



Extending our commitment (Ref 1060 V6.5.1) Implementation Reminder

Dear Valued Partner,

Thank you for your support and feedback.

To ensure a smooth booking and trip management experience, we have reviewed and updated our policy regularly. The latest version of our policy - **Extending our commitment (Ref 1060 V6.5.1)** has been fully implemented.

Regarding refund calculation, we have extracted the below guidelines for your easy reference. For the full and latest document, please refer to the attached document and Qatar Airways [Trade Portal](#).

If ticketed segments have been changed to UN status, TK status resulted in any time change or TK status (retimed) resulted in misconnection (incl. MCT violations) and for UN ticketed segments updated with new TK segments:

- Unutilized refundable value shall be calculated based on unitized NUC, taxes, fees, charges and surcharges
- Applies to unutilized value of refundable, non-refundable fares (tickets), Q and stopover surcharges and YQ, YR charges

For all other scenarios, including voluntary refunds:

- Unutilized refundable value shall be calculated by deducting the fare used for portion of journey travelled
- Applies to unutilized values of refundable fares (tickets), Q and stopover surcharges and YQ, YR charges
- Applies to unutilized value of non-refundable fares (tickets), Q and stopover surcharges and fully unutilized YQ, YR charges

Should you have any inquiries, please reach Qatar Airways sales representatives or contact our hotline at +852 3002 2730.

Qatar Airways Hong Kong Office

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