?

Answer - All Qmiles in a member's account are now reflected as Avios, based on a ratio of 1 Avios to 1 Qmile.

Question - When will this change take effect?

Answer - This change took effect on 22nd March 2022.

Question - Has Qatar Airways Privilege Club changed Qpoints and Qcredits to Avios?

Answer - No, Qpoints and Qcredits remain unchanged.

Question - What do I need to do to prepare for this change?

Answer - Members don't need to change anything, as your Qmiles became Avios automatically. To enjoy the benefits of Privilege Club, it's important to always keep your personal details in your profile up to date. If your details such as your first or last name have changed, you can update your details by clicking <https://www.qatarairways.com/en-qa/Privilege-Club/postLogin/dashboardqrpcuser/contact-centre.html>. The Qatar Airways mobile app is the best way to seamlessly view and manage your account, to download the app to your device click <http://www.qatarairways.com/app>. Not a Privilege Club member yet? Don't miss out on the great rewards coming your way, click <https://www.qatarairways.com/en/Privilege-Club/>

[join-pc.html](#) to sign up.

Question - Will the amount of Avios to book a ticket with Qatar Airways be different to the amount of Qmiles previously required?

Answer - No, the amount of Avios required to book an award ticket or use Cash + Avios has not changed.

Redeeming Avios

Question - What is the "Avios plus Cash" option?

Answer - Avios plus Cash option is one of our programme features designed to give you more redemption opportunities for your Avios when requesting award tickets on Qatar Airways operated flights only. By using our convenient Avios plus Cash slider, members are offered the flexibility to redeem any combination of Avios plus Cash as long as the requirement of 50% of Avios is met. You can book one-way or return award tickets using the Avios plus Cash option. Upgrades/changes in class are not permitted and Avios cannot be earned for the cash component paid. The Cash component excludes taxes and carrier-imposed fees. Tickets purchased under Avios plus Cash option fall under the same terms and conditions as normal award tickets issued by Privilege Club. For more details click <https://www.qatarairways.com/en/Privilege-Club.html>.

Question - Can I upgrade using my Avios?

Answer - Yes, you can upgrade using your Avios. You can upgrade from Economy to Business Class and Business to First Class. In cases where Business Class does not operate on the flight, you can upgrade from Economy to First Class. Platinum and Gold members can also redeem their Qcredits for award upgrades. Tickets issued under certain promotional fares may not be eligible for an upgrade using Avios/Qcredits. Please check your ticket or contact any <http://www.qatarairways.com/qa/en/contact-us.page> for details.

Question - Can I transfer Avios?

Answer - You can transfer Avios between your membership account and another Privilege Club member's account anytime, by logging into your account at <http://www.qatarairways.com/PrivilegeClub>, in blocks of 1,000 Avios. Up to 250,000 Avios can be transferred per calendar year. Transfer of Avios will not be refunded.

Question - How can I request for a refund of award ticket booked online?

Answer - To request for a refund of your award ticket booked online, log into your membership account, select "Manage award booking" from your dashboard menu and enter the booking details and select "Cancel flight/Refund ticket" to submit your request. Refunds will be credited back to the original credit/debit card used for payment. For Avios refund, please visit any Qatar Airways office and pay the applicable cancellation fees. For complete address of Qatar Airways ticketing office near you, please click <http://www.qatarairways.com/global/en/contact-us.page>.

Question - Can I upgrade an award ticket using my Avios or Qcredits?

Answer - "Award ticket" being a non-revenue ticket, it cannot be upgraded. However, you may refund your existing booking and create a new booking in the higher cabin.

Question - Can I change my travel dates once I have booked my award ticket?

Answer - Changing the date/time of an award ticket is allowed if the request is made more than 3 hours prior to departure. Less than 3 hours - Award date/ time changes requested less than 3 hours before flight departure will not be accepted, and will be considered as no-show. Avios will be forfeited; only Airport and Government taxes will be refunded. This applies to all membership levels and to all cabin classes. Between 3 and 24 hours - Award date/time changes requested between 3 hours and 24 hours before flight departure are subject to a US\$100 administration fee per ticket. Platinum and Gold main members are exempted from this fee. More than 24 hours - Award date changes requested more than 24 hours in advance of the flight departure are subject to a US\$25 administration fee per ticket. Platinum and Gold main members are exempted from this fee. For more details on redemption fees, please click <http://www.qatarairways.com/PrivilegeClub/Award+Ticket+Fees.page?mid=5&sid=1> . To make change to your booking, visit <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> .

Question - Can I use the Avios plus Cash option for award upgrades?

Answer - No, Avios plus Cash option is valid only for award tickets on flights marketed and operated by Qatar Airways.

Question - How do I book my award ticket online?

Answer - To book online, you need to log into your account at <http://www.qatarairways.com/PrivilegeClub> click on 'Book Award Ticket' and complete all mandatory information. You can search availability of seats for upcoming months also. Once the booking is completed and payment is made online, you will receive a confirmation email for the booking. * Award seats are subject to availability as determined by Qatar Airways and Airline's Partner Programme.

Question - What is Flexi Award? How many types of awards are there?

Answer - Flexi Awards makes it possible to avail an award seat on Qatar Airways during high demand periods in exchange for double Avios when booking an award ticket online. Privilege Club offers a variety of awards in order to give members better value for their Avios: a. Easy Deal Awards: Online awards, which provide members significant mileage savings of up to 50% less Avios. To avail Easy Deals, members are required to register for the monthly Easy Deals offer. Click <https://www.qatarairways.com/en/Privilege-Club/Easydeals.html> to learn more about Easy Deals. b. Regular Awards: These are the traditional award seats, which are available for redemption throughout the year and subject to availability. These are available online and offline. c. Flexi Awards: As detailed above

Question - Can I cancel my travel once I have booked an award ticket?

Answer - Award cancellations requested less than 3 hours before flight

departure will not be accepted, and will be considered as no show. Avios will be forfeited; only Airport and Governments taxes will be refunded. This applies to all membership levels and to all cabin classes. Award cancellations requested between 3 to 24 hours before departure is subject to a US\$100 administration fee per ticket. Platinum and Gold members are exempted from this fee. Award cancellations requested more than 24 hours in advance of the flight departure is subject to a \$25 administration fee per ticket. Platinum and Gold main members are exempted from this fee. To view our award ticket fees, click <http://www.qatarairways.com/PrivilegeClub/Award+Ticket+Fees.page?mid=5&sid=1> .

Question - Can I buy Avios?

Answer - You can buy Avios anytime by logging into your account at <https://www.qatarairways.com/en/Privilege-Club.html> in blocks of 1,000 Avios. To purchase additional Avios, you must have earned a minimum balance of 1,000 Avios since enrolment. Up to 250,000 Avios can be purchased per calendar year. Avios purchased are non-refundable.

Question - Who can request award tickets?

Answer - Awards can only be requested by the main member or nominated travel coordinator (for Silver, Gold and Platinum members) with full account access. If someone comes on behalf of the member to request/collect the award ticket, the following must be provided: a. A duly signed award ticket request form by the member. b. Valid/original identification of the recipient and of the member

Question - Can I change my seat and meal preferences at a later stage?

Answer - Yes. To change your seat and meal preferences, go to <http://www.qatarairways.com/qa/en/homepage.page> , select "My Trips", enter your booking reference and last name or Privilege Club number and last name to proceed. From the "Manage Flight" menu, click "Modify seat selection" or "Meal preference" to modify your seat or meal preference. Note: Meal selection needs to be requested at least 24 hours prior to departure. You can also check-in online and select your preferred seat. Online check-in for flights from the U.S. opens 24 hours prior to departure and check-in for flights to the U.S. opens 24 hours prior to departure from Doha. For all other flights, online check-in is available 48 hours to 90 minutes before flight departure. To check your aircraft's configuration and find out more about seat width and pitch, as well as services available on the aircraft, click <https://www.qatarairways.com/en/fleet.html> ; and navigate to the aircraft's seat map.

Question - How can I request for an award ticket or an upgrade?

Answer - <https://www.qatarairways.com/en/Privilege-Club/loginpage.html> to your membership account and do your redemption booking from the "Redeem Avios and Qcredits" page on your Dashboard. Award seats are subject to availability as determined by Qatar Airways and Airline's Partner Programme. Click <https://www.qatarairways.com/en/Privilege-Club/redeem-qmiles.html> to learn more about redeeming Avios.

Question - Can I request for my preferred seat in advance when booking my award ticket online?

Answer - Yes, you can request for your preferred seat in advance at the end of your award booking. Seat selection is available from the booking confirmation page. However, your seat can only be confirmed at the time of check-in and is subject to availability. To check your aircraft's configuration and find out more about seat width and pitch, as well as services available on the aircraft, click <https://www.qatarairways.com/en/fleet.html> and navigate to the aircraft's seat map.

Question - How many Avios do I need to redeem for an award ticket or an upgrade?

Answer - The number of Avios required for an award ticket or an upgrade varies according to your origin and destination, class of travel. Visit our <https://www.qatarairways.com/en/Privilege-Club/qcalculator.html> for more details.

Question - Will I lose my Avios should my on-hold award booking cancel out?

Answer - Your Avios will automatically be refunded should your on-hold award booking cancel out.

Question - What are the advantages of booking award tickets online?

Answer - If you book award tickets online at <http://www.qatarairways.com/PrivilegeClub>, the rush fees are not applicable.

Question - Are e-tickets available to all destinations?

Answer - E-tickets are available to all Qatar Airways destinations, but paying online with credit cards is restricted to certain Qatar Airways destinations. For more information please contact our <https://www.qatarairways.com/en/Privilege-Club/contact-us.html>.

Question - Can I Gift Avios?

Answer - Gift Avios feature allows you to purchase Avios and gift them to another Privilege Club member. You can gift Avios anytime by logging into your account at <https://www.qatarairways.com/en/Privilege-Club.html> in blocks of 1,000 Avios. Up to a limit of 250,000 Avios can be gifted per calendar year. Avios purchased under Gift Avios option will not be refunded.

Question - Do I have to pay taxes and carrier-imposed fees for an award ticket?

Answer - Your Avios covers the air fare of the award ticket. Taxes and carrier-imposed fees where applicable, must be paid by you at the time of issuing the ticket. When you book your award ticket online, all applicable taxes and carrier-imposed fees can be paid with your credit/debit card.

Question - Will I lose my cash component (in case of Avios plus Cash option) should my on-hold award booking cancel out?

Answer - Your card (credit/debit) will only be debited at the time of issuing your award ticket.

Question - Can I change the number of Avios to be redeemed for an award ticket?

Answer - Our convenient Avios plus Cash slider at the final payment page of the booking process allows you to change the number of Avios to be redeemed for your award and pay the balance by cash.

Question - Will I earn Avios on an award ticket?

Answer - Award tickets are not eligible for Avios. Avios are earned only on revenue tickets for flights on Qatar Airways, oneworld airlines or other airline partners.

Question - Which credit cards does Privilege Club accept?

Answer - Major credit or debit cards are accepted in most countries in addition to 'click-to-pay' payment in certain countries. Customers in certain countries can pay for their online bookings at designated local banks.

Question - Is my personal information protected from unauthorized access?

Answer - To prevent unauthorized access as well as maintaining the accuracy of your personal data, we have built a secure Internet architecture to safeguard the data we collect online.

Question - Do I need to present my credit card at check-in for verification?

Answer - If you are holding a Privilege Club Award booking, you will not be required to present your credit card for verification upon check-in.

Question - What personal information is required to book online?

Answer - You will need to provide the following details: Your full name, and contact details such as telephone number and email address. All mandatory information is marked with an (*).

Question - Can I buy Avios at the time of booking an award ticket?

Answer - You can buy 50% of the required Avios at the time of redeeming an award ticket if you do not have sufficient Avios. Avios can be purchased online starting from US\$35 and going as low as US\$30 per block of 1,000 Avios depending on the number of Avios bought in a transaction and US\$50 per block of 1,000 Avios from any Qatar Airways office. Please note this service is temporarily unavailable offline until further notice. Avios purchased are non-refundable.

Question - When can I request for an award ticket?

Answer - An award ticket can be requested anytime up to 3 hours prior to a flight departure. For partner airline award tickets, a lead time of up to 24 hours is required.

Question - Whom can I redeem my Avios for?

Answer - As a Privilege Club member, you can redeem your Avios to claim an award ticket for anyone; a colleague, friend or family member.

Question - Can I redeem my Avios for a one-way trip?

Answer - Yes, you can redeem your Avios for a one-way trip.

Question - Will I be able to settle the cash component (in case of Avios+Cash) for my on-hold award booking at any QR Sales Office?

Answer - Yes. You will have the flexibility to pay the cash component either online or at any QR Sales Office.

Seasonal Pricing

Question - Do award fees apply to changes or cancellations of award flights during peak travel periods?

Answer - Yes, null apply to changes or cancellations of award flights during peak travel periods.

Question - How can I find out whether my travel date falls during a peak or off-peak travel period?

Answer - When searching for flights, each result will display a flag with peak or off-peak dates, along with the amount of Avios needed for an award flight. You can also check <https://www.qatarairways.com/en/Privilege-Club/qcalculator.html> to view the amount.

Question - Do Gold and Platinum members need to pay award fees to change or cancel award flights during peak travel periods?

Answer - No, Gold and Platinum members can change or cancel award flights during peak travel periods without paying award fees.

Question - Has there been a change in the amounts of Avios needed for award flights to all destinations?

Answer - No, there has only been a change in the amounts of Avios needed for award flights between Doha and destinations in Europe, the Americas, and Australia.

Question - Can Gold and Platinum members spend 5% less Avios on award flights during peak travel periods?

Answer - Yes, the benefit of spending 5% less Avios can still be enjoyed during peak travel periods. Find out more https://www.qatarairways.com/en/Privilege-Club/member_benefits.html .

Question - Which change will I notice when booking award flights during peak travel periods?

Answer - The amounts of Avios needed to book award flights during peak and off-peak travel periods, will be different.

Seat Selection

Question - What is the difference between extra legroom seats, Preferred and Standard seats in Economy Cabin?

Answer - Extra legroom seats are comprised of Economy Class cabin seats (Including bulkhead, exit row and extra leg space seats) Preferred seats are comprised of Economy Class cabin front row seats (may vary according to aircraft type) Standard seats are comprised of Economy Class cabin seats not under the Preferred Seat zone

Question - I am travelling with an infant, will I get a bassinet cot seat?

Answer - Customers travelling with an infant(s) are able to select bulkhead row seats free of charge on a first-come, first-served basis. However, bassinet cot seats are subject to availability and are not guaranteed with Seat Selection.

Question - Are Seat Selection charges refundable?

Answer - Seat Selection charges are refundable in cases of involuntary changes due to operational, safety or security reasons. Otherwise, once you have purchased your selected seat, the service is non-refundable.

Question - Do I have to purchase my seat on Qatar Airways flights?

Answer - If you are travelling in First Class or Business Class (excluding Fare Family Classic), you can select your seats free of charge at any time from the moment you book your flight. Passengers travelling with Business Class tickets in Fare Family Classic can purchase a seat along with ticket or select the seat free of charge at the time of online check-in. If you are travelling with Economy Class Comfort Fare, you can select your seats free of charge at any time from the moment you book your flight. Otherwise, you can wait until online check-in opens 48 hours before departure, and select a Standard Seat free of charge, taking into consideration that Preferred Seats and extra legroom seats may be limited for purchase. If no seats are selected, we will automatically assign you a seat before departure. Privilege Club members with Platinum and Gold memberships and equivalent oneworld Emerald and Sapphire members, as well as their accompanying passengers in the same booking reference number, will be able to select their seats free of charge with Economy Class Classic fares. Privilege Club benefits are guaranteed only if there is no name mismatch in the booking. Passengers with special needs requiring specific seating accommodation should contact Qatar Airways so that we can assist with assigning an appropriate seat, free of charge.

Question - I purchased a Preferred Seat online but my seat was changed. What should I do?

Answer - We apologise for the inconvenience. For pre-departures, please do not hesitate to contact us. A representative will be happy to assist you. In case you have completed your journey and want us to further investigate your case, please click on the link below and complete the feedback form accordingly, and one of our representatives will contact you shortly. <https://www.qatarairways.com/en/help.html#feedback>

Question - Am I eligible for the emergency exit row seating?

Answer - To qualify for an extra legroom emergency exit row seat, you will need to meet the following safety criteria. You must be: 18 years of age or older Able to

understand the instructions printed on the Cabin Safety Card and able to follow directions in English during an emergency evacuation
Physically fit and strong without any medical conditions, pregnancy, or impairment related to mobility, hearing, vision or mental health
Travelling without infants, children, or service dogs
Emergency exit row seats may be re-assigned before or during the journey without any refund if the airline determines that the passenger does not meet any of the above requirements.

Question - I purchased a Preferred Seat. The payment was made but my Preferred Seat was not assigned. Whom should I contact?

Answer - Please contact the nearest Qatar Airways office for assistance. You may also click on the link below, fill in and submit the form and one of our representatives will contact you shortly. <https://www.qatarairways.com/en-qa/contact-us.contactusform-1.html>

Question - Where can I select and purchase my Preferred Seat?

Answer - You can select your seat on Qatar Airways website while booking your ticket, on 'My Trips' page or at the time of check-in at the airport. You may also select your seat by contacting your local Qatar Airways Sales Representative or our Contact Centre. Please notice that all seats are subject to availability.

Question - There is more than one flight in my journey, do I have to pay or select a seat for each flight?

Answer - If your journey involves connecting flights or stop overs, you will be able to select and purchase a seat on each flight of your journey. For instance, for Beirut – New York, you need to pay for seat selection on the short haul from Beirut to Doha, plus the long haul from Doha – New York.

Question - As a family, will we be seated next to each other?

Answer - We would be delighted to serve you based on the availability of seats. You can select seats for all your accompanying passengers next to your seat.

Question - How can I confirm the purchase of my selected seat?

Answer - Once the purchase is completed you will receive a confirmation email.

Spending Avios

Question - How can I spend Avios?

Answer - You can spend Avios on [qatarairways.com](https://www.qatarairways.com), the Qatar Airways mobile app and [britishairways.com](https://www.britishairways.com) in the same way that you do today, in accordance with the terms and conditions of Qatar Airways Privilege Club or British Airways Executive Club, whichever is applicable. In addition, you can use the Combine Avios feature to move Avios between your accounts, to enjoy greater rewards.

Question - Can I spend Avios to make bookings with partner airlines of Qatar Airways?

Answer - Qatar Airways Privilege Club members will be able to spend Avios in

exactly the same ways as they did Qmiles. In addition, British Airways redemption flights are now available to be booked on qatarairways.com.

Question - Can I select only QR Privilege Club or BA Executive Club to spend Avios, when booking an award flight or pay with Cash+Avios?

Answer - When booking on qatarairways.com, both Qatar Airways Privilege Club and British Airways Executive Club accounts are available to spend Avios from. In the case where a member selects either 'Privilege Club first' or 'Executive Club first' options, the balance will be deducted primarily for the selected account, and the remainder of the Avios to be spent will be deducted from the other account if the selected account's balance is not sufficient.

Question - How to refund the Avios of a cancelled booking made on qatarairways.com, by spending Avios from a BA Executive Club account?

Answer - If you made your booking on qatarairways.com, Avios will be refunded to your Qatar Airways Privilege Club account. At any time, you can manually move Avios from your Qatar Airways Privilege Club account to your British Airways Executive Club account, or vice versa.

Question - Where else can I collect and spend Avios?

Answer - You can collect and spend Avios with partners of Qatar Airways Privilege Club and British Airways Executive Club. For more details on Qatar Airways Privilege Club partners, click <https://www.qatarairways.com/en-qa/Privilege-Club/redeem-qmiles.html>. For more details on British Airways Executive Club partners, click https://www.britishairways.com/en-gb/executive-club/collecting-avios?source=MNVEXC2_collecting_avios.

Question - Can I choose how Avios will be automatically deducted, when spending the total balance across both of my accounts?

Answer - Yes, and you have three options to select from depending on your preference, as described below. All linked accounts Avios from Qatar Airways Privilege Club and British Airways Executive Club accounts that are linked, can be used in proportion to the balance of each account. For example, if a member has a balance of 15,000 Avios in their Qatar Airways Privilege Club account, and a balance of 5,000 Avios in their British Airways Executive Club account and they wish to spend 10,000 Avios, 7,500 Avios will be deducted from their Qatar Airways Privilege Club account and 2,500 Avios will be deducted from their British Airways Executive Club account. Qatar Airways Privilege Club first When this option is selected, Qatar Airways will first deduct as many Avios as possible from the Qatar Airways Privilege Club account. If the balance of the Qatar Airways Privilege Club account is less than the total amount of Avios to be spent, the remainder will be deducted from the British Airways Executive Club account. For example, if a member has a balance of 5,000 Avios in their Qatar Airways Privilege Club account, and a balance of 15,000 Avios in their British Airways Executive Club account and they wish to spend 7,500 Avios, their Avios will be deducted as follows: Avios to be deducted from Qatar Airways Privilege Club = 5,000 Avios Avios to be deducted from British Airways Executive Club = 2,500

Avios British Airways Executive Club first When this option is selected, Qatar Airways will first deduct as many Avios as possible from the British Airways Executive Club account. If the balance of the British Airways Executive Club account is less than the total amount of Avios to be spent, the remainder will be deducted from the Qatar Airways Privilege Club account. For example, if a member has a balance of 15,000 Avios in their Qatar Airways Privilege Club account, and a balance of 5,000 Avios in their British Airways Executive Club account and they wish to spend 7,500 Avios, their Avios will be deducted as follows:

Avios to be deducted from British Airways Executive Club = 5,000 Avios
Avios to be deducted from Qatar Airways Privilege Club = 7,500 Avios

Question - How can I spend Avios to make a booking?

Answer - On qatarairways.com, you can spend the total Avios balance across both of your accounts, to book an award flight or pay with Cash + Avios, without moving Avios separately first. Qatar Airways will automatically deduct Avios from each account respectively. You can also move Avios from your British Airways Executive Club account to your Qatar Airways Privilege Club account before spending them, using the Combine Avios feature. On britishairways.com, you can move Avios from your Qatar Airways Privilege Club account to your British Airways Executive Club account, before spending them.

Question - What happens if I refund a ticket paid with Qmiles before the switch to Avios?

Answer - Your Qmiles will be refunded to your Qatar Airways Privilege Club account as Avios with a 1:1 ratio. For every 1 Qmile spent on the ticket, you will be refund 1 Avios.

Student Club

Question - What benefits can a student avail by enrolling in Student Club?

Answer - a. Offers on fares through qatarairways.com with promo code i. 10% off Qatar Airways published fares for student's first booking ii. 15% off Qatar Airways published fares for student's second booking iii. 20% off Qatar Airways published fares for student's third and fourth booking b. Additional baggage allowance of 10kg or an additional piece of baggage where applicable, as per weight or piece concept standard baggage allowance for Burgundy level Student Club members. Silver, Gold, and Platinum members will continue to receive their respective Privilege Club tier benefits for baggage allowance as per the current terms and conditions. c. One complimentary date change on bookings made with promo code (difference in fare will apply if any) d. Complimentary onboard Wi-Fi when members book through qatarairways.com. Members will upgrade to the next tier in Privilege Club when they graduate, subject to the submission of supporting documents (including but not limited to proof of graduation) and meeting the minimum flight criteria. Please click the below link for terms & conditions: <https://www.qatarairways.com/en-qa/student-club.html?iid=ALL66256220>

Question - Will Student Club members receive complimentary onboard Wi-Fi

on Qatar Airways with a ticket purchased through travel agent?

Answer - No. The Student Club member must book a ticket on qatarairways.com in order to be eligible for the complimentary onboard Wi-Fi voucher.

Question - Can an existing Privilege Club member join Student Club?

Answer - Existing members can convert their existing Privilege Club account into a Student Club account through the member dashboard.

Question - How can Student Club members avail of the exclusive fares?

Answer - Once a student enrolls in Student Club, they will receive a unique promo code from Qatar Airways to book and avail an offer for their first ticket. Upon completing the first sector of their first flight, the member will receive a unique promo code with the next applicable discount for their subsequent ticket purchase with Qatar Airways. The fare offer and complimentary date change are valid only when using the fare promo code while booking online via qatarairways.com for Qatar Airways operated flights.

Question - How can a Student Club member avail of the additional baggage allowance?

Answer - By enrolling into Student Club, the applicable additional baggage allowance applies and corresponds to the member's tier level. To avail of the extra baggage allowance, the student member has to provide the digital Student Club card at the time of check-in.

Question - What is Student Club?

Answer - Student Club is an exclusive programme for students, powered by Qatar Airways Privilege Club. For more information, please click <https://www.qatarairways.com/en/student-club.html>.

Question - What are the criteria for meeting the requirements of the tier upgrade benefit?

Answer - The Student Club member must have flown at least one (1) round trip journey per year after they enroll in the Student Club. This one round trip journey cannot be a redemption ticket. It is mandatory to provide the expected graduation date when enrolling in the Student Club program and it is the student member's responsibility to update such date in the event of any changes.

Question - Are there physical membership cards for Student Club?

Answer - No. All the membership cards are digital in Student Club including Silver, Gold and Platinum tiers.

Question - Is Student Club a part of Qatar Airways Privilege Club?

Answer - Student Club is a programme within Privilege Club, designed exclusively for students. Students who enrol in Student Club will also become a member of the Qatar Airways Privilege Club.

Question - What benefits can be availed when Student Club members travel on a ticket purchased through a travel agent?

Answer - When traveling on a ticket and fare purchased from a travel agent:a. Members will be eligible for the extra baggage allowance by presenting their digital Student Club membership card as well as student ID, a university acceptance letter or student visa at the time of check in.b. Fares and associated fare conditions of the fare product purchased via the travel agent will apply. Other fare discount and conditions offer cannot be combined.

Question - How does a Student Club member continue with Qatar Airways Privilege Club after they graduate or exceed the age limit?

Answer - They are automatically converted to standard Privilege Club member when they graduate or they exceed the age limit of 30.

Question - Is a Student Club member required to show any proof at check-in?

Answer - Qatar Airways will request valid identification (digital Student Club membership card as well as student ID, a university acceptance letter, or a student visa) to confirm the eligibility of the passenger upon check-in.

Question - Are the Student Club benefits applicable on codeshare and interline flights?

Answer - No. Student Club benefits are only applicable on Qatar Airways tickets purchased on Qatar Airways marketed and operated flights.

Question - What happens if a Student Club member does not show valid proof at check-in?

Answer - Qatar Airways reserves the right to charge the applicable fare as per qatarairways.com, subject to availability or lowest available fare, and charge the additional baggage allowance as per standard fees.

Question - Do Student Club members earn Avios and Qpoints from flights?

Answer - Yes. Student Club members benefit from the same earning scheme as Privilege Club members.

Question - Can students who purchase tickets through travel agents enrol into Student Club?

Answer - Yes.

Question - Are the fare offers applicable on one-way or return trips?

Answer - The offers are applicable on both one-way and return trips.

Question - Who is eligible to join Student Club?

Answer - Members must be studying for a degree at a recognised higher education provider (university or college) and be between the ages of 18 and 30.

Question - Is Qatar Airways' passenger guidelines commercial policy (1060)

applicable to tickets purchased by Student Club members?

Answer - Yes.

Tier Upgrade and Renewal

Question - What is the Qpoints requirement for tier qualification or renewal?

Answer - In accordance with the new qualification and renewal threshold rules, all members will be able to upgrade to the next membership tier based on the Qpoints earned within any 12 month period. This presents the opportunity for members to easily upgrade to a higher membership tier. Membership tier is valid for 12 months. At the end of this tier validity period, Qpoints earned in last 12 months and 24 months will be considered to evaluate if your membership tier can be renewed. A new feature has been introduced whereby the tier renewal criteria will be lower than the tier upgrade criteria. This means that members will need less Qpoints to renew than to upgrade making it easier to retain your tier level. Another new feature has been introduced where Qpoints earned by a member in the last 24 months will be considered just in case the member has not earned sufficient Qpoints for renewal within the last 12 months. To view the number of Qpoints required to upgrade or retain your membership tier, <http://www.qatarairways.com/PrivilegeClub/qpoints%20new.page>

Question - How does the upgrade qualification criteria benefit me?

Answer - The upgrade qualification criteria benefits members as your Qpoints balance is never reset to zero and it takes into account all the Qpoints you have earned within any 12 month period. This means that you can be eligible for a tier upgrade all year round.

Two-factor authentication

Question - I have not received my one-time pin via SMS or email. What can I do?

Answer - Qatar Airways Privilege Club members may receive a one-time pin via SMS, email or both. If a member does not receive an SMS, it is possible that they opted to receive an email in their settings. The member can opt to have their one-time pin resent, from the verification screen. Ensure your contact number is up-to-date in your Qatar Airways Privilege Club account, and check your email spam or junk folders. If a British Airways Executive Club member does not receive a one-time pin via SMS, they can opt to have it resent from the verification screen. If they do not receive a verification SMS thereafter, they can use the secure recovery code that they received and saved, when they first set up two-factor authentication. Failing that, they can visit the help page or contact British Airways Executive Club.

Question - What is two-factor authentication?

Answer - Two-factor authentication, also known as multi-factor authentication, is used as an additional layer of protection to ensure the security of online accounts in addition to usernames and passwords. A two-factor authentication process usually involves sending a one-time pin to a user via an SMS or email. The member must fill in their one-time pin when prompted to, on a website or mobile app, to verify that they are the person accessing their account. Both Qatar Airways Privilege Club and British

Airways Executive Club make use of two-factor authentication to protect their members' accounts and members may be asked to complete both Privilege Club and British Airways two-factor authentication measures when linking their accounts, moving or spending Avios.

Question - Do I need to set up two-factor authentication?

Answer - For Qatar Airways Privilege Club members, two-factor authentication is set up automatically, when a member registers for a Qatar Airways Privilege Club account by means of a One-Time Password (OTP). Privilege Club members may choose when to complete their two-factor authentication. If they would like to complete additional security processes either when they log in or carry out transactions, they can visit their profile <https://www.qatarairways.com/en-qa/Privilege-Club/postLogin/dashboardqrpcuser/my-profile/overview.html> to update their settings. More information on Qatar Airways Privilege Club OTP can be found <https://qatarairways.zendesk.com/hc/en-us/sections/204159217-Privilege-Club-OTP-One-Time-Password->. British Airways Executive Club members must manually set up two-factor authentication when linking their British Airways Executive Club account to their Qatar Airways Privilege Club account. They will be prompted to enter their British Airways Executive Club login details and register a mobile phone number, which their one-time pins will be sent to via SMS. They will also be asked to save a secure recovery code, which will be used in case they no longer use the mobile phone number that was registered when they set up two-factor authentication.

Question - When do I need to complete a two-factor authentication process?

Answer - Depending on the preferences selected in their Qatar Airways Privilege Club account, members may be prompted to complete the Qatar Airways two-factor authentication process when linking their Qatar Airways Privilege Club and British Airways Executive Club accounts. They may also be prompted to complete the process when moving Avios from their Qatar Airways Privilege Club account to their British Airways Executive Club account, using the Combine Avios feature. British Airways Executive Club members will be prompted to complete the British Airways two-factor authentication process when linking their Qatar Airways Privilege Club and British Airways Executive Club accounts. They may also be prompted to complete the process when moving Avios from their British Airways Executive Club account to their Qatar Airways Privilege Club account, using the Combine Avios feature, and when spending Avios from their British Airways Executive Club account.

Qatar Airways Affiliate Program

Affiliate Marketing

Question - Who are the players in Affiliate Marketing?

Answer - a) Qatar Airways: The merchant (also known as 'retailer' or 'brand' or 'advertiser') b) Partnered Affiliate Network(s): The network/platform provides solutions for tracking, reporting and listing offers/campaigns for the affiliate to choose from and run the offers. They also take care of the payments/invoicing to the affiliates/publishers. c) You: The publisher (also known as 'the affiliate') who owns the content/website. d) End user: your website visitor(s), your customer(s), and your subscribers

who eventually gets redirected to qatarairways.com pages and fulfill the transaction/sign-ups on qatarairways.com

Question - What is Qatar Airways Affiliate Marketing Program?

Answer - Qatar Airways Affiliate Marketing Program is a performance-based (cost per action-CPA) program wherein the affiliates can promote Qatar Airways products on their website/blog and redirect their users to the Qatar Airways website to generate sales and earn the commission for actions (sales/sign-ups).

Question - What is Affiliate Marketing?

Answer - Affiliate marketing is an internet marketing technique where the advertiser pays commission on cost per action model to its affiliates for actions (sales/sign ups generated) on Qatarairways.com by redirecting users from the affiliates/publishers' website/blog.

Question - Is the Qatar Airways Affiliate Marketing Program open to all types of affiliates?

Answer - We welcome all type of affiliates - Content, Display, Metasearch, Email, Cashback, Promo Code/Voucher-code and social media influencers. In short, anyone with an active online property with good traffic is eligible to become a Qatar Airways Affiliate.

Question - Who is eligible to join the Affiliate Marketing Program?

Answer - Anyone with an online property (website or blog or online channel), who can redirect genuine and relevant traffic to the Qatar Airways website is eligible to join the program.

Question - Is there a registration/sign-up fee to join the Qatar Airways Affiliate Marketing Program?

Answer - No, there is no registration/sign-up fee to join the Qatar Airways Affiliate program. It is free.

Question - Can an affiliate engage in paid brand search or bid on brand keywords?

Answer - No, paid brand search and bidding on keywords is strictly not allowed in any online channels.

Question - How does the commission structure work?

Answer - Qatar Airways works on a CPA (Cost per Action)/CPS (Cost per Sale) model where you will be paid on the sales you generated.

Question - How will I benefit if I join?

Answer - You will be partnering with Qatar Airways and will get an opportunity to earn commission on Cost Per Action (CPA) model.

Question - Who will be my point of contact for the Qatar Airways Affiliate

Marketing Program?

Answer - Qatar Airways' Affiliate Marketing Partner will be your point of contact.

Question - Will I be directly working with Qatar Airways?

Answer - No, you will be working through one of our Affiliate Marketing Partners.

Question - What are Qatar Airways branded keywords?

Answer - Qatar Airways, the name of any of its brands or any words similar, including and without limitation the following key words - Air Qatar, Qatar, Qatar Air, Qatar air ways, Qatar Airlines, Qatar Airway, Qatar Airways, Qatar-Airways, www.qatarairways.com, Qatar air lines, qatarairways.com, qatarairways, katar airways, qr, katar airline, katar airlines, katar airline, qr.com, Privilege Club.

Question - What are the different types of creatives used in the campaign?

Answer - Display banners are usually used in all campaigns. Text links are also shared for all campaigns.

Question - Does Qatar Airways provide me with the creatives required to promote Qatar Airways campaigns?

Answer - Yes, we will provide you with the creatives to promote our campaigns.

Question - What will be the format of the shared banners?

Answer - Our preferred format of banners are JPEG and HTML5. You may also receive banners in GIF format.

Question - How do I sign up for the Qatar Airways Affiliate Marketing Program?

Answer - You can apply to join the affiliate program by submitting a request on the below page. <https://www.qatarairways.com/en/affiliates.html>

Qatar Airways Packages

Formula One™

Question - What are the check-in and check-out times at my accommodation in the F1® race destination?

Answer - The check-in time at your accommodations in the F1® race destination is 15:00 on the day of arrival, while the standard check-out time is 11:00 on the day of departure. Standard hotel policies will apply for any early arrivals or late check-outs.

Question - How may I contact Qatar Airways Holidays for assistance regarding my Ultimate F1® Fan Travel Package?

Answer - Please email our Customer Care team at <mailto:f1support@qatarairways.com.qa> for assistance with completing your booking or any queries regarding pending booking confirmation.

Question - What will happen to my F1® travel package if my flight is delayed or

I miss my flight?

Answer - Refunds for missed nights or race sessions due to delays, booking cancellations or missed flights are not available. You must inform Qatar Airways in advance if you will not be taking your flight, and ensure that you stay updated on our check-in procedures, Covid-19 regulations, baggage allowances and restricted goods. We strongly recommend that you purchase comprehensive insurance to cover all aspects of your trip. All flights are subject to terms and conditions of carriage.

Question - May I select a room for a disabled passenger at my accommodation during the F1® race?

Answer - Yes, there are adapted rooms available, and we will do everything possible to ensure all of our guests are comfortable in their accommodation. To find out more about the availability of suitable rooms or cabins for disabled passengers, please email our Customer Care team at <mailto:f1support@qatarairways.com.qa>.

Question - What is the check-in procedure at my accommodation in the F1® race destination?

Answer - You must present the Qatar Airways Holidays booking voucher and passport at the time of check-in.

Question - Which F1® travel packages can I book?

Answer - Availability of packages vary according to each race, but our two main products are: Paddock Club Packages Return flights with Qatar Airways Hotel stay with breakfast 3-day Paddock Club race tickets (Friday – Sunday) Covered seats located above the team garages (Friday – Sunday) Gourmet hospitality, premium bars, F1® driver and special guest appearances (Friday – Sunday) Paddock Club™ Pit Lane Walk (Friday – Sunday) Guided Paddock Access - behind the scenes with backstage area experience of F1 (1-day) Grandstand Packages Return flights with Qatar Airways Hotel stay with breakfast 3-day Race Ticket Grandstand (Friday – Sunday) Inclusions vary race by race, and Qatar Airways Holidays reserve the right to provide the services according to each race package description.

Question - Can I be refunded the amount I paid for a F1® travel package in the event of an emergency?

Answer - No, all F1® travel packages are non-refundable and bookings may not be cancelled. You are advised to purchase travel insurance including events insurance to ensure that you are protected in the event of an emergency.

Question - May I be partially refunded if I do not attend a F1® race?

Answer - No. Packages, all of which include race tickets, are non-refundable regardless of whether races are attended by some or all of the passengers in the booking.

Question - How do I book an Ultimate F1® Fan Travel Package?

Answer - Visit qatarairways.com/F1 and select your favourite Formula One™ race. Select the preferred travel class, city of departure, number of passengers and

number of rooms. Select your flight and your accommodation choice. Review the summary of your selected package(s), and add the contact details of all the passengers in your booking. Add your card details and complete your payment.

Question - How can I purchase my F1® Official Ticket Package?

Answer - We encourage you to book your F1® Official Ticket Packages <https://www.qatarairways.com/F1> . The process is very simple, taking less than two minutes. Alternatively, you can fill a request form with your request details and send it to our Sales Representatives at <mailto:f1support@qatarairways.com.qa> .

Question - What is included in the 'Ultimate F1® Fan Travel Packages'?

Answer - All travel packages include a round trip flight operated by Qatar Airways, race tickets, accommodation and other inclusions as/if stated explicitly.

Question - When will I receive my F1® race tickets?

Answer - Grandstand Tickets will be sent by e-mail no later than 48 hours prior to your arrival in the race destination. Paddock Club passes will be handover physically at your hotel in the race destination.

Question - What are the F1® travel package payment terms?

Answer - Easy payment terms for groups are available for select races. Please check listed prices online on how to avail of our easy payment plans for the races of your choosing.

Question - What can I do if my preferred city of departure is not included in the list of cities while booking F1® travel package?

Answer - You can contact us via the e-mail address <mailto:f1support@qatarairways.com.qa> so our team can guide how to book an Ultimate F1® Fan Travel Package.

Question - Can I book only a portion of the F1® travel package?

Answer - Please contact Qatar Airways Holidays via the e-mail address <mailto:f1support@qatarairways.com.qa> , and we will assist you with all of the extras.

Question - What are the main benefits of booking the F1® travel packages?

Answer - All Qatar Airways Holidays packages include race tickets, flights and accommodation which guarantees the availability and price of all three elements at the time of purchase. Depending on each race, we offer high-class experiences including meet & greets with drivers, among others.

Question - Are the flights, hotels and tickets guaranteed when I book a F1® package?

Answer - Yes. When you book with us, your flights, accommodation and race tickets are guaranteed.

Question - Is there a contact for Group Sales for F1® travel packages?

Answer - Yes, you can send an e-mail to <mailto:f1support@qatarairways.com.qa> .

Question - What is the best time to book packages?

Answer - Now. Travel Packages are on sale and offered on a first-come, first-served basis, and you are advised to book as early as possible to guarantee your place. Limited quantities of travel packages are on offer, and each package is subject to availability at the time of booking.

Question - Can I add a person to my order after the booking has been processed?

Answer - We recommend you place a new order if you wish to add more persons after your original booking has been processed. Should you wish the two orders to be sitting together, please contact our Sales Representative and we will do our best to accommodate your request

Question - What can I do if Qatar Airways does not fly from my city?

Answer - You can still book a travel package and depart from the nearest city to you that Qatar Airways serve.

Question - Can I upgrade my class of travel after my F1® travel booking has been confirmed?

Answer - Yes, you may upgrade your class of travel on flights operated by Qatar Airways. Upgrades are subject to availability of seats in the selected class of travel, and fare differences will apply. For assistance with upgrading, please email our Customer Care team at <mailto:f1support@qatarairways.com.qa> . The option to downgrade is not available.

Question - Can I modify my F1® travel booking after it has been confirmed?

Answer - Packages are non-amendable, except for upgrades. Upgrades or extensions to existing bookings are subject to approval, availability of packages, flights, match tickets and/or rooms/cabins, in addition to a handling fee of USD 100 (or the equivalent in local currency).

Question - What will happen if my personal details are incorrect or incomplete?

Answer - You may be denied boarding or entry into your accommodation, the races and/or Qatar. Please ensure accurate personal details are provided as per your passport. Please read our Terms and Conditions to clarify any further questions: <mailto:f1support@qatarairways.com.qa> .

Question - Do the F1® travel package prices include taxes?

Answer - Yes, all taxes are included.

Question - What will happen if a Formula One™ race is cancelled or is held behind closed doors due to force majeure?

Answer - The performance of these Terms and Conditions by either party is

subject to acts of God, epidemic, pandemic, war, government action or decree, disaster, border, closures, strikes (other than strikes by our staff), riot or civil disorder, acts of terrorism, curtailment of transportation facilities (to the extent such curtailment was beyond our reasonable control), inclement weather, the rescheduling or cancellation of the Event, its being held “behind closed doors”, or its being relocated to another venue or any other emergencies beyond the affected party’s control making it illegal or impossible to perform its obligations under these Terms and Conditions. In the event that performance of these Terms and Conditions is not possible by reason of Force Majeure, neither party shall be deemed to be in breach of the terms of these Terms and Conditions and neither party shall then be obligated in any manner to the other with respect to such performance. Compensation will not be payable by either. To the extent we recover monies from the Provider(s) we will refund such monies to you and we will use our reasonable efforts to obtain such recovery. Please read the Ticket Terms of Use to clarify any further questions: <mailto:f1support@qatarairways.com.qa>

Question - May I request different seats to my assigned seats during the F1® race?

Answer - No. Once assigned, all seat and row numbers will be considered final. Seat and row numbers are subject to availability.

Question - Can I modify the names of passengers after my F1® travel booking has been confirmed?

Answer - No, all passenger names will be considered final once your booking is confirmed.

Question - What happens if my F1® race tickets are stolen, destroyed or lost?

Answer - Stolen, destroyed or lost tickets cannot be replaced.

Question - Can I request a special seat during the F1® race?

Answer - No. Selecting specific seats is not possible.

Question - May I choose the bed type at my accommodation?

Answer - No. Bed types provided in rooms are subject to availability and are at the discretion of the hotel management. Qatar Airways Holidays will not accept responsibility for non-availability of requested bed types.

Question - What will happen if I arrive at my accommodation late?

Answer - Qatar Airways Holidays guarantees that your assigned room(s) or cabin(s) will be reserved for you in the event that you arrive at your accommodation late.

Question - May I select adjacent rooms?

Answer - This cannot be guaranteed. Qatar Airways Holidays will make all reasonable efforts to ensure that rooms included in a single booking are adjacent or close to one another.

Question - Can I book only a portion of the MotoGP™ travel packages?

Answer - The flights, accommodation and race ticket are mandatory inclusions in the MotoGP™ travel package. If you would like to customize your travel package and book additional services like tours or transportation, please contact Qatar Airways Holidays via the e-mail address <mailto:holidays@qatarairways.com.qa>, and we will assist you with all of the extras.

Question - Are the flights, hotels and tickets guaranteed when I book a MotoGP™ travel package?

Answer - Yes. When you book your package with us, your flights, accommodation and race tickets are guaranteed.

Question - Is there a contact for Group Sales for MotoGP™ travel packages?

Answer - Yes, you can send an e-mail to <mailto:holidays@qatarairways.com.qa>.

Question - What are the main benefits of booking the MotoGP™ travel packages?

Answer - All Qatar Airways Holidays packages include race tickets, flights and accommodation which guarantees the availability and price of all three elements at the time of purchase. Depending on the package you choose, we offer exclusive experiences like a meet-and-greet with world-class drivers, a guided Paddock tour, pit lane walks and much more. Qatar Airways Privilege Club members earn Avios on all bookings and special discounts apply for Silver, Platinum and Gold members. Contact us to know more: <mailto:holidays@qatarairways.com.qa>

Question - May I be partially refunded if I do not attend a MotoGP™ race?

Answer - No. Packages, all of which include race tickets, are non-refundable regardless of whether races are attended by some or all of the passengers in the booking.

Question - How do I book a MotoGP™ travel package?

Answer - 1. Visit <https://www.qatarairways.com/en/sponsorship/motogp.html> and select your package. 2. Select the preferred travel class, city of departure, number of passengers and number of rooms. 3. Select your flight and your accommodation choice. 4. Review the summary of your selected package(s), and add the contact details of all the passengers in your booking. 5. Add your card details and complete your payment. Privilege Club members from select countries* can use Avios to pay for packages in part or full.

Question - What are the check-in and check-out times at my accommodation in the MotoGP™ race destination?

Answer - The usual and common check-in time at hotels is 15:00 on the day of arrival, while the standard check-out time is 11:00 on the day of departure. Standard hotel policies will apply for the early arrivals or late check-outs.

Question - May I request different seats during the MotoGP™ Grand Prix of Qatar 2023 race?

Answer - No. Once assigned, all seats' and rows' numbers will be considered final. The seats' and rows' numbers are subject to availability.

Question - What will happen if my flight is delayed or I miss my flight?

Answer - Refunds for missed nights or race sessions due to delays, booking cancellations or missed flights are not available. You must inform Qatar Airways in advance if you will not be taking your flight, and ensure that you stay updated on our check-in procedures, Covid-19 regulations, baggage allowances and restricted goods. If you would like to be covered, we recommend that you purchase separately a comprehensive insurance from a third-party to cover all aspects of your trip. All flights are subject to terms and conditions of carriage. It is the responsibility of the Customer to obtain and carry a valid passport and other travelling documents including visas, permits, vaccination certificates, etc. Qatar Airways Holidays shall not be liable for any inconvenience, expense, loss or damage of any kind that may be, incurred by the Customer due to failure by the Customer to obtain or produce such documents.

Question - What will happen if my personal details are incorrect or incomplete?

Answer - You may be denied boarding or entry into your accommodation, the races and/or Qatar. Please ensure accurate personal details are provided as per your passport. Please read our <https://www.qatarairways.com/en/sponsorship/motogp.html#Terms> to clarify any further questions or contact us by email: <mailto:holidays@qatarairways.com.qa>.

Question - Can I modify my MotoGP™ travel packages booking after it has been confirmed?

Answer - Packages are non-amendable, except for upgrades. Upgrades or extensions to existing bookings are subject to approval, availability of packages, flights, match tickets and/or rooms/cabins, in addition to a handling fee of USD 100 (or the equivalent in local currency).

Question - What is the best time to book MotoGP™ packages?

Answer - Now. Travel Packages are on sale and offered on a first-come, first-served basis, and you are advised to book as early as possible to guarantee your place. Limited quantities of travel packages are on offer, and each package is subject to availability at the time of booking.

Question - What can I do if Qatar Airways does not fly from my city?

Answer - You can still book a travel package and depart from the nearest city to you that Qatar Airways serves. You can also contact us via the e-mail address <mailto:holidays@qatarairways.com.qa> and our team can guide you on how to book a MotoGP™ travel package.

Question - Can I modify the names of passengers after my MotoGP™ travel

packages booking has been confirmed?

Answer - No, all passenger names will be considered final once your booking is confirmed.

Question - Can I request a special seat during the MotoGP™ Grand Prix of Qatar 2023 race?

Answer - No. Selecting specific seats is not possible.

Question - Can I add a person to my MotoGP™ travel package order after the booking has been processed?

Answer - We recommend you place a new order if you wish to add more people after your original booking has been processed. Should you wish the two orders to be sitting together, please contact our Sales Representative via <mailto:holidays@qatarairways.com.qa> and we will do our best to accommodate your request.

Question - What is included in the MotoGP™ travel packages?

Answer - All travel packages include a round trip flight operated by Qatar Airways, accommodation, race tickets with special accesses depending on the package and other inclusions as/if stated explicitly.

Question - Can I upgrade my class of travel after my MotoGP™ travel packages booking has been confirmed?

Answer - Yes, you may upgrade your class of travel on flights operated by Qatar Airways. Upgrades are subject to availability of seats in the selected class of travel, and fare differences will apply. For assistance with upgrading, please email our Customer Care team at <mailto:holidays@qatarairways.com.qa>. The option to downgrade is not available.

Question - Can I be refunded in the event of an emergency?

Answer - No, all MotoGP™ travel packages are non-refundable and bookings may not be cancelled. You are advised to separately purchase travel insurance from a third-party including events insurance to guarantee a protection in the event of an emergency.

Question - What will happen if a MotoGP™ race is cancelled or is held behind closed doors due to force majeure?

Answer - The performance of these Terms and Conditions by either party, <https://www.qatarairways.com/en/sponsorship/motogp.html#Terms>, <https://tickets.motogp.com/en/p-32-terms-and-conditions/>, <https://vipvillage.motogp.com/wp-content/uploads/2021/06/TermsConditions-WEB-MotoGPVIPVillage.pdf>, is subject to acts of God, epidemic, pandemic, war, government action or decree, disaster, border, closures, strikes (other than strikes by our staff), riot or civil disorder, acts of terrorism, curtailment of transportation facilities (to the extent such curtailment was beyond our reasonable control), inclement weather, the rescheduling or cancellation of the Event, its being held "behind closed doors", or its being relocated to another venue or any

other emergencies beyond the affected party's control making it illegal or impossible to perform its obligations under these Terms and Conditions. In the event that performance of these Terms and Conditions is not possible by reason of Force Majeure, neither party shall be deemed to be in breach of the terms of these Terms and Conditions and neither party shall then be obligated in any manner to the other with respect to such performance. Compensation will not be payable by either. To the extent we recover monies from the Provider(s) we will refund such monies to you and we will use our reasonable efforts to obtain such recovery. Please read the Ticket Terms of Use for <https://tickets.motogp.com/en/p-32-terms-and-conditions/> and <https://vipvillage.motogp.com/wp-content/uploads/2021/06/TermsConditions-WEB-MotoGPVIPVillage.pdf> . To clarify any further questions: <mailto:holidays@qatarairways.com.qa> For more questions related to the race tickets, please check the below links: MotoGP™ Grandstand tickets: FAQs <https://tickets.motogp.com/en/p-31-frequently-asked-questions/> and Terms and Conditions <https://tickets.motogp.com/en/p-32-terms-and-conditions/> MotoGP™ VIP Village: FAQs <https://vipvillage.motogp.com/faqs/> and Terms and Conditions <https://vipvillage.motogp.com/wp-content/uploads/2021/06/TermsConditions-WEB-MotoGPVIPVillage.pdf>

Question - What is the check-in procedure at my accommodation in the MotoGP™ race destination?

Answer - You must present the Qatar Airways Holidays booking voucher and passport at the time of check-in.

Question - Do the prices of MotoGP™ travel packages include taxes?

Answer - Yes, all taxes are included.

Question - When will I receive my MotoGP™ Grand Prix of Qatar 2023 race tickets?

Answer - Tickets will be sent by e-mail no later than 48 hours prior to your arrival to the race destination. Any changes will be informed to the customers in advance.

Question - May I select a room for a disabled passenger at my accommodation in the MotoGP™ race destination?

Answer - Yes, there are adapted rooms available, and we will do everything possible to ensure all of our guests are comfortable in their accommodation. To find out more about the availability of suitable rooms or cabins for disabled passengers, please email our Customer Care team at <mailto:holidays@qatarairways.com.qa> .

Question - May I select adjacent rooms at my accommodation in the MotoGP™ race destination?

Answer - This cannot be guaranteed. Qatar Airways Holidays will make all reasonable efforts to ensure that rooms included in a single booking are adjacent or close to one another.

Special Assistance

Special Services

Question - What is the policy on personal wheelchairs?

Answer - Wheelchairs are available for use at all airport locations and can help in transferring you from one point to the other within the airport throughout your journey. You may submit a special service request for a wheelchair at the time of booking or through the <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> feature online, or by contacting your local Qatar Airways office at least 48 hours prior to departure. If you intend to travel with your own wheelchair or use other mobility aid then please inform us either at the seat booking stage or after you have made your booking. We will carry your wheelchair or mobility aid free of charge. A list of our office contact details can be found <https://www.qatarairways.com/en/help.html>. The following is pertinent with respect to mobility aids: You will be able to use your personal wheelchair or mobility aid wherever possible. However, another wheelchair will be used to take you to your allocated seat on the aircraft. Battery powered wheelchairs and mobility aids will be accepted as checked baggage and kept in the aircraft hold. We will not accept transport of a damaged or leaking battery. Please provide sufficient details about your wheelchair/mobility aid and batteries to our staff prior to travel. This will enable our staff to better assist you as well as to take adequate safety measures. Weight and dimension allowance of mobility aids on board: Two pieces of Mobility Equipment per person will be carried free of charge as checked baggage in addition to your other checked baggage, provided that: Each piece does not exceed 32kg, except mobility equipment which can travel in the upright position in the free wheel mode (for example, an electric wheelchair); Items above 32kg which cannot travel in the upright position in free wheel mode must be carried as freight at standard freight rates; The equipment must be for your own use and adhere to the dimensions. The folded dimensions are length: 890mm X width: 415mm X 270mm. If you wish to check-in more than two pieces of Mobility Equipment, the additional pieces will form part of your checked baggage allowance and excess charges will apply if your applicable allowance is exceeded. Mobility aids include (but are not limited to) items such as wheelchairs (day or sports), electric wheelchairs and electric scooters. Mobility aid(s) may also include segways (which are electric scooter devices) provided that the segway is required by a passenger with mobility impairment to assist the passenger with their mobility impairment. 'Assistive Devices' include (but are not limited to) items such as walking frames, hoists, shower chairs and commodes. Wheelchairs weighing more than 75kg There is no restriction on the maximum allowable weight of wheelchairs, when passengers with reduced mobility wish to check in their own wheelchairs. However, due to safety concerns, a single piece of checked baggage must not weigh more than 75kg; Thus, in case the wheelchair can be disassembled, each individual piece must weigh less than 75kg. Flights to and from U.S. Our aircraft have storage space in the passenger cabin for one folding / collapsible or 'manual' wheelchair or other mobility aids such as canes, crutches and walkers. The space is allocated on a first-come-first-serve basis. If space is not available in the passenger cabin, your wheelchair or mobility aid will be carried in the aircraft hold as checked baggage. Wheelchairs with spillable batteries will be accepted only on U.S. flights.

Question - Medical forms

Answer - In this section, you will find the links to the forms that your physician must complete in case you need to travel under certain medical conditions. MEDIF form: Required when prior approval from a Qatar Airways physician is essential for traveling on a Qatar Airways flight. Food allergy form: This form is a declaration of the risk of an allergic reaction. Pregnancy form: For expectant mothers flying with Qatar Airways while pregnant. Downloads- <https://www.qatarairways.com/iw-cc/qatar/MEDIF.jsp> - <https://www.qatarairways.com/content/dam/documents/mobility-and-medical/pregnancy-medical-certificate.pdf> - <https://www.qatarairways.com/content/dam/documents/mobility-and-medical/waiver-of-liability-for-passengers-flying-to-from-the-USA.pdf> - <https://www.qatarairways.com/content/dam/documents/mobility-and-medical/food-allergy-indemnity-form.pdf>

Question - Does Qatar Airways provide special meals?

Answer - Qatar Airways offers a wide selection of special meals to cater to different dietary requirements. If you need a special meal on your flight, please let us know at the time of booking, or contact your local Qatar Airways office at least 24 hours before your departure to request your preferred meal. Please <https://www.qatarairways.com/en/services-special/special-meals.html> to view the list and descriptions of special meals available.

Question - Can I travel on a Qatar Airways flight while pregnant?

Answer - Prior to booking your ticket, Qatar Airways recommends that you visit your doctor and inquire about your fitness to fly the length of the trip you intend to take. For your own safety and the wellbeing of your child, Qatar Airways will not accept expectant mothers who are pregnant from their 36th week or beyond. Depending on the stage of your pregnancy and certain details, you may be required to carry certain medical forms. <http://www.qatarairways.com/global/en/expectant-mothers.page>

Question - What is the allergy policy on Qatar Airways?

Answer - We do our best to accommodate passengers with special allergy needs. However, as our flights are open to the public, we cannot guarantee an allergen-free environment. If you or someone you are travelling with is allergic or sensitive to products (i.e. food, perfumes, fragrances, etc.) that may be found in an aircraft cabin, please take note of our allergy policy below. Allergies can be of two types i.e. mild allergy or severe/hyper allergy. I. Customers with a history of a mild-allergy Are responsible for carrying any necessary medication with them on-board. May be required to sign a waiver of liability (this does not apply to customers travelling to/from the US). II. Customers with a history of a severe or hyper-allergy Must provide a completed medical information form (MEDIF) at the time of reservation or at least 48 hours prior to the scheduled departure time to allow adequate time for the form to be approved by Qatar Airways. Are responsible for carrying any necessary medication with them on-board. May be required to sign a waiver of liability. May bring their own meals on-board the aircraft in case they need to be certain of an allergen-free meal. Because of the risk for contamination and limited aircraft facilities, Qatar Airways is unable to refrigerate or heat such meals. Meals should be free of strong odour/smell to avoid inconvenience to

other customers. Quarantine regulations for some countries require that any food brought on-board by a customer must be consumed or left on-board. For Canadian itineraries, the following requirements need to be complied with: Passengers should notify the airline of their allergy 96 hours prior to departure. This will allow the passenger 48 hours to provide the information or documents, after which the carrier may take up to 48 additional hours to assess the request for assistance. If the passenger does not provide the necessary advance notice, documents or information, we will make every reasonable effort to provide assistance. What counts as reasonable efforts will depend on the particular situation and severity of the allergy. Passengers with severe allergies will be allowed to pre-board. We will provide a buffer zone by: Seating the passenger in a bank of seats where the allergen is not located and that does not face the bank of seats where the allergen is located. Note – While we do our best to mitigate your exposure, we cannot guarantee an allergy-free environment or that no allergic reactions will occur. Downloads <http://www.qatarairways.com/iwov-resources/temp-docs/passengers-allergy-form.pdf> <http://www.qatarairways.com/iw-cc/qatar/MEDIF.jsp> <http://www.qatarairways.com/iwov-resources/temp-docs/FoodAllergy-IndemnityForm.pdf>

Question - Can a passenger use a stretcher or incubator on-board, and how much does it cost?

Answer - Yes, passengers may request stretchers or incubators to be used on-board for specific medical conditions. Please note that prior approval must be taken from Qatar Airways' medical centre for such cases. Passengers who request a stretcher or incubator onboard must always be accompanied by a medical escort unless authorized by Qatar Airways. Please refer to the following table for details:

Type Fare Stretcher	6 times the highest applicable Economy Class adult fare on the sector flown with stretcher.
Incubator	1 infant fare + 5 times the highest applicable Economy Class adult fare on the sector flown.

Question - Disability assistance

Answer - Qatar Airways strives to cater for our customers with special needs. In order to serve you better, we request that you advise us of your special needs at the time of booking or through the <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> feature on qatarairways.com. Alternatively, you can book your special service request at least 48 hours prior to departure by contacting your local Qatar Airways office. For travel to/from Canada, we are subject to the requirements of the ATPDR. In case you have any specific query, please obtain clarification from your travel agent or contact your local Qatar Airways office or call centre. A list of our office contact details can be found <https://www.qatarairways.com/en/help.html>.

Question - Complaint Resolution Services

Answer - If you wish to share your feedback regarding the handling of your disability service request, please contact our Customer Care team using the below link <https://www.qatarairways.com/en/help.html#feedback>

Question - What are the on-board facilities for passengers with reduced

mobility?

Answer - Qatar Airways aircraft are generally equipped with the following on-board facilities: Seats with moveable/lifting armrests that facilitate seating for passengers with reduced mobility. We will try to give you a seat that serves your requirements. However, due to certain safety considerations we will be unable to allocate a seat at the emergency exit. Toilets/lavatories on most of our aircraft are equipped with facilities such as handrails. Our wide-bodied aircraft (Airbus A330/340/350/380 and Boeing 777/787) are equipped with a special on-board wheelchair. This facility, however, is not available on narrow-bodied aircraft. Wide-bodied aircraft are generally used on flights with more than 5 hours duration.

Question - Who can occupy Preferred Seats located near Emergency Exit Doors?

Answer - Starting from 28 January 2020, you may select your preferred seat by contacting the nearest Qatar Airways office or Contact Center. In the future, this facility will be available through Qatar Airways website as well. To qualify for an extra legroom Emergency Exit row seat you will need to meet the following safety criteria. You must be: 18 years of age or older. Able to understand the instructions printed on the Cabin Safety Card and to follow the Cabin Crew directions in English during an emergency evacuation. Physically fit and strong without any medical condition, pregnancy, or impairment related to mobility, hearing, vision or mental health. Travelling without infants, children, or service dogs. Emergency seats may be re-assigned before or during the journey without any refund if the airline determines that the passenger does not meet any of the above requirements.

Question - Will mobility assistance be provided at the airport?

Answer - Qatar Airways provides mobility assistance service to help you throughout the airport. In order to serve you better, we request that you advise us of your special mobility needs at the time of booking or through the <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> feature on qatarairways.com, or by contacting your local Qatar Airways office at least 48 hours prior to your flight. A list of our office contact details can be found <https://www.qatarairways.com/en/help.html>.

Question - When is an assistant or carer required to travel with you? And what are their requirements?

Answer - In certain circumstances, Qatar Airways requires an assistant or carer to accompany passengers who are unable to do certain things for themselves during a flight. An assistant or carer will be needed if: the passenger needs personal care services (e.g. assistance in using lavatory facilities or with eating); the passenger needs or wants to eat and drink during the course of the flight but is unable to do so without assistance; or the passenger will require medication during the flight but is unable to administer it themselves. The assistant or carer must be self-reliant, and mentally and physically able to assist with the following if required: toilet and sanitary requirements both on the aircraft and on the ground; inflight and ground emergencies; carriage or carry-on baggage and /or equipment; medicating and medical procedures; food and beverage consumption; immigration and customs.

procedures;boarding and disembarkation; andIf required, to provide information and physical assistance with transfers and assembling/ disassembling specialized mobility aids.We recommend that all passengers who are travelling with an assistant or carer make a booking for the assistant or carer at the same time as the passenger. This is primarily for seating allocation purposes to ensure the assistant or carer is able to travel on the same flight as the passenger.

Question - Hearing impaired passengers

Answer - Passengers with special needs can request special services at the time of booking or through the <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> feature online, or by contacting their local Qatar Airways office at least 48 hours prior to departure. If you need assistance with reaching your gate at the airport, please advise us as soon as possible so that we can make the necessary arrangements to escort you to and from the aircraft. On board, our crew will offer safety briefings and the necessary assistance during the flight. The in-flight safety video displays subtitles in English and Arabic. A list of our office contact details can be found <https://www.qatarairways.com/en/help.html> .

Question - Visually impaired passengers

Answer - Passengers with special needs can request special services at the time of booking or through the <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> feature online, or by contacting their local Qatar Airways office at least 48 hours prior to departure.If you need assistance with reaching your flight, please advise us as soon as possible so that we can make the necessary arrangements to escort you to and from the aircraft.On board, our crew will offer safety briefings and the necessary assistance during the flight.A list of our office contact details can be found <https://www.qatarairways.com/en/help.html> .

Question - What is the disability access facilitation plan for flights to and from Australia?

Answer - We are currently updating the Qatar Airways disability access facilitation plan for flights to and from Australia. A new version will be available online soon. For any queries, please call the following number: 1300 340 600.

Travel Baggage Baggage

Question - Are infants entitled to any baggage allowance?

Answer - Yes, infants are entitled to a checked baggage allowance of:RouteAll classesFlights to and from Africa or AmericasOne piece, not to exceed 23kg (50lb) Flights to and from all other destinations10kg (22lb) Additionally, the following items can be accepted without additional charges when travelling with the infantOne strollerCollapsible carrycotPushchairNote: Infants are not entitled to any hand baggage allowance.

Question - Can I carry an LCD or LED TV in my checked baggage?

Answer - Yes, you can carry LCD or LED TVs as part of your checked

baggage as long as it is within the <https://www.qatarairways.com/en/baggage/allowance.html> of your free baggage allowance. <https://www.qatarairways.com/en-qa/baggage/excess.html> rates will apply if the item exceeds the free baggage allowance. Note: Please ensure to secure any fragile item with adequate packing in order to withstand the effects of normal baggage handling procedures.

Question - Can I carry musical instruments on board?

Answer - Yes, fragile musical instruments may be carried in the cabin, but they will require the purchase of a ticket for the seat they occupy. The maximum weight allowed is 75 kg per seat, and the maximum length is 120cm per seat. Any item longer than 120cm or exceeding the weight limit must be placed across more than one seat. A maximum of 3 extra seats can be booked per passenger, in addition to the passenger's own seat, depending upon the aircraft seat configuration.

Question - Can I carry Zamzam holy water as checked and/or hand baggage?

Answer - Yes, Hajj and Umrah passengers can carry up to 5 litres of Zamzam holy water in one or several containers free of charge in addition to the applicable <https://www.qatarairways.com/en/baggage/allowance.html> allowance. Additionally, each passenger may carry a container of not more than 100 ml in the aircraft cabin as hand luggage. Note: <https://www.qatarairways.com/en-qa/baggage/excess.html> charges will apply for containers with more than 5 litres of Zamzam holy water.

Question - What are the dimensions of checked-in and hand luggage that Qatar Airways allows?

Answer - Maximum dimensions for each piece of checked baggage are calculated as length + width + height of the bag. The maximum dimension of bags for journeys involving flights traveling to/from Africa or Americas is 158cm (62in). The maximum dimension of bags for journeys involving all other destinations is 300cm (118in). Maximum dimensions for each piece of hand baggage is 50+37+25cm (20+15+10in). Click <https://www.qatarairways.com/en/baggage/allowance.html> to learn more about the standard checked baggage allowance and dimensions.

Question - Can I carry and/or use an electronic respiratory device on board?

Answer - Yes, you can carry and/or use electronic respiratory assistive devices on board, provided that the necessary approval has been received. You will need to download the Medical Information Form (MEDIF) from our <https://www.qatarairways.com/en-qa/help.html> under "Medical Assistance" and submit it between 7 days and 48 hours before your flight departure. Your medical certificate must be presented at check-in. Please arrive at least 1 hour before the start of the check-in of your flight. Your electronic respiratory device must meet the below guidelines: Displays a manufacturer's label that indicates that the device meets the requirements set by the QCAA. Displays a manufacturer's label that indicates that the device meets the requirements set by the FAA, where requirements have not been set by the QCAA. Can be stowed according to cabin safety requirements. Four types of passenger-supplied electronic respiratory assistive devices are covered by this rule: Respirators, Ventilators, Continuous Positive Airways Pressure (CPAP).

machines Portable Oxygen Concentrators (POC) For lithium battery-powered respiratory devices, acceptability is depending on the watt-hour rating (rechargeable) or the lithium content (non-rechargeable) of the battery.

Question - Can I carry my power bank or spare batteries on board?

Answer - Yes, you can carry power banks and spare batteries on board. However, if your journey starts from Baghdad (BGW) or Basra (BSR) airports, the carriage of power banks is not permitted. Please ensure to keep the spare batteries in your hand luggage at all times as they are not allowed in checked baggage. Click <https://www.qatarairways.com/en/baggage/restricted.html> to learn more about the carriage of batteries.

Question - Can passengers travel with their own wheelchair as checked baggage?

Answer - Yes, passengers with special needs can travel with one wheelchair or other battery-powered mobility aids, free of charge, as checked baggage. Please contact your nearest <https://www.qatarairways.com/en-qa/help.html> in advance to inform the type of wheelchair intended to be transported, so that the necessary arrangements can be done. You can click <https://www.qatarairways.com/en/help/faq.html#1003832-what-is-the-policy-on-personal-wheelchairs> to learn more about the policy on personal wheelchairs. Note: If other airlines are involved in the journey, we would recommend you notify the respective airline prior to your flight departure.

Question - Where can I purchase excess baggage?

Answer - You can purchase excess baggage on [qatarairways.com](https://www.qatarairways.com), city offices, airport ticketing offices and contact centres up to 3 hours prior to departure. You can also purchase excess baggage at the time of check-in at the check-in counter at the airport. To know more about the terms & conditions you may click <https://www.qatarairways.com/en/baggage/excess.html>. To purchase excess baggage, click <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml?selLang=en?&iid=ALL13059320>.

Question - Is there a provision at Hamad International Airport to check in my baggage much earlier to my flight departure?

Answer - Yes, your baggage can be checked in six hours prior to your flight's departure from Hamad International Airport; except when you are travelling in large groups, you may request the local Qatar Airways airport office to make necessary arrangements for early check-in. However, if you are travelling to the US, you can check-in/drop off your baggage only 3 hours prior to flight departure due to security procedures.

Question - How are the baggage dimensions measured?

Answer - Baggage dimensions are measured from edge to edge including the extended pockets and wheels. Click <https://www.qatarairways.com/en/baggage/allowance.html> to learn more about your baggage allowance.

Question - Can I carry firearms, weapons and ammunition in my baggage when travelling on Qatar Airways flights?

Answer - Firearms, weapons, and ammunition for hunting and sporting purposes may be accepted as checked baggage or cargo, provided that all the requirements for carriage are met. If these items are used for purposes other than hunting and sporting, they will be prohibited from carriage as baggage. Carriage of ammunition is subject to ICAO and IATA Dangerous Goods Regulations. Passengers travelling with other airlines which connect with flights operated by Qatar Airways should declare any firearms, weapons, or ammunition upon reaching the Qatar Airways transfer desk, check-in counter, or boarding gate. The appropriate import and export licenses must be presented to the airline prior to travel. Please ensure all weapons are unloaded, securely, and appropriately packed. Firearms must be unloaded with the safety catch-on, and be suitably packed. Only ammunition classified as UN0012 and UN0014 are allowed in passenger baggage, in quantities not exceeding a gross weight of 5 kg per person for the person's use. Allowances for more than one person must not be combined into one or more packages. Ammunition shall be packed separately from the baggage containing the firearm, inside a robust, secure container (i.e., a strong wooden, metal or fiberboard box or other packaging) specially designed to carry small amounts of ammunition and capable of being locked. Also, please ensure that guidelines pertinent to the packaging of firearms and ammunition are adhered to. Click <https://www.qatarairways.com/en/baggage/restricted.html> to read more about restricted items.

Question - How many pieces can be checked in if my baggage allowance is 40kg when travelling on a weight concept route?

Answer - For routes where the weight concept applies, there is no limit on the number of pieces that you can check in as long as the weight allowance for the total number of pieces is not exceeded. Also please ensure that each piece does not exceed 32 kg.

Question - What is my checked or free baggage allowance on Qatar Airways?

Answer - Your baggage allowances may vary according to your route and cabin class. Your complimentary checked baggage allowance is printed on your ticket. Click below to view the standard checked baggage allowance. <https://www.qatarairways.com/en/baggage/allowance.html> Children are eligible for the same baggage allowance as adults. Infants travelling on Child fare and occupying a seat are also eligible for the same baggage allowance as adults. Click here for baggage allowance on infants travelling on infant fare <https://www.qatarairways.com/en/family/child-fares-baggage.html> If your journey includes travel on an airline other than Qatar Airways, including a Qatar Airways code-share flight operated by another airline, that operating airline may offer you a lower baggage allowance. You are advised to check with that airline on their allowance. To purchase excess baggage, login to Manage Booking (you will require PNR/ticket number/Privilege Club number and passenger's last name). <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> Your free baggage allowance flight will appear in your flight details under your booked cabin. Once you retrieve your booking, click on 'Extra baggage' on the right panel to

purchase additional baggage online.

Question - In the event of death, what is the repatriation procedure for human remains?

Answer - All human remains must be accompanied by a certificate of death issued by the competent authority at the point of origin and all other necessary documentation as listed below: All shipments must be pre-paid No Objection Certificate from the embassy of the destination country Embalming certificate Certificate for packing of coffin Human remains should be embalmed with appropriate documentation and packing in order to be accepted for carriage and must have a confirmed reservation for all sectors including other airlines when applicable. Accompanying passengers need to be booked on the same flight and confirmed until destination. The accompanying passenger can check in normally. Late acceptance varies from airport to airport; therefore, this must be checked with the local <https://www.qrcargo.com/s/help-centre/officeList>. Embassies or consultants can also assist with specific details of documentation.

Question - Can I travel with a drone in my checked or hand baggage?

Answer - Yes, you can travel with a drone in your checked or hand baggage. When travelling with it as checked baggage, you will need to remove the battery/batteries and place them in your hand baggage. You may also carry drones with or without batteries in your hand baggage. This needs to be properly packed within the size and weight limitations. Restrictions may apply subject to the rules of carriage and entry of drones in each country. Please refer to the local rules and regulations of your destination country before travelling. Click <https://www.qatarairways.com/en/baggage/restricted.html> to read more about restricted items.

Question - Can I keep my electronic cigarette (e-cigarette) in my checked-in baggage?

Answer - No, e-cigarettes, including e-cigars, e-pipes and other personal vaporizers containing batteries are not permitted in checked baggage and should only be carried in hand baggage. However, smoking on board is not permitted. Click <https://www.qatarairways.com/en/baggage/restricted.html> to learn more about the carriage of restricted items.

Question - Can I check in my sports equipment?

Answer - Yes, you can check in sports equipment (such as bike/bicycle, golf bags, ski, surfboard, etc.) as part of your free baggage allowance as long as it is within the accepted size and weight. The equipment should be properly packed to withstand normal handling. Any equipment which exceeds the free allowance will be subject to Special sports baggage rates. Click <https://www.qatarairways.com/en/baggage/excess.html#poi-tab-DE67V> to learn more about the rates and conditions for travelling with sporting equipment.

Question - Can I carry food items as checked baggage?

Answer - Yes, you can carry food items as checked baggage, however,

restrictions may apply subject to the rules of each country of origin and destination. Please contact the airport customs of each country for more information.

Question - Are valuables allowed in checked baggage?

Answer - Yes, valuables are allowed in your checked baggage, however, it is advisable to carry your valuables (such as laptop, camera, money, mobile, certification, legal documents, etc.) in your carry-on bag.

Question - I am travelling on piece concept route and have few KG as excess baggage. Do I have to pay for one full piece?

Answer - No, if you are travelling on a piece concept route, you may purchase an overweight piece if the bag weighs between 23-32kg (50-70lb). This transaction can only be done at the time of check-in at the airport. The overweight option will allow you to upgrade one piece of your baggage from 23 kg up to 32 kg (applied for Economy customers). Click <https://www.qatarairways.com/en/baggage/excess.html> to check the rates for excess baggage

Question - What is the rate to calculate excess baggage?

Answer - Excess and overweight baggage charges differ based on the region you are travelling to/from. Click <https://www.qatarairways.com/en/baggage/excess.html> to view the excess/overweight baggage rates for your route.

Question - Can I carry goods that are considered dangerous?

Answer - Dangerous goods (guns / firearms / stunning devices / objects with sharp points or edges/worker's tools / blunt instruments/explosives/corrosives / compressed gases / flammable liquids or solids) are articles and substances that pose significant risks to health, safety and property. Therefore, their carriage is strictly controlled by international Dangerous Goods Regulations. You will require prior approval from the airline to carry your dangerous goods as checked baggage or cargo. Please contact <https://www.qatarairways.com/en/help.html> or <http://www.qrcargo.com/officeList?address> at least 96 hours prior to the departure of your flight to submit your request. Click <https://www.qatarairways.com/en/baggage/restricted.html> to learn more about restricted items. <https://www.qatarairways.com/en/baggage/excess.html> rates will apply if standard weight and size are exceeded. Note: In the event interline/code-share flights are involved in your itinerary, dangerous goods that require prior approval from Qatar Airways will be declined except for battery-powered wheelchairs or mobility aids. We recommend you notify the respective airline prior to your flight departure.

Question - Will my checked baggage be accepted if the dimensions exceed 300 cm (118 in)?

Answer - No, if your baggage exceeds the maximum dimensions (length+width+height) of 300 cm (118in), it will have to be carried as cargo. We recommend that you contact the nearest shipping agency or <https://www.qrcargo.com/s/help-centre/officeList> for further assistance.

Question - What is the maximum weight of a single piece of checked baggage?

Answer - The maximum weight that is allowed to be carried in a single checked piece should not exceed 32 kg. Baggage allowance may vary based on the cabin and route (weight or piece concept) that you are travelling on, and you can refer to your ticket to know your permitted baggage allowance. As an example; if you are travelling from DOH to MAN and your ticketed baggage allowance is 35 kg based on the fare family, you shall split the weight into two or more pieces where one piece shall not exceed more than 32 kg. Click <https://www.qatarairways.com/en/baggage/allowance.html> to learn more about the standard checked baggage allowance and dimensions.

Question - Are hoverboards, mini segways, or similar small electric vehicles permitted in checked and/or hand baggage?

Answer - No, for safety reasons, small vehicles powered by lithium batteries are not permitted in checked or hand baggage, regardless of the watt-hour rating of the lithium battery found in such devices. Some examples of these vehicles are airwheels, solowheels, hoverboards, mini-segways, and balance wheels.

Question - I am travelling on Premium cabin (First/Business), can I carry my total hand baggage in one piece of 15 kg?

Answer - No, each piece must not exceed 10 kg (22 lb). When travelling in the Premium cabin you are allowed to carry two pieces of hand baggage, not exceeding a total weight of 15 kg (33 lb).

Question - What excess baggage rates are available for purchase at the airport?

Answer - The excess baggage rates available at the airport are only the standard rate and are charged per kg. Excess baggage at preferred rates can be purchased up to 6 hours prior to your flight departure on [qatarairways.com](https://www.qatarairways.com) or through city offices and contact centres. Click <https://www.qatarairways.com/en/baggage/excess.html> to learn more about the types of baggage that can be pre-booked.

Question - Is there a limit on how much excess baggage I can purchase?

Answer - Yes, you can purchase a maximum of 5 pieces or 100kg of <https://www.qatarairways.com/en/baggage/excess.html> at a time. To purchase excess baggage login to <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml>. Once you retrieve your booking, click on 'Extra baggage' on the right panel to purchase additional baggage online.

Question - Is there a special baggage allowance for passengers with special needs?

Answer - Qatar Airways does not provide any special baggage allowances for passengers with special needs. Click <https://www.qatarairways.com/en/services-special/disability-and-medical.html> to learn more about what may be offered to passengers with special needs.

Question - Can I smoke or use my electronic cigarette (e-cigarette) on board?

Answer - No, Qatar Airways flights are non-smoking and the use of e-cigarettes, e-pipes and other personal vaporizers is not permitted on board.

Question - Can I carry cremated human remains as checked/hand baggage?

Answer - Yes, you can carry cremated human remains as part of your checked baggage or on board, provided that the state of origin does not classify it as restricted. Please ensure that the casket or urn containing the cremated remains is packed in a sealed outer box or case and that you have in your possession all the necessary documents such as but not limited to: An official certificate of cremation must additionally accompany cremated remains. A certified copy of the death certificate issued by a competent authority. Please provide the dimensions of the casket or urn to the reservations staff at least 72 hours prior to departure.

Question - Is it permitted to attach an Apple AirTag to my bag when travelling with Qatar Airways?

Answer - Yes, the Apple AirTag can be attached to a checked bag or hand carry and there is no restriction on the amount of Apple AirTags that can be carried in your checked bag or hand carry.

Question - I am traveling to Africa. Will I get the Africa baggage allowance on my return flight when returning from Africa ?

Answer - No. The journey must originate from Africa to be eligible for the Africa baggage allowance i.e. flights from Johannesburg to Doha where the first flight on the booking departs from Africa will be eligible for the allowance and not the return sector. Please check the link below for the standard checked baggage allowance and dimensions <https://www.qatarairways.com/en/baggage/allowance.html> To purchase excess baggage login to Manage Booking (you will require PNR/ticket number/Privilege Club number and passenger's last name). <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> Once you retrieve your booking, click on 'Purchase Excess baggage' on the right panel to purchase excess baggage online.

BAGTAG

Question - My bags are missing from a previous flight. What should I do?

Answer - Missing bags with a BAGTAG device can be reported through the regular process at this link: <https://haqiba.qatarairways.com.qa/Haqiba/>

Question - What should I do when there is no self-service bag drop available at the airport?

Answer - You can check in your bag with the BAGTAG device at a staff-operated check-in desk.

Question - Where can I buy a BAGTAG device?

Answer - You can purchase a BAGTAG device at the Qatar Duty Free (QDF) shop at Hamad International Airport.

Question - How do I attach the BAGTAG device to a bag?

Answer - Wrap the BAGTAG device's strap around any baggage handle and insert the strap in the back slot of the device. Make sure the BAGTAG device is securely attached by tightening the strap. You may check the user manuals below: Manual: <https://bagtag.com/media/2022/05/User-Manual-Flex-2022-EN.pdf> Video: <https://vimeo.com/682895224>

Question - How do I activate the BAGTAG device?

Answer - Download the Qatar Airways App, available in Google Play Store and Apple App store, and complete online check in through the app. Once your boarding pass has been issued, follow the steps in the app. Make sure that your Bluetooth and internet are on and working correctly.

Question - Where is the best place to attach the BAGTAG device to my bag?

Answer - It can be used like the traditional paper bag tags and be attached to your bag's handle. You may check the user manuals below: Manual: <https://bagtag.com/media/2022/05/User-Manual-Flex-2022-EN.pdf> Video: <https://vimeo.com/682895224>

Question - Is it possible to share a BAGTAG device with others?

Answer - Yes, the BAGTAG device is not restricted to one user. Please note that for security reasons the BAGTAG device will be locked for 2 hours following the arrival of your last flight. After 2 hours, the BAGTAG device can be used by any checked-in passenger.

Question - When can I update the BAGTAG device?

Answer - Baggage information can be transferred to the BAGTAG device after checking in on the Qatar Airways app and receiving your mobile boarding pass. This can be done any time between 48 hours to 90 minutes prior to departure, depending on the route.

Question - Can I use a BAGTAG device on multiple bags?

Answer - Yes. Using the security pin that comes with the BAGTAG device, you can detach it from one bag and reattach it to any other bag.

Question - Is it possible to update the BAGTAG device when checking in through desktop or laptop?

Answer - No. To update the BAGTAG device, a mobile phone is required to transfer the flight information.

Question - How will baggage be weighed?

Answer - Baggage will be weighed at the airport bag drop area. If it turns out to be too heavy, you can pay for extra baggage allowance at the counter, or online if purchased beforehand. Find out more about extra baggage <https://www.qatarairways.com/en-qa/baggage/excess.html> .

Question - Can I use the BAGTAG device to any destination?

Answer - The BAGTAG device can be used when travelling to the majority of our destinations. If all airports in your journey are eligible, you will get the option to update your BAGTAG device when you're logged in on the Qatar Airways app after checking in and getting your mobile boarding pass.

Question - What is required to use the BAGTAG device?

Answer - You need a mobile phone running on Android 5.0 or higher, or iPhone running on iOS 11.0 or higher. The BAGTAG device requires the mobile phone to be equipped with NFC (Near Field Communication) to update the electronic bag tag correctly.

Question - Where can I find the NFC location on a phone?

Answer - The location of the NFC antenna or chip differs depending on which brand and model of smartphone you are using. The image below shows the possible locations of NFC antennas of an Android and Apple phone, respectively.

Question - Can I use one BAGTAG device on multiple bags for the same flight?

Answer - No. You need to use a BAGTAG device or paper bag tag for each individual bag.

Question - I have checked in with the Qatar Airways app, but the option of the electronic bag tag is not given. What should I do?

Answer - It is possible that you have checked in for a flight that does not allow the use of an electronic bag tag. It could be due to: One or more of the airports in your journey do not support BAGTAG devices A confirmation pass has been issued for your flight instead of a boarding pass One or more of your flights are not operated by Qatar Airways

Question - I do not have a mobile phone available. Is it possible to update the BAGTAG device at the airport?

Answer - No, this is not possible. Due to security reasons, the BAGTAG device can only be updated by the passenger. If you do not have a mobile phone, it is advised you check in through the manned counters.

Question - I am not able to update my BAGTAG device. What should I do?

Answer - If you're facing any technical issues with the BAGTAG device, please reach out to the BAGTAG team <https://bagtag.com/support/>.

Question - Can I use the BAGTAG device on flights booked on Qatar Airways but operated by other airlines?

Answer - No, the BAGTAG device can be used only for Qatar Airways operated flights.

Question - Can I use a BAGTAG device for pet containers?

Answer - No. If you are travelling with a pet on your booking, you will not be able to check in online to receive a mobile boarding pass. A mobile boarding pass is

required to update a BAGTAG device.

Question - Is through check-in possible with a BAGTAG device?

Answer - Yes, it is possible.

Question - How do I detach the BAGTAG device from a bag?

Answer - Unlock the BAGTAG device by inserting the security pin in the provided slot located on the right side of the device. Applying pressure into the hole will unlock the device and release the strap. You may check the user manuals below: Manual: <https://bagtag.com/media/2022/05/User-Manual-Flex-2022-EN.pdf>
Video: <https://vimeo.com/682895260>

Question - Can I use an electronic bag tag that I purchased from a company other than BAGTAG?

Answer - No, only a BAGTAG device is compatible with the Qatar Airways app.

Question - How do I transfer flight information to the BAGTAG device?

Answer - The baggage information is transferred to the BAGTAG device from the Qatar Airways mobile app. This is carried out after check-in and getting the mobile boarding pass. You may check the user manuals below: Manual: <https://bagtag.com/media/2022/05/User-Manual-Flex-2022-EN.pdf> Video: <https://vimeo.com/682895166>

Question - When is the latest I should update the BAGTAG device with my flight information?

Answer - You have until 90 minutes before your departure time to transfer your flight information to your BAGTAG device. You will not be able to update your BAGTAG device within 90 minutes of your flight's departure.

Question - Is the BAGTAG device suitable for all bag types?

Answer - The device can be attached to any bag that has a handle. If your baggage does not have a handle, for example, a box or other type of container, you need to use a paper bag tag.

Question - Who should I contact if I have lost my BAGTAG device?

Answer - You should contact the baggage claim department of the airline you flew with.

Question - I am travelling to the USA. Can I use the BAGTAG device?

Answer - No, the BAGTAG device can't be used for US routes.

Question - How many BAGTAG devices can each passenger have?

Answer - You can have as many BAGTAG devices as your baggage allowance.

Question - Is there an expiry date for the BAGTAG device?

Answer - No. Unlike a paper bag tag that can only be used for the flight it was printed for, BAGTAG devices can be used multiple times during its lifetime as each new

flight's information is transferred to the device.

Question - I missed my flight. How can I change my BAGTAG device to my new flight's information?

Answer - First, make sure to cancel your check-in for the missed flight. Then, check in to your new flight and transfer your flight information to your BAGTAG device.

Question - Can I have a combination of BAGTAG devices and traditional paper bag tags?

Answer - Only one type of bag tag can be used per piece of baggage. So, you can use a BAGTAG device for one bag and a traditional paper bag tag for another bag.

Question - Will I get an electronic receipt of my tag number when I use a BAGTAG device?

Answer - Yes, you will receive a copy of your tag number at your registered email address.

Question - What will happen to my bags if my flight's route is changed or redirected?

Answer - The ground staff will attach a new paper bag tag to ensure your bags arrive at the correct destination.

Question - Can passengers in one booking use the same mobile device to transfer flight information to their individual BAGTAG devices?

Answer - Yes. All of the passengers travelling under the same booking can update their BAGTAG devices from the same mobile device.

Hand baggage

Question - What is my carry-on baggage allowance?

Answer - Hand baggage allowance
First Class Two pieces, not to exceed 15 kg and 50x37x25 cm
Business Class Two pieces, not to exceed 15 kg and 50x37x25 cm
Economy Class One piece, not to exceed 7 kg and 50x37x25 cm
Flights to and from Brazil allows one piece, not to exceed 10kg (22lb)
In addition to your hand baggage allowance, you can also carry personal items such as one ladies handbag or one small briefcase, one coat, cape or blanket, one umbrella, one pair of crutches or walking stick, one small camera or binoculars, limited reading material, an infant's carrying basket, and duty free items purchased on the day of your flight. Laptops and laptop bags have to fit within your hand baggage allowance. Click here <https://www.qatarairways.com/en/baggage.html> for more details on checked baggage and hand baggage allowances on Qatar Airways.

Question - Is my laptop part of the hand baggage allowance?

Answer - Yes, your laptop and all its accessories have to fit within your hand baggage allowance. For example, if your allowance is one piece, you are not allowed to bring your laptop on board in a separate bag next to your hand baggage, as this would be counted as two pieces. In this case, we suggest you pack all items in one bag. Check

your baggage allowance in the link below <https://www.qatarairways.com/en/baggage.html>

Question - What are the guidelines for carrying liquids or gels in hand-baggage?

Answer - You may carry liquids, gels, pastes, and aerosols in containers up to 100 ml (3.4oz) in your hand baggage. Containers larger than 100 ml will not be accepted even if only partly filled. Your containers must be carried in a transparent, resealable, quart or litre-sized bag, no larger than 20x20cm (8x8in). All items must fit comfortably in the plastic bag. You are required to produce your transparent bag of liquids separately for security screening. There are no restrictions on baby foods and medication. However, you may be required to present a prescription for medication you want to take onboard. *Transit flights: Rules vary from one airport to another. It is advisable to check with the airport that you are transiting in.

Question - Can I bring my laptop or personal game player on board Qatar Airways?

Answer - Yes, you may bring your approved personal electronic devices onboard. Use of a personal electronic device is permitted during the flight at altitudes above 10,000 feet (not during take-off and landing periods). The device must be switched off when requested by the crew. The use of power adapters is available on selected Qatar Airways aircraft. Please ask your cabin crew once onboard for further information or assistance. Flights to the United States All personal electronic devices (PEDs) can be carried on board all departures from Hamad International Airport, Doha, to destinations in the United States. However, in accordance with U.S. security regulations, certain personal electronic devices may be subject to enhanced screening. These include DSLR cameras, radios, e-readers, walkie-talkies, laptops, tablets, water purifiers, CD-ROMs, large game consoles, monitors, drones, electric guitars, printers and scanners. To assist all our passengers meet these enhanced measures in the most convenient manner, the following guidelines are suggested: Arrive at Hamad International Airport in sufficient extra time to allow for the enhanced security screening to be conducted at the departure gate. Have your carry-on PEDs conveniently accessible. Consider packing in your check-in baggage, all PEDs that you do not intend using in-flight.

Question - What can I do if I have left any personal item on board an aircraft or at the airport ?

Answer - If after your disembarkation, you realize that you have left or lost a personal belonging on board your Qatar Airways flight or at the Qatar Airways departure gate or lounge, please contact the Qatar Airways baggage services desk at the airport immediately to assist you in locating your lost article. Qatar Airways is not responsible for lost items but will do its best to assist you. You may also log on to our website and submit a search request by filling in the details of your flight and the missing item. Please click <https://haqiba.qatarairways.com.qa/ReportInquiry> to search for your lost property or items left behind.

Liquids

Question - Can I carry baby food in my handbag?

Answer - When travelling with a child, a reasonable amount of baby and child food (required for the flight) is permitted on board. Products such as baby milk, sterilised water, baby juice, baby food (in liquid, gel, or paste form), wet wipes are permitted.**Such items will be subject to further evaluation by airport security. Whenever the volume of baby products is deemed excessive by security screening staff, it might not be permitted beyond the screening point.

Question - Does the liquid policy affect items bought in duty free shops?

Answer - The liquid policy does not affect items bought in duty free shops. Liquid items such as perfumes, cosmetics, food products or alcohol over 100ml (3.4 fluid ounces) can be purchased from duty free shops located behind the security checkpoints. For passengers travelling to the United States of America or Australia items purchased in duty free shops will be delivered to the boarding gate. For passengers whose journey involves transiting in another airport, the duty free shops staff will package your purchase in a clear plastic, sealed bag known as a security tamper-evident bag (STEB). Specific information on this will be given by the duty free shop. Note, that customers travelling to the United States and Australia, who purchase alcoholic beverages or cosmetics in an airport other than Hamad International Airport, are likely to have their beverages confiscated by ground staff at the departure gate. This is in accordance with local US & Australian regulations. You must not tamper with or open the STEB once it has been sealed by the duty free shop. You should have a receipt for the item contained within the STEB that was printed in the last 48 hours. Click the link below for information on duty free allowances <https://www.qatardutyfree.com/Allowances.aspx>

Question - What products are affected by the liquid policy?

Answer - liquids such as water and other beverages, soups, syrups, cosmetics, perfumes, gels including hair and shower gels, pastes including toothpaste, aerosols, mascara, creams, lotions, oils, contents of pressurized cans such as shaving cream, foams and deodorants, mixtures out of liquid and solid materials. Other items of similar composition cannot be carried in hand luggage.

Question - What does the liquids policy allow?

Answer - Liquids carried for personal use should comply with the following: a) all liquids should be carried in containers with a capacity of no more than 100 ml (3.4 fluid ounces) each, or its equivalent in other volumetric measurements b) liquids in a container larger than 100 ml (3.4 fluid ounces) are unacceptable even if the container is only partially filled, though empty containers with a capacity greater than 100 ml (3.4 fluid ounces) are permitted c) containers holding these liquids of 100 ml (3.4 fluid ounces) and under should be placed in a transparent re-sealable plastic bag of a maximum capacity not exceeding 1 litre (1 quart). The indicative size of the 1 litre (1 quart) bag is: 20.5 cm (8 inches) x 20.5 cm (8 inches). The containers must fit comfortably within the bag and it should be able to be fully closed d) each passenger is permitted to carry only one such bag of liquids, which is to be presented separately for

screening

Question - What exceptions are there for carrying liquid on-board?

Answer - Exceptions to the liquid policy are available for medication, baby foods (including milk) and special dietary needs or other medical requirements. For medical and dietary needs liquids and gels exceeding 100 ml, passengers should provide proof of the need to carry these on board e.g. a prescription from a doctor for medication; or for items related to dietary needs, a letter from the passenger's doctor, nutritionist or dietitian. The name on the label of the prescription medication/letter should match the name on the booking/boarding pass. For baby and child food, a reasonable amount (required for the flight) is permitted on board. Click <https://www.qatarairways.com/en/help/faq.html#1003052-can-i-carry-baby-food-in-my-handbag> to learn more about the carriage of baby food on board.

Question - Can I bring my food on board?

Answer - You may bring your dietary solid food on board. Please take into consideration the limitations of carrying liquid and gels on board.

Question - Can I take more than one clear plastic bag with me to carry liquids?

Answer - No, only one clear plastic bag is allowed per passenger. The transparent re-sealable plastic bag shall be of a maximum capacity not exceeding 1 litre (1 quart). The indicative size of the 1 litre (1 quart) bag is: 20.5 cm (8 inches) x 20.5 cm (8 inches). The containers must fit comfortably within the bag and it should be possible to fully close the bag.

Question - Does the bag have to be a particular type to transport liquids?

Answer - The bag must be a transparent re-sealable plastic bag of a maximum capacity not exceeding 1 litre (1 quart). The indicative size of the 1 litre (1 quart) bag is: 20.5 cm (8 inches) x 20.5 cm (8 inches). The containers must fit comfortably within the bag and it should be possible to fully close the bag.

Question - Can I take liquids on board if I am travelling from Canadian and US airports?

Answer - Liquids carried for personal use should comply with the following: a) all liquids should be carried in containers with a capacity of no more than 100 ml (3.4 fluid ounces) each, or its equivalent in other volumetric measurements b) liquids in a container larger than 100 ml (3.4 fluid ounces) are unacceptable even if the container is only partially filled, though empty containers with a capacity greater than 100 ml (3.4 fluid ounces) are permitted c) containers holding these liquids of 100 ml (3.4 fluid ounces) and under should be placed in a transparent re-sealable plastic bag of a maximum capacity not exceeding 1 litre (1 quart). The indicative size of the 1 litre (1 quart) bag is: 20.5 cm (8 inches) x 20.5 cm (8 inches). The containers must fit comfortably within the bag and it should be able to be fully closed d) each passenger is permitted to carry only one such bag of liquids, which is to be presented separately for screening

Question - What is the EU policy on liquids on-board the aircraft?

Answer - The EU policy applies to all airline passengers throughout the European Union (EU), including Switzerland, Norway and Iceland. Liquids carried for personal use should comply with the following: a) all liquids should be carried in containers with a capacity of no more than 100 ml (3.4 fluid ounces) each, or its equivalent in other volumetric measurements b) liquids in a container larger than 100 ml (3.4 fluid ounces) are unacceptable even if the container is only partially filled, though empty containers with a capacity greater than 100 ml (3.4 fluid ounces) are permitted c) containers holding these liquids of 100 ml (3.4 fluid ounces) and under should be placed in a transparent re-sealable plastic bag of a maximum capacity not exceeding 1 litre (1 quart). The indicative size of the 1 litre (1 quart) bag is: 20.5 cm (8 inches) x 20.5 cm (8 inches). The containers must fit comfortably within the bag and it should be able to be fully closed d) each passenger is permitted to carry only one such bag of liquids, which is to be presented separately for screening.

Question - Can I use a bigger bottle or container if the quantity of liquid does not exceed the permitted quantity?

Answer - No. The container cannot be larger than the permitted size (i.e. 100 ml - 3.4 fluid ounces).

Question - Do solid cosmetics and toiletries such as lipstick or stick deodorant need to go in the clear plastic bag?

Answer - No. Solid cosmetics or toiletries may be packed normally in your cabin bag.

Mishandled baggage

Question - What documents may be needed after filing for missing baggage?

Answer - It is advisable to secure your boarding stubs, ticket copy and baggage tags. You may be required to produce a copy of your passport as well. If your baggage has been declared missing despite our efforts to locate your baggage - a copy of your passport, passenger ticket receipt, baggage tag receipt from the missing bag, boarding pass stub, and receipts/proof of purchase for the items claimed in the form will be required to support the claim and enable us to process the same.

Question - What do I do if my bag does not arrive at my destination?

Answer - At Qatar Airways, over 99% of checked baggage is claimed by our passengers immediately following their flight. In the event that you arrive at your destination without your checked baggage, please be assured that we will do everything possible to return your baggage. In most cases, delayed baggage is located within 24 hours and can be delivered to your home, office or hotel if local customs regulations permit. If your baggage is missing, it is extremely important that you file a report at the Qatar Airways baggage services counter at your arrival airport. While our staff make efforts to investigate the whereabouts of your baggage, you will then be given a baggage tracking number, which you can use to track the status of your baggage claim. In most cases, delayed baggage is located within 24 hours and once found, is usually arranged for delivery to your ultimate destination (ie. home or hotel). In

case you have incurred some expenses due to the late delivery of your baggage, we will compensate by reimbursing your reasonable and necessary expense (conditions apply). In the event that baggage is considered to be lost then our compensation will be in accordance with the Montreal Convention, where applicable. For your convenience, you may use 'My baggage' (<https://haqiba.qatarairways.com.qa/Haqiba>) if you have received a tracking number and would like to check the status of your baggage online or notify us about your delayed bag if you have left the airport without reporting it. Click on the link below for more information <https://www.qatarairways.com/en-au/baggage/mishandled.html>

Question - I have filed a complaint for mishandled baggage at the airport. Where do I find my mishandled baggage file reference?

Answer - Your mishandled baggage file reference will be located in the PIR - Passenger Irregularity Report, which would be created by you or the staff member who registered your claim. In the PIR you will have a three letter airport code followed by numeric reference, e.g. DOH12345.

Question - What do I do in case I find my checked baggage damaged upon arrival?

Answer - Please ensure your baggage is sufficiently robust, well packed, and properly secured to withstand the usual rigors of air travel. If on arrival, you find that your baggage has been damaged, please file a damaged baggage report at the Qatar Airways baggage services desk before leaving the airport. If you have left the airport without reporting, you can notify us about your damaged bag or any other mishandling of your baggage online by using 'My baggage'. If you have already reported your mishandled baggage, you can also use 'My baggage' to track the status of your claim by entering the file reference number that was provided to you. Please note that acceptance of baggage by the passenger without complaint at the time of delivery is prima facie evidence that the baggage has been delivered in good condition and in accordance with the Conditions of Contract. If you notice that your baggage has been damaged, then you must notify the airport and make a written complaint immediately before leaving the arrival terminal, or at the latest, within seven days from the date of receipt of the baggage. Missing baggage have to be reported within 21 days from the date of your arrival. You may also file a written complaint for mishandled baggage through our website. (<https://haqiba.qatarairways.com.qa/Haqiba>) Click on the link below for more information <https://www.qatarairways.com/en/baggage/mishandled.html>

Travel voucher

Voucher redemption

Question - What is a travel voucher?

Answer - A travel voucher is a document that has been exchanged for the value of your fully unutilised ticket.

Question - Can I refund the ticket that I used the voucher for?

Answer - Yes. Note that your refund may or may not include the value of the voucher used. Also, a no show penalty will be applied if the booking is not cancelled

before the no show period.

Question - How long is the travel voucher valid for?

Answer - The validity of the travel voucher depends on the original travel date as well as the date when the voucher was issued. Travel vouchers that have been issued on/before the 30th of September 2022 are valid for two years. Travel vouchers that have been issued on/after the 1st of October 2022 are valid for one year.

Question - How can I redeem the travel voucher online?

Answer - Currently, you can redeem your voucher online when booking a new trip or changing an existing booking. Your voucher code can be applied to your booking right before you proceed to payment. To redeem your voucher online, follow the steps below:

Search for your preferred route on qatarairways.com

To change an existing booking, visit <https://booking.qatarairways.com/nsp/views/retrievePnr.xhtml> and retrieve the booking you wish to change.

Select your flights from the flight selection page.

Enter the passenger details. Note that the passenger's name should match the name of the passenger listed in the voucher.

Select any additional services you would like to add (if any).

Once you reach the trip summary page, enter the 13-digit voucher number in its dedicated field at the bottom of the page, and click "Submit voucher".

The voucher value will be deducted from the total price of your ticket.

Question - Can I redeem my voucher when using the Cash+Avios payment option?

Answer - No, voucher redemption cannot be combined with the Cash+Avios payment option.

Question - Can Qatar Airways issue a travel voucher to me if I booked my ticket through a travel agent?

Answer - Yes, we will issue a travel voucher after the deduction of applicable cancellation penalties and non-refundable taxes if any.

Question - Can I use the voucher and put my booking on hold or pay for an on-hold booking fee?

Answer - No, you cannot use your voucher to pay for an on-hold booking fee. Once the voucher number has been entered, you will not be able to place your booking on-hold.

Question - Can I use the travel voucher online to pay for my ticket?

Answer - Yes. Your travel voucher can be redeemed when booking or changing your flights on qatarairways.com. The voucher value will be deducted from the total

amount to be paid. You can also use it for bookings where the voucher's value is higher than the price of the ticket.

Question - If my voucher has a residual value after purchasing a ticket, can I get the diff. in another voucher good for future travel?

Answer - Yes.

Question - How many vouchers can I redeem online?

Answer - You can redeem one voucher for each passenger occupying a seat within your booking, and up to nine vouchers per booking (when booking for up to nine passengers). The name on the voucher should match the name of the passenger in the booking. For example, if you are booking a trip for three passengers, you can use up to three vouchers, as long as the name listed on each voucher matches the name of each passenger in your booking.

Question - Can my travel voucher only be used on Qatar Airways flights?

Answer - The travel voucher may be used to purchase a Qatar Airways ticket (ticket number should start with 157), with or without another airline in the journey.

Question - I have a voucher for an infant, would I be able to redeem it online?

Answer - No, vouchers can be redeemed online only for passengers above 2 years of age.

Question - Can I redeem the voucher online to pay for additional services such as lounge access?

Answer - No, you are only able to redeem your voucher against the price of your ticket.

Question - Is my redemption ticket also eligible for this voucher?

Answer - No.

Question - Can my travel voucher be transferred from my name to someone of my choosing?

Answer - No, it will be issued against the name of the passenger on the ticket.

Question - I have multiple vouchers issued under the same name. Can I use them in one booking?

Answer - New offline booking: Yes. Passengers can redeem up to two vouchers when making a new booking offline i.e via a Qatar Airways sales office. New online booking: No. While making a booking online, you can redeem only one voucher per passenger in the same booking.

Question - Can I remove the voucher number after submitting it?

Answer - Yes. You can always remove the voucher before proceeding with payment.

Question - Is this voucher only eligible for affected routes?

Answer - No, you can exchange your tickets for a travel voucher on any route.

Question - Will card fees be charged when I redeem my voucher?

Answer - No, card fees are not applicable when redeeming your voucher.

Young Travellers

Travelling with children

Question - Can I carry baby food in my handbag?

Answer - When travelling with a child, a reasonable amount of baby and child food (required for the flight) is permitted on board. Products such as baby milk, sterilised water, baby juice, baby food (in liquid, gel, or paste form), wet wipes are permitted.**Such items will be subject to further evaluation by airport security. Whenever the volume of baby products is deemed excessive by security screening staff, it might not be permitted beyond the screening point.

Question - Does a Child Restraint Device (CRD) and a car seat serve the same purpose?

Answer - Yes. Both CRD and car seat allow seating of a child or infant in a safe and comfortable manner during the flight.

Question - Do I need a Child Restraint Device (CRD) or a car seat if I am the only adult passenger travelling with two infants?

Answer - Yes. A CRD or a personal car seat (substitute of CRD) must be used in such cases i.e. for the second infant. However, the following requirements are applicable: One of the two infants must be over 12 months; and, The infant should be able to sit in a separate seat.

Question - What do I need to know when travelling with an infant or child?

Answer - Fare type eligibility Your child's age at the date of departure for each flight on your journey determines whether or not they are eligible for an infant or child fare. Infant fare: From 8 days until 2nd birthday (at the time of departure for each flight during the course of the journey) Child fare: From 2 to 11 years Adult fare: From 12 years and older Baggage allowance For details on infant fare baggage allowance, please <http://www.qatarairways.com/global/en/child-fares-baggage.page> Note that children and infants travelling on a 'child fare' are eligible for the same baggage allowance as adults. Onboard infant and child services Bassinet seats - Qatar Airways provides bassinets for infants. Please contact your nearest Qatar Airways office to request bassinet seats. Please note that the maximum body weight of the infant should not exceed 11kgs (24 Lbs) and the age must not exceed 24 months. Additionally, the infant must fit within the confines of the baby bassinet. Bassinets are not available in the First Class cabin on-board the Airbus 380. To check availability of a Bassinet position seat on a specific aircraft and within a particular cabin, please contact the nearest Qatar Airways office. Activity packs are provided, depending on the length of the flight. Soft toys are available for infants. In-flight entertainment includes childrens' favourites to help your little ones enjoy the flight. For more information on our onboard services for infants

and children, please <https://www.qatarairways.com/en/family/children-on-board.html> . Useful tips Children may experience pains in their ears, especially during the landing phase of the flight. For this, it is helpful to provide a bottle for infants or gum for children, as this will help equalise the pressure in their ears. Our cabin crew will do everything possible to help families and their children fly comfortably. If you are planning to stay longer in a foreign country for any meaningful length of time, we recommend that you contact a health clinic or pediatrician to be aware of your child's immunisation/ vaccination schedule in advance. Always carry the baby or child's passport and/or birth certificate when traveling abroad. For more details on family travel, please visit this link <https://www.qatarairways.com/en/family.html>

Question - What is the difference between a Child Restraint Device (CRD) and a car seat?

Answer - CRDs are provided by the airline while car seats are brought on-board by passengers.

Question - What is a Child Restraint Device (CRD)?

Answer - A CRD is a special seat provided by the airline to accommodate your child or infant during the flight. This special seat is fitted on the normal aircraft seat.

Question - What exceptions are there for carrying liquid on-board?

Answer - Exceptions to the liquid policy are available for medication, baby foods (including milk) and special dietary needs or other medical requirements. For medical and dietary needs liquids and gels exceeding 100 ml, passengers should provide proof of the need to carry these on board e.g. a prescription from a doctor for medication; or for items related to dietary needs, a letter from the passenger's doctor, nutritionist or dietitian. The name on the label of the prescription medication/letter should match the name on the booking/boarding pass. For baby and child food, a reasonable amount (required for the flight) is permitted on board. Click <https://www.qatarairways.com/en/help/faq.html#1003052-can-i-carry-baby-food-in-my-handbag> to learn more about the carriage of baby food on board.

Question - What is a child fare?

Answer - This is a special fare that applies to children between the ages of 2 through 11 as on the date of departure. Therefore, a booking made before a child's 12th birthday for departure on or after their 12th birthday will no longer be eligible for the 'child fare'. In most cases, children are usually charged a percentage of the applicable adult fare. Learn more about the child fare and the baggage allowance through this link <https://www.qatarairways.com/en/family/child-fares-baggage.html>

Question - Am I required to purchase a seat for an infant?

Answer - An infant younger than 2 years old (at the time of departure for each flight during the course of the journey) may travel on an adult's lap with the purchase of an infant ticket. However, if you are planning to use a child restraint device/car seat, a child's fare ticket will need to be purchased. Please see the below conditions: In case you are using a car seat, the age of the infant should be a minimum of 6 months. It is

recommended that an infant car seat be used for children weighing between 20 and 40 lbs or 40 inches in height or less. In case you will be using a child restraint device service, the age of the infant should be a minimum of 12 months and they should weigh between 9 and 18 kg (20-40 lbs) and should be no taller than 101 cm (40 in). The infant must be accompanied by an adult who is 18 years older in the same cabin as he/she must be made aware of the responsibility to check the compliance and installation of it on the aircraft seat. Learn more about the infant fare and the baggage allowance through this link: <https://www.qatarairways.com/en/family/child-fares-baggage.html>

Question - Does QR provide bassinets for infants? What if bassinet seats are not available, can I still travel with an infant?

Answer - Infants less than 2 years old, are not required to have their own seats. The bassinet request is applicable only to Qatar Airways flights and is subject to availability on the day of the flight. Please contact your local Qatar Airways office to request a bassinet seat in advance. In case a bassinet is not available, you will have to travel with the infant on your lap. Please note that the maximum body weight of the infant should not exceed 11 kgs (24 Lbs) and the age must not exceed 24 months. Additionally, the infant must fit within the confines of the baby bassinet. If it is not the case, the infant must travel on the lap of the accompanying adult passenger. Only one infant is allowed per adult passenger. Bassinets are not available in the First Class cabin on-board the Airbus 380. To check availability of a Bassinet position seat on a specific aircraft and within a particular cabin, please contact the nearest Qatar Airways office.

Question - Does Qatar Airways offer a Child Restraint Device (CRD)?

Answer - Yes. We do arrange for a CRD on a particular flight if a passenger requests for the same at least 48 hours before the flight departure.

Question - Is there any extra charge to request for Child Restraint Device (CRD) from the airline?

Answer - No. There is no charge for a CRD.

Question - Do I need to take special care of infants during take-off, landing and in the air?

Answer - During take-off, landing and when the seat-belt sign is on, bassinets will remain closed. You will have to carry the infant on your lap. Your baby may cry on take-off and landing because of air pressure in the ears as cabin pressure adjusts to the altitude. This is normal. By giving your baby a bottle or breastfeeding at this time, you will help to ease the pressure in his or her ears. We also suggest that you bring your own infant meals and snacks if your baby has a special meal requirement. Qatar Airways provides pre-packaged baby food for infants up to two years. This may be a non-vegetarian meal. If you would like select a Baby Meal for your infant prior to travel, please contact Qatar Airways offices to add the request in your booking. When you require the baby meal on-board please ask your cabin crew for assistance.

Question - What kind of infant car seats are allowed onboard?

Answer - If you are travelling with an infant and have purchased a separate

seat for the infant, the following types of car seats are acceptable onboard:

1. Car seats that are approved for use in aircraft by JAA authority, the FAA or Transport Canada (based on a national technical standard); these are marked accordingly.
2. Car seats approved for use in motor vehicles and aircraft according to US FMVSS No 213 and are manufactured to these standards on or after February 26, 1985. US approved car seats manufactured after this date must bear the following labels in RED lettering: "THIS CHILD RESTRAINT SYSTEM CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARD" and "THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT"
3. The car seat must bear two labels, although typically the text for these two required labels is merged onto one label.
4. Car seat approved for use in motor vehicles according to the UN standard ECE R 44, -03 or later series of amendments. The car seat must bear either a label showing approval of a foreign government or a label showing it was manufactured under the standards of the United Nations. The following is an example of the required labelling for a car seat manufactured under the standards of the United Nations (the "E" is consistently used in the label, but the number to the right of the "E" can change because it is the distinguishing number of the country that has granted approval):
5. Car seats approved for use in motor vehicles and aircraft according to Canadian CMVSS 213/213.1.
6. Car seats qualified for use in aircraft according to the German "Qualification Procedure for Child Restraint Systems for Use in Aircraft" (TÜV Doc.: TÜV/958-01/2001).
7. Car seats that bear a label or markings showing FAA approval through a STC. The following is an example:
8. The car seat must be clearly marked showing FAA approval under 21.305(d) and bear the label "FAA Approved in Accordance with 14 CFR 21.305(d)." The following is an example:

Question - What is the maximum number of Infants that can be booked in one booking?

Answer - The number of infants that may accompany an adult is normally a maximum of two infants per adult provided one of the infants occupies a seat. The second infant must also be over 12 months and should be able to sit in a seat with a seat belt. The second infant can then travel at a child fare. If this is not possible, the second infant is only acceptable with an accompanying adult i.e. each infant will have to travel with a separate adult. Three infants are acceptable with two adults if each adult looks after one infant during take-off and landing and if the third infant is over 12 months and is able to sit in a seat with a seat belt. Child fare will apply to the third infant. If this is not possible, the third infant is only acceptable with an accompanying adult i.e. each infant will have to travel with a separate adult.

Question - Is there any age requirement for the adult accompanying an infant?

Answer - Yes. The accompanying adult passenger must be at least 16 years of age.

Question - Do I need to purchase an aircraft seat in order to request a CRD from the airline or to use my personal car seat?

Answer - Yes. You need to pay appropriate child fare for the extra seat in case you need to use CRD or car seat for your infant.

Question - Is usage of inflatable footrests, inflatable seating equipment or foot hammocks allowed onboard?

Answer - No, inflatable footrests, inflatable seating equipment or foot hammocks are not allowed to be used onboard for adults, children or infants regardless of whether the equipment is certified or not.

Question - What are the specifications/requirements for CRDs and car seats?

Answer - CRDs are designed to safely and comfortably seat infant and children weighing from 20 – 40 pounds (9.05 kg to 18.10 kg) or 40 inches (101.6 cms.) height. Car seats are allowed for infants and children within the age group from 6 months to 36 months.

Question - During the flight, how does Qatar Airways make my child feel at home?

Answer - Our crew will frequently check that your child is comfortable and happy. We will also provide different activity packs for your child to enjoy depending on the length of the flight. Click <http://www.qatarairways.com/global/en/young-travellers.page> for more information on in-flight services for children and infants.

Unaccompanied minors

Question - At what age can my child travel alone?

Answer - Passengers aged 12 and above can book an 'Adult' ticket and travel alone. Please follow the guidelines below if your child is under 12 years of age: Children aged between 5 and 11 can travel as unaccompanied minors. Contact us <https://www.qatarairways.com/en/help.html> to book the mandatory unaccompanied minor service. Children aged between 2 and 4 should be accompanied by an adult over 16 years of age when travelling.

Question - What do I need to tell the Qatar Airways office when I book a flight for my child who is travelling alone?

Answer - Booking a flight for your child is like booking a flight for yourself, just with some additional personal particular information. You will give information about your child's age, as well as the names, addresses, and telephone numbers of the child's parents, guardian, and contact persons. Beyond that, you can also highlight any special requirements your child may have. Visit this link for more details on family travel <https://www.qatarairways.com/en/family.html>

Question - What documents are needed when my child travels alone?

Answer - Your child must have an individual passport, valid for at least six months, a valid visa for the country of visit, and a re-entry permit to return to his or her home country. Make sure that your child has had all the required inoculations and medical check-ups, and carries the necessary medical papers with him/her. Visit this link for more details on family travel <https://www.qatarairways.com/en/family.html>

Question - How does Qatar Airways help my child through other airport

formalities?

Answer - At departure and arrival, your child enjoys priority assistance through the immigration, security, boarding, baggage collection, and customs clearance processes. Our staff will also help your child fill in the forms required by Immigration and Customs. Visit this link for more details on Family travel. <https://www.qatarairways.com/en/family.html>

Question - How will I know that my child has arrived at the destination?

Answer - We will call you and your representative at both the Departure and Arrival points. Whichever end of the journey you are at, you will be informed about the expected time of arrival. You must arrange for your child to be met at the airport. Visit this link for more details on Family travel <https://www.qatarairways.com/en/family.html>

Question - How does Qatar Airways help my child at check-in?

Answer - Our ground staff will meet and assist your child through a smooth and fast check-in. Please ensure that the person accompanying your child remains at the airport until your child's flight departs. Visit this link for more details on family travel <https://www.qatarairways.com/en/family.html>

Question - How will my child collect his/her bag(s) on arrival?

Answer - Your child's bags have special tags for quick and easy retrieval by our staff. We will help your child with the bags through customs and until he/she is met by you or your representative in the Arrival hall. Visit this link for more details on Family travel <https://www.qatarairways.com/en/family.html>