



QATAR AIRWAYS

Ancillary Services – Annexure 3

ORYX Airport Hotel - Vitality Spa Treatments EMD Issuance

Guidelines for Travel Partners'





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1. ORYX Airport Hotel Vitality & spa products

The ORYX Airport Hotel located at Hamad International Airport (HIA) offers Vitality Wellbeing and Spa services for Departure and Transit passengers to make customer's journey even smoother and enjoyable through our hub – Hamad International Airport.

2. Product Types

The list of products offered by The ORYX Airport Hotel are illustrated in the below table

Product Name	SSR	Product Description
Vitality Entry Pass	VEAH	✓ Entrance Fee To Vitality Spa with access to The Swimming Pool, Jacuzzi, Gym And Shower Facilities with amenities (Provided For Maximum 6 Hours Stay)
SPA Tranquillity Massage (80 Minutes)	VTRA	✓ Tranquillity 80 Minutes Massage At Vitality Spa with Complimentary Access to The Swimming Pool, Jacuzzi, Gym & Shower Facilities with Amenities (Provided For Maximum 6 Hours Stay)

All above products can be offered to:-

- i. Passengers transiting through DOH with a connection time greater than 3 hours and less than 24 Hours)
- ii. Passengers departing from DOH.

Selling will only be extended to customer (s) as per the following criteria:-

- a. Customer must hold a confirmed ticket (QR 157 Document)
- b. Tickets must be purchased on QR Market fares
- c. Non-Revenue tickets such as Staff (AD/ID), FOC Tickets and FAM Tickets travelling in any cabin are not eligible to use this facility.
- d. Service should be booked and confirmation must be supported with EMD issuance at least 12 hours prior to departure flight from origin.
- e. Accompanied infants under 2 years of age, are allowed to use the facility free of charge provided they are accompanied with a ticketed adult who has booked a confirmed service.
- f. The service is offered only if service is requested on QR online flights. Interline and codeshare flights operated by other airlines are not included under this product offering.
- g. Vitality Entry Pass (VEAH) & SPA treatments (VTRA) are permitted usage for a maximum period of 6 hours only.



3. Product Features and Pricing

The product features are listed in the below table along with the individual pricing per product.

Product Name	Vitality Entry Pass – 6Hrs (SR VEAH)	SPA – Tranquillity (80 minutes) (SR VTRA)
Pricing	QAR 170	QAR 480
Service offered during	(Departure/ Transit)	(Departure/ Transit)
Vitality Entry pass	✓	✓
SPA – Tranquillity	✗	✓
Complimentary Wi Fi	✓	✓
Hair dryer, dental kit, shaving kit and sewing kit are available upon request	✓	✓
25 meter Temperature-controlled Indoor Swimming Pool	✓	✓
Fully Equipped Gymnasium	✓	✓
Hydrotherapy Tub	✓	✓
Shower Room	✓	✓
* Required 3 hours Minimum transit time to book the service		

Note - Vitality Entry Pass & SPA treatments are valid for a maximum period of 6 hours only.

4. Booking & Sales Procedure for ORYX Airport Hotel Products

Step 1: Retrieve PNR and ensure the FA element (ETQR) OR the Pricing (TST) is available (during combined selling- Ticket + EMD)

```
RP/DOHQR0113/
1.HARRY/SMITH 2.TIA/SMITH
3 QR 058 V 29OCT 1 MUCDOH HK2 1 1605 2345 77W E 0 M
MANDATORY APIS REQUIRED UNDER DOCS DOCO DOCA
SEE RTSVC
4 QR 672 V 30OCT 2 DOHMLE HK2 0210 0900 359 E 0 M
MANDATORY APIS REQUIRED UNDER DOCS DOCO DOCA
SEE RTSVC
5 AP DOH 974 4449 6666 - QATAR AIRWAYS COMMERCIAL - A
6 IK OK24OCT/DOHQR0113
```



Step 2: Add the Service code. SRVEAHQR/S2/P1-P2 (Vitality Entry Pass).

```
TICKET RECONCILIATION NEEDED
TST RLR MSC
RP/DOHQ0113/DOHQ0113      ME/GS  24OCT18/1035Z  MB74FN
1.HARRY/SMITH  2.TIA/SMITH
3  QR 058 V 29OCT 1 MUCDOH HK2      1  1605 2345  *1A/E*
4  QR 672 V 30OCT 2 DOHMLE HK2      0210 0900  *1A/E*
5 AP DOH 974 4449 6666 - QATAR AIRWAYS COMMERCIAL - A
6 TK OK24OCT/DOHQ0113
7 /SSR VEAH QR HN1/S3/P1
8 /SSR VEAH QR HN1/S3/P2
9 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/33-4/P1-2
10 FD CASH
11 EV PAX QR/S3-4/P1-2
->
```

The SSR will be auto confirmed with a “KK” status code or rejected with a “UC” status code and the reason will be populated in the SR OTHS QR field for UC Status.

Step 3: Make sure that you change the KK status to HK using the line number

7/HK8/HK

```
RP/DOHQ0113/DOHQ0113      ME/GS  24OCT18/1054Z  MB74FN
1.HARRY/SMITH  2.TIA/SMITH
3  QR 058 V 29OCT 1 MUCDOH HK2      1  1605 2345  *1A/E*
4  QR 672 V 30OCT 2 DOHMLE HK2      0210 0900  *1A/E*
5 AP DOH 974 4449 6666 - QATAR AIRWAYS COMMERCIAL - A
6 TK OK24OCT/DOHQ0113
7 /SSR VEAH QR KK1/S3/P1
8 /SSR VEAH QR KK1/S3/P2
```

Step 4: Auto price the service using FXG entry to create an EMD mask using the line number. For e.g. FXG/L7

```
FXG
PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (QAR)FARE    TAX        TOTAL
01 HARRY/SMITH      ADT
VEF VEAH  1 QR53    29OCT QAR170.00                QAR170.00
02 TIA/SMITH        ADT
VEF VEAH  1 QR53    29OCT QAR170.00                QAR170.00
```

Step 5: Update the form of payment: TMI/FP-CASH (or any other applicable form of payment)

```
M  P  R  NAME  TOTAL
1  .1  E/O HARRY/SMITH  QAR  170.00
2  .2  E/O TIA/SMITH  QAR  170.00
```



Step 6: Proceed with the EMD issuance

```

IST TSM RLR MSC
RE/DOHQ0113/DOHQ0113          AB/GS  25OCT18/0944Z  MB74FM
1 HARRY/SMITH  2 TIA/SMITH
3  OR 058 V 29OCT 1 MUCDOH HK2      1  1605 2345  *1A/E*
4  QR 672 V 30OCT 2 DOHMLE HK2      0210 0900  *1A/E*
5 AD IXNH 874 3449 6666  QATAR AIRWAYS COMMERCIAL  A
6 TK OK24OCT/DOHQ0120//ETQR
7 /SSR VEAH QR KK1/S3/P1
8 /SSR VEAH OR KK1/S3/P2
9 SSR OTHS 1A - PLS PROVIDE FULL SECURE FLIGHT DATA /
10 SSR OTHS 1A APIS IN IXNCA/IXNCS/IXNCS AND ACTION URGENTLY.
11 SSR OTHS 1A FOR USA FLTS OR RESERVES THE RIGHT TO CANCEL
12 FA PAX 157-2971730652/ETQR/QAR3335.00/24OCT18/DOHQ0120/6589
    6666/S3-4/P1
13 FA PAX 157-2371738653/ETQR/QAR3335.00/24OCT18/DOHQ0120/6589
    6666/S3-4/P2
14 FA PAX 157-8232414788/DTOR/QAR170.00/25OCT18/DOHQ0120/65896
    666/P1/E7
15 FA PAX 157-8232414788/DTOR/QAR170.00/25OCT18/DOHQ0120/65896
    666/P2/E3
16 FB PAX 0000000000 TTP/RT OK ETICKET/S3-4/P1-2
17 FH PAX 0000000000 TTP/RT OK EMD/P1/P2
    
```

The ORYX Airport Hotel will be following the SSR confirmation status in PNR for service delivery. Any further assistance required on SPA/ Vitality services please contact your nearest QR offices.

4.2 Transfer & Departure Flights

ORYX Airport Hotel Products (Steps for booking & issuance)				
Service Type	RFISC	SSR Service Code	Transfer Flights in DOH	Departure Flights from DOH
Vitality Entry Pass	VEF	VEAH	Service (SSR) to be linked to Arrival flights into DOH	Service (SSR) to be linked to flights out of DOH
Spa Tranquillity Massage (80 minutes)	VTR	VTRA		

- I. In case of transfer and connecting flights within 24 hours, the service SSR must be associated to the arrival flight in to DOH. For e.g. customer booked on BKK-DOH connecting on to DOH-LHR route, the service should be associated to BKK-DOH route.
- II. For point to point journeys, the service SSR must be associated to the outbound flight. For e.g. customer booked on DOH-MIA, MIA-DOH route, the service must be associated to the DOH-MIA leg.



4.3 Arrival Services

The ORYX Airport Hotel product is not applicable for selling in case a customer’s journey is concluding in DOH or Stopover (more than 24 hours). In such cases the customer has to arrange a visa to enter DOH. For e.g. Customer arriving on MIA-DOH route, the ORYX Airport Hotel service cannot be sold to the customer.

5. Automated Issuance Limit (AIL)

The objective of AIL is to notify the issuing office about the time limit of confirmation and release the unpaid services from the PNR if it is not materialised within the specific time. Below is an example of AIL in a PNR



6. Changes / Cancellations

Refer to below table for more information on HIA Hotel services exchange / cancellation details for voluntary scenarios

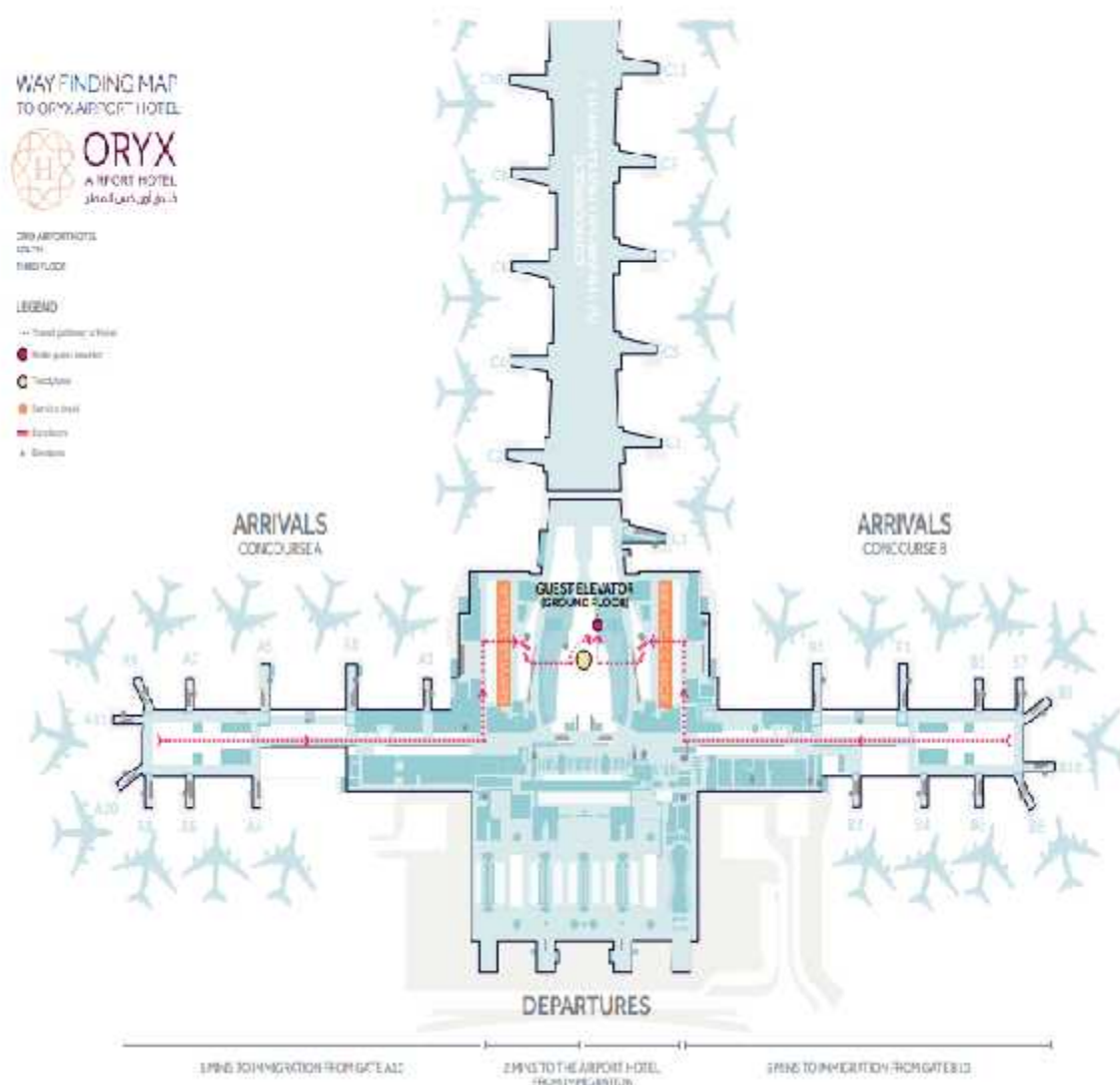
HIA Hotel Booking Changes /Cancellation Scenarios	Time to Flight Departure	Penalties	EMD Conditions
Date Change/Reissue	Anytime up to 3 hrs. – Re-book the Service code	Permitted Free of Charge	EMD has to be re-issued with new date
	Within 3 hrs. – Re-booking Not permitted, Considered as No-show for ORYX Airport Hotel services	Changes Not Permitted, EMD will be forfeited	Non-Refundable, Amount will be forfeited
Cancellation & Refund	Anytime from booking	NON-Refundable	EMD is Non-Refundable



7. Service Delivery at HIA

The Oryx Airport Hotel will provide the customer the entry based on the purchased products. The customer must approach the HIA Hotel and Vitality Spa which is located near the **Teddy Bear display** upon transfer and departure from DOH to avail the service.

The location of the ORYX Airport Hotel & Vitality Spa is shown in **the map below** and must be clearly communicated to the customer availing the service. Failure in reporting to the Hotel & Spa as per the booking, customer shall be deemed as a No-show and no refund will be applicable in such cases.





8. Frequently Asked Questions (FAQ)

1. What are the different products offered by the ORYX Airport Hotel?

The ORYX Airport Hotel offers the following products.

Product Name	SSR	Price	Product Description
Vitality Entry Pass	VEAH	QAR 170/- per person	<ul style="list-style-type: none"> ✓ Entrance Fee To Vitality Spa with access to The Swimming Pool, Jacuzzi, ✓ Gym And Shower Facilities with amenities. (Provided For Maximum 6 Hours Stay)
SPA Tranquillity Massage (80 Minutes)	VTRA	QAR 480/- per person	<ul style="list-style-type: none"> ✓ Tranquillity 80 Minutes Massage At Vitality Spa with Complimentary Access to The Swimming Pool, Jacuzzi, Gym & Shower Facilities with Amenities. (Provided For Maximum 6 Hours Stay)
Rooms - Long Stay (Max. 24 Hours from Check-in) Contact nearest QR office for bookings	AHLS	QAR 1000/- per room	<ul style="list-style-type: none"> ✓ Room Stay for transit customers ✓ Check-In Any Time. ✓ Single OR Double Bed. ✓ Max 2 Adults & 2 Children Sharing Same Bed (Extra Bed for 120 QAR) ✓ Free Access to Pool, Jacuzzi, Gym & Shower.
Rooms Mid-Day Offer (Between 0900-1700 Hours) Contact nearest QR office for bookings	AHMO	QAR 600/- per room	<ul style="list-style-type: none"> ✓ Room Stay for transit customers ✓ Check-In 9AM To 5PM Only. ✓ Single OR Double Bed. ✓ Max 2 Adults & 2 Children Sharing Same Bed (Extra Bed for 120 QAR) ✓ Free Access To Pool, Jacuzzi, Gym & Shower.
* Please refer to Ancillary catalogue for latest pricing and automated EMD issuance			

2. Which customers can the product be sold to?

The product can be sold to all customers holding QR (157) documents transiting & departing on QR online flights from Hamad International Airport (HIA), Doha.

The product cannot be offered to Interline and codeshare flights operated by other airlines

3. Where is the ORYX Airport Hotel located?

The Hotel is located in the Transit area of HIA, near the Teddy Bear display.

4. How many SPA products are available from the ORYX Airport Hotel?

There are 2 products available viz.

1) Vitality Entry Pass (VEAH) where customer can get an entry to the Vitality Spa to access the Swimming pool, Jacuzzi, Gym facilities for maximum 6 hours usage for a charge of QAR 170/- per person.

2) SPA Tranquillity Massage (80 Minutes) (VTRA) which includes massage of 80 minutes at

the Spa and complimentary access to the Swimming pool, Jacuzzi, Gym facilities for maximum 6 hours usage for a charge of QAR480/- per person.

5. What services does the SPA treatments offer?

Tranquillity 80 Minutes Massage (SR VTRA) is offered at the Vitality Spa with Complimentary access to The Swimming Pool, Jacuzzi, Gym & Shower Facilities with Amenities.
 (Provided For Maximum 6 Hours Stay)

6. Where does the customer need to report to avail SPA treatments?

Customer must report at the ORXY Airport Hotel reception located in the transit are of HIA near the giant Teddy Bear display. For details refer to the below map



7. What if my customer does not avail the product due to tight connection due to delayed inbound flight and demands a Refund?

Customers who fail to avail the service due to involuntary reasons of disruption, etc., fall under the involuntary category and refund will be applicable. Please contact the nearest QR Office for details.

8. My customer has availed the ORYX Airport Hotel booking however due to voluntary change requested by the customer for the flights, the EMD has been disassociated?



As per procedure, if customer requests for a voluntary change in flights and has requested 24 hours prior to departure for the ORYX Airport Hotel – HIA product, is eligible for change.

- The request needs to be initiated by Travel partner to the nearest QR Office who will liaise with the teams for reconfirmation.
- Based on the re-confirmation from QR Office, the EMD needs to be re-associated to the new ticket.

9. I had booked HIA hotel due to longer transit times however now the flight timing has rescheduled thereby offering a lesser connection time.

Any change in the booking, the ORYX Airport Hotel reservation needs to be informed to cancel the booking. If cancellation due to involuntary reasons and customer does not use the facility then, customer is eligible for refund and necessary approval process need to be followed. Please contact nearest QR office should there be any changes and the service requires rebooking.

10. How can I go about refund due to involuntary scenario?

Please contact the nearest QR office for more details.

11. Can passengers purchase multiple products for one trip? Which of the products are non-combinable?

There are 2 Products available with the ORYX Airport Hotel: **Vitality category.**

Product Name	Vitality Entry Pass – 6Hrs (SR VEAH)	SPA – Tranquillity (80 minutes) (SR VTRA)
Pricing	QAR 170	QAR 480
Service offered during	(Departure/ Transit)	(Departure/ Transit)
Vitality Entry pass	✓	✓
SPA – Tranquillity	✗	✓
Complimentary Wi Fi	✓	✓
Hair dryer, dental kit, shaving kit and sewing kit are available upon request	✓	✓
25 meter Temperature-controlled Indoor Swimming Pool	✓	✓
Fully Equipped Gymnasium	✓	✓
Hydrotherapy Tub	✓	✓
Shower Room	✓	✓
* Required 3 hours Minimum transit time to book the service		

12. When a customer is availing VEAH/VTRA for departure from Doha, how long before flight departure can he check-in?

The standard check-in rule from airport would apply. So long as the customer is checked-in and inside transit area after clearing Immigration and Security check, is allowed to use the



facilities. However the products VEAH / VTRA is permitted for max. 6 hours only from the time of entry at Vitality Centre.

13. Can passengers with award/upgrade tickets purchased with Qmiles / Qcredits avail of the ORYX Airport Hotel ancillary products?

Yes, all revenue ticket customers are entitled to purchase Ancillary Products.

14. Can I offer multiple products to one customer i.e. Hotel Room (AHLS) as well as Spa treatment 80 minutes (VTRA)?

Yes, however customer must purchase both products and separate EMD needs to be issued for each service. For Hotel rooms booking please liaise with your nearest QR office.

15. Are children allowed to enter the Spa treatments facility if they have not purchased the service?

No. Children aged 16 and below are not allowed to use the Spa facility alone, must be accompanied by an adult. If an Adult with Child wishes to avail the Vitality Spa then separate EMD needs to be issued for the Child as well. There are no provisions for kids to be entertained at the same location, such facilities are not available at the Vitality Centre.

16. Where will the passenger store his baggage while using Vitality & Spa facilities?

Vitality centre offers lockers for guests using the facility

17. If a passenger is denied boarding, can he avail a refund for the Room/Spa services purchased?

Yes. A customer under the involuntary category is entitled for a refund. Please contact the nearest QR office with the customers booking details i.e. PNR and disrupted journey details for further evaluation.

18. If a passenger is denied boarding, can he avail a refund for the Room/Spa services purchased?

Yes. A customer under the involuntary category is entitled for a refund. Please contact the nearest QR office with the customers booking details i.e. PNR and disrupted journey details for further evaluation.

19. Are the Spa treatments transferable? For example: Pax has booked it but during transit he does not want to avail of it and requests for it to be transferred to his co-traveller?

No. All Ancillary products are non-transferable.

20. If a passenger makes a voluntary change to his ticket within 3 hrs of departure, since the request for the ORYX Vitality SPA service rooms cannot be taken, what can be offered to the passenger in such a situation?

Voluntary change within 3 hours is deemed as a No-show and the service is not refundable.