

Passenger guidelines - Updated

Dear Partner,

In light of the recent developments we would like to share an update on the extended measures in place to provide additional flexibility and support for customers who are impacted by flight cancellations or who wish to change their travel plans on flights which are still scheduled to operate.

The following extended **guidelines** apply during this period:

- Eligibility for tickets issued by **30 April 2026** for travel between **28 February and 15 June 2026**
- Rebooking is now permitted for travel up to **31 October 2026** on QR operated flights

Minimum Connecting Time (**MCT**) for transiting customers in Doha for travel up to **28 March 2026** is **75 minutes**

Complimentary Stopover for the Purpose of Connection (**STPC**) for travel up to **15 June 2026**, the following applies:

- If your clients have a transit time of **8 to 24 hours** they are eligible for a complimentary STPC.
- For travel **more than 72 hours away**, STPC requests for your clients should be submitted via the **Trade Portal**.
- For travel **within the next 72 hours**, your clients can approach the **STPC Desk at Transfer** upon arrival in Doha to receive their complimentary accommodation.
- For travel **beyond 15 June 2026**, standard STPC eligibility conditions apply.

Journey With Confidence (JWC)

Should your clients travel plans be disrupted, flight changes may be processed in line with our latest **Journey With Confidence** guidelines. All applicable JWC protections remain in place, including free reissues, refund flexibility, and no-show waivers. This applies to tickets issued by **30 April 2026** for travel between **28 February and 15 June 2026**.

Your patience and understanding mean a great deal to us, and we are truly grateful for your continued support at this challenging time.

Thank you for your ongoing partnership.

Kind regards,

Qatar Airways

We keep updating our passenger guidelines, agent rebooking decision flow, FAQs and the STPC on a dedicated page on **Trade Portal**, to help support your teams during this period.





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