



Passenger Guidelines - Passenger Guidelines – SVO Services - COMM1122V1.2

Dear Trade Partner,

Effective Date: Tuesday, 11 February 2025

These guidelines have been published for confirmed 157 tickets on QR flights between DOH and SVO v.v. which are impacted by schedule change (QR337/QR338):

Original flights	DOH - SVO v.v. (QR337/QR338)
Original travel	On/after 06 February 2025 and on/before 25 October 2025
Rebooking	<ul style="list-style-type: none"> One free reissue permitted on QR operated flights to/from same origin/destination for travel within (+/-) 21 days from original. Rebooking shall be made into the lowest available QR RBD in the same cabin. One free reissue permitted on QR operated flights to/from same origin/destination for travel beyond 21 days from original. Rebooking shall be made into the same QR RBD as original. The new ticket resulting from reissue must observe ticket validity, including fare restrictions, i.e. seasonality, blackout dates, travel completion dates, flight and RBD application, weekend/weekday travel, min/max stay, stopover, etc. For tickets where original connection includes OAL (code-share and/or interline): <ul style="list-style-type: none"> May rebook for travel within (+/-) 21 days from original Rebooking shall be made on QR operated flights in the lowest available RBD within the same cabin and OAL operated flights (other than carrier LH) in the RBD permitted according to ticketed Fare Basis, same origin, destination The new ticket resulting from reissue must observe flight and routing rules according to ticketed Fare Basis Must not include carrier LH in the re-protection
Endorsement	SKCHG COMM1122
Refund	<ul style="list-style-type: none"> Permitted, including refund penalty waiver, based on unutilized NUC and taxes. Must not refund non-refundable unutilized taxes (except fully unutilized YQ, YR charges)
Included	<ul style="list-style-type: none"> Confirmed tickets issued in FIT/TO PNRs Please contact QR if passengers are booked in Group PNRs Rebooking on QR marketing flights when operated by 6E, AA (DOH-PHL v.v.), AT (DOH-CMN v.v.), AY (DOH-HEL v.v.), BA (LON-DOH v.v.), CZ (DOH-CAN v.v.), GA (DOH-CGK v.v.), IB (DOH-MAD v.v.), JL (DOH-HND v.v.), MF (DOH-PKX/XMN v.v.), MH (DOH-KUL v.v.) Match original length of stay, or in case of non-daily operation up to (+/-) 7 days (within one reissue transaction) Rebooking fee waiver Waiver for ancillary services
Not included	<ul style="list-style-type: none"> No-show waiver