



EZE Flight Cancellations - Commercial Reference 1086V1.1

Dear Travel Trade Partner,

Effective Date: Wednesday, 1st November 2023

These Guidelines apply to passengers holding tickets with confirmed reservations issued on Qatar Airways (157) stock or plate who are impacted by flight cancellations DOH-EZE v.v. or GRU-EZE v.v. with original travel date on/after 1st December 2023.

Ticketed & travel date	<p>May apply for tickets issued/exchanged/reissued on/before 31st August 2023. May apply for flight cancellations DOH-EZE v.v. or GRU-EZE v.v. with original date on/after 1st December 2023.</p>
New date of travel	<p>May rebook for a new departure date within (+/-) 21 days from original travel date, however, must not rebook for a new travel date on/before 1st December 2023 and on/after 27th August 2024.</p> <p>Exception for new tickets which include GRU-EZE v.v on LA:</p> <ul style="list-style-type: none"> • May rebook for a new departure date within (+/-) 21 days from original travel date, however, must not rebook for a new travel date on/before 1st December 2023 and on/after 30th March 2024. <p>Must rebook segments and reissue the ticket no later than 2 days prior to flight departure impacted by schedule change.</p>
DOH-AEP/EZE/GRU v.v.	<p>May reroute DOH-EZE v.v. via GRU onto following combination of QR operated and AC operated flights, same origin, destination:</p> <ul style="list-style-type: none"> • Point-to-point passengers: DOH QR X/GRU AC EZE • O&D passengers: XXX QR X/ DOH QR X/GRU AC EZE <p>Rerouting must be made into QR lowest available RBD within the same cabin and following AC lowest available RBD within the same cabin:</p> <ul style="list-style-type: none"> • AC Business Class: J/C/D/Z/P • AC Economy Class: Y/B/M/U/H/Q/V/W/S/T/L/K/G <p>Must not reroute on following AC flights (blackout):</p> <ul style="list-style-type: none"> • AC90 in Economy Class: <ul style="list-style-type: none"> - 25/27/28 December 2023 - 28 – 29 February 2024 • AC90 in Business Class: <ul style="list-style-type: none"> - 25/27/28/29 December 2023 - 01/03/04/05/06/07/08/10 January 2024 • AC91 in Economy Class: <ul style="list-style-type: none"> - 03 – 07 January 2024 • AC91 in Business Class:



	<p>- 11/12/13/14/15/20/21/22/31 January 2024 - 01/03/04/05/07 February 2024</p> <p>May reroute DOH-AEP/EZE v.v. via GRU onto following combination of QR operated and LA operated flights, same origin, destination:</p> <ul style="list-style-type: none"> • Point-to-point passengers: <ul style="list-style-type: none"> o DOH QR X/GRU LA AEP/EZE • O&D passengers: <ul style="list-style-type: none"> o XXX QR X/DOH QR X/GRU LA AEP/EZE <p>Rerouting must be made into QR and LA lowest available RBD within the same cabin.</p> <p>May reroute DOH-EZE/GRU v.v. via MAD onto following combination of QR operated and IB operated flights, same origin, destination:</p> <ul style="list-style-type: none"> • Point-to-point passengers: <ol style="list-style-type: none"> 1) DOH QR X/MAD IB EZE 2) DOH QR X/MAD IB GRU • O&D passengers: <ol style="list-style-type: none"> 1) XXX QR X/DOH QR X/MAD IB EZE 2) XXX QR X/DOH QR X/MAD IB GRU <p>May use additional code-share options for DOH-MAD-EZE/GRU as specified below</p> <p>Rerouting must be made into QR and IB lowest available RBD within the same cabin</p> <p>Must not rebook on code-share marketing flight numbers, except for:</p> <ul style="list-style-type: none"> • QR marketing flights when operated by 6E, AA (DOH-PHL v.v.), AT (DOH-CMN v.v.), AY (DOH-ARN/CPH/HEL v.v.), BA (LON-DOH v.v.), MF (DOH-PKX/XMN v.v.), MH (KUL-DOH v.v.). May only select respective operating flights, if space is not available on these QR code-share marketing flights. • QR code-share flights marked by “*” (asterisk) on availability operated by WY, provided no WY operating flight number is published. For further details, please get in touch with local QR office or QR contact centre. • Code-share flights marked by “*” (asterisk) on availability, provided no other operating flight number is published <p>Must not upgrade to OAL Premium Economy Class</p> <p>Must not rebook or reroute exclusively on OAL</p>
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GRU-AEP/EZE v.v.	<p>May rebook onto AC operated flight GRU-EZE v.v. into following lowest available RBD within the same cabin:</p> <ul style="list-style-type: none"> • AC Business Class: J/C/D/Z/P • AC Economy Class: Y/B/M/U/H/Q/V/W/S/T/L/K/G <p>Must not reroute on following AC flights (blackout):</p> <ul style="list-style-type: none"> • AC90 in Economy Class: <ul style="list-style-type: none"> - 25/27/28 December 2023 - 28 – 29 February 2024 • AC90 in Business Class: <ul style="list-style-type: none"> - 25/27/28/29 December 2023 - 01/03/04/05/06/07/08/10 January 2024 • AC91 in Economy Class: <ul style="list-style-type: none"> - 03 – 07 January 2024 • AC91 in Business Class: <ul style="list-style-type: none"> - 11/12/13/14/15/20/21/22/31 January 2024 - 01/03/04/05/07 February 2024 <p>May rebook onto LA operated flight GRU-AEP/EZE v.v. into lowest available RBD within the Economy Class.</p> <p>Must not upgrade to OAL Premium Economy Class</p>
Stopover to transit/transfer change in DOH	Yes
Number of waivers	<p>Two free ticket reissues permitted</p> <p>May provide refund waiver for new ticket reissued due this schedule change</p>
No-show	No waiver permitted
Ticket reissue guidelines	<p>Must update: “SKCHG COMM1086” at the beginning of the Endorsements Box</p> <p>May waive original ticketed Fare Basis conditions, however, must apply restrictions specified for “new date of travel”</p>

	<p>May waive any difference of fare, taxes, fees, charges, surcharges, rebooking fee.</p> <p>Must carry forward original fare calculation preceded by characters “S-“ and free baggage allowance</p> <p>Must not calculate any residual value. It is non-refundable and non-exchangeable</p>
Groups included	Please contact the local QR office or QR customer contact center
Round the World (RTW) Fares/Tickets	Please contact the local QR office or QR customer contact center
Refunds of unutilized value allowed	<p>Yes, may provide refund of unutilized value to the original form of payment</p> <p>Unutilized value shall be calculated based on unutilized NUC, taxes, fees, charges and surcharges</p> <p>Example (for illustration purposes) of fare where outbound has been used and inbound remains wholly unutilized, hence NUC 561.47 of inbound may be refunded to the original form of payment. BKK QR X/DOH QR BUE461.47 QR X/DOH QR BUE561.47NUC1022.94</p> <p>For complicated scenarios, side-trips, end-on-end combinations, partial utilizations (e.g., within fare component), please contact local QR office or QR customer contact center.</p> <p>Non-refundable unutilized taxes (except of fully unutilized YQ, YR charges), as well as previously collected rebooking fees and no-show penalties remain non-refundable.</p> <p>May waive refund penalty</p>
Hotel provided	No
Free upgrade to higher cabin	No
Unutilized ancillary services (EMD status Open)	<p>In connection with the rebooking of the ticket due to this schedule change, unutilized ancillary services purchased via Travel Trade Partners may change free of charge.</p> <p>Must re-associate EMD to new itinerary.</p>