# Post-Ticketing Changes: Fees and General Handling

V2.0 | Doha Group Desk

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#### **Group Transaction**

# Flexibility & Notes / Fees

## Mandatory E-mail Subject

Name Change Name Correction	<ul> <li>Name Change Permitted – QAR150</li> <li>Name Correction Permitted – FOC</li> <li>✓ Before Flight Departure</li> <li>✓ Flight/Travel must be same with the group</li> </ul>	Group Ticket Name Change: PNR / Ticket Number
Reservation Change (*Upgrade, Flight/Date Change)	<ul> <li>Permitted with fee of QAR150</li> <li>(*Change fee does not apply on cabin upgrade and applicable on both sectors on the same flights)</li> <li>✓ Fare/Tax difference to be collected</li> <li>✓ Reservation change on inbound flight only</li> </ul>	Group Ticket Reservation Change: PNR / Ticket Number
Route Change	<ul> <li>Permitted with fee of QAR150</li> <li>✓ Fare/Tax difference to be collected</li> <li>✓ Route change on inbound flight only</li> <li>✓ Maximum 20% of the total group size only</li> </ul>	Group Ticket Route Change: PNR / Ticket Number
(Same day rebooking / cancellation)	<ul> <li>Rebooking permitted with fee of QAR220</li> <li>✓ Raise group ticket to FIT</li> <li>✓ Fare/Tax difference to be collected</li> <li>✓ Reservation change fee of QAR150 applies</li> <li>✓ Not applicable for One-way trip journey</li> </ul>	Group No-show Rebooking: PNR / Ticket Number
Refund	Group Ticket once issued is non-refundable	N/A



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#### **Group Transaction**



### General Handling / Process

- 1. Refund the passenger ticket being requested for name change/correction & share the refund mask.
- 2. Send the email using the request template, with passport copy.
- 3. QR office to process the name change/correction on GDS and TA to be advised with the name change/correction with TTL (immediate ticketing)
- 4. Issue the new PAX/corrected name ticket
- 5. Share the utilization summary to DOH-GD/Tariff

#### Reservation Change (\*Upgrade, Flight/Date Change)

# Route Change

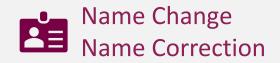
Same day rebooking / cancellation)

- 1. Book the new preferred flight on new PNR and send to Tariff for guide on ADC
- 2. Tariff to assist on providing ADC
- 3. TA to proceed with reissuance accordingly
- 4. TA to split the PAX from group PNR and ensure to cancel the group seat to avoid dupe
- 5. TA to send summary of reissued tickets EOD using a template

\*Change fee does not apply on cabin upgrade and applicable on both sectors on the same flights



#### **Group Transaction**



### Travel Agent's Important Tasks & Reminders

- ✓ Ensure applicable fee is collected for name change
- Send the request using the request template and PAX passport copy
- ✓ Issue the ticket immediately after name change/correction notification
- ✓ Share the utilization summary after issuance

#### Reservation Change (\*Upgrade, Flight/Date Change)

# Route Change

(Same day rebooking / cancellation)

- ✓ Rebook on lowest market fare RBD
- ✓ Reissue the ticket accordingly, with correct TST mask, FE element, tour code, fare basis, etc.
- ✓ Split the group PNR for the PAX being requested for flight change and release the G/class seat
- $\checkmark$  Share the summary of reissued ticket as per the template

