



**Ancillary Products Involuntary Scenarios - Handling procedures**

Below guideline is applicable for all Ancillary Products impacted due to any Involuntary scenarios to proactively re-accommodate services or refund the service through any QR CTO/Contact Centers/ATO/Ground services /Customer Care Team and Travel agencies.  
This applies for any time of customer journey cycle in pre-departure / irregular operation / post departure of flight

**IMPORTANT NOTE : - All Refund eligible scenarios EMD refund must be processed with a remark "ANC INVOL RFND" for Revenue Audit Reference**

Scenarios	Associated Ticket reissued / Revalidation	Seat Selection	Economy Reserve (Extra seat)	Online Upgrade	Upgrade On Departure	Excess Baggage	Lounge access	AI Maha Meet & Assist	OnBoard WiFi	Hold My Booking	Travel insurance	Always on upgrade
1 <b>Changes in Scheduled time / Same Fit Number / Same Date / Aircraft change</b>	Not applicable	Out of scope	Out of scope	Out of scope	Out of scope	Out of scope	Out of scope	Out of scope	Out of scope	Out of scope	Out of scope	Out of scope
2 <b>Aircraft change from Qsuite to Non-Qsuite</b>	Not applicable	No action required, if pax accepts the new seat in a Non Qsuite aircraft  If a Seat selection is purchased in <b>Business cabin</b> EMD is eligible for refund in a Non Qsuite Aircraft	Out of scope	No action required, if pax accepts the re-protection in the premium cabin  EMD value is refundable if the pax did not travel in upgraded cabin	No action required, if pax accepts the re-protection in the premium cabin  EMD value is refundable if the pax did not travel in upgraded cabin	No action required, if the pax willing to travel on re-protection proposed and excess baggage SSR is reassociated with the EMD  Excess Baggage EMD will be refundable if the ticket is refunded due A/C change	No action required, if the pax willing to travel on re-protection proposed and Lounge SSR is reassociated with the EMD  Lounge EMD will be refundable if the ticket is refunded and lounge service not availed due A/C change	No action required, if the pax willing to travel on re-protection proposed and AI Maha SSR is reassociated with the EMD  AI Maha EMD will be refundable if the ticket is refunded due A/C change	No action required, if the pax willing to travel on re-protection proposed and configuration of the aircraft has a WIFI service  OnBoard Wifi EMD will be refundable if the ticket is refunded due A/C change or new aircraft type doesn't support Onboard Wi-Fi / Not utilized	No action required, if the pax accepts the change of aircraft and booking is ticketed  HMBK EMD will be refundable before purchase of ticket due to A/C change	Out of scope	No action required, if the pax willing to travel on Premium cabin as per new aircraft type  If Pax rebooked in Economy - Difference of fare paid between economy ticket and premium cabin to be refunded due aircraft change since the pax did not travel on premium cabin . Failure to re-accommodate pax - Eligible for refund / compensation as per the ticket involuntary policy
3 <b>Misconnection / Schedule Change</b>	<b>Ticket revalidated within the same airport code / FLT number change within the same date or date change</b>	Seat is rebooked successfully as per pax requested seat Product type for service delivery and EMD is associated back and NOT eligible for Refund. PNR will have SR Remark INVOL CH SEAT FLIGHT/DATE SUCCESS EMD(A) NON REFUNDABLE if processed in reservation window  Seat is not rebooked as per pax request for service delivery. EMD has to be disassociated and process refund. PNR will have remark as stated in SOP INVOL CH SEAT LOSS / ADJACENCY FAILED / EMD(A) ELIGIBLE FOR REFUND if processed in reservation window	Seats are rebooked as per pax request for service delivery and EMD is associated back  Seats are not available for rebooking as per pax request for service delivery and EMD has to be disassociated. Eligible for Refund processing	Online upgrade PAX should re-accommodate on the premium cabin. No Changes to EMD (S) issued SVC message to be re-instated	pax must be re-accommodate to the premium cabin SSR must be reinstated and EMD-A must be associated to new flight segment for service delivery	Excess Baggage SSR must be re-instated and accepted to the new flight number, EMD-A must be associated to new flight segment for service delivery	Lounge access SSR service must be re-instated and EMD-A must be associated to new flight segment for service delivery	AI Maha SSR service must be reinstated and EMD-A must be associated to new flight segment for service delivery	No Action, To deliver the service the configuration of the aircraft should have WIFI service. Refund will be provided if the configuration of the aircraft has no WIFI service	Out of scope	Out of scope	Ticket must be re-accommodate to the premium cabin Failure to re-accommodate pax eligible for refund / compensations as per Ticket involuntary policy
4 <b>Misconnection / Schedule Change</b>	<b>Ticket reissued with different airport code within the same city (EX - Original Ft DOH-LHR ) rerouted to (DOH-LGW )</b>	Seat is rebooked successfully as per pax requested seat Product type for service delivery and EMD is dis-associated and Reissue the EMD. If seat are not as per service then refund. PNR will have SR Remark INVOL CH SEAT FLIGHT/DATE SUCCESS EMD(A) NON REFUNDABLE, if processed in reservation window  Seat is not rebooked as per pax request for service delivery. EMD has to be disassociated and process refund. PNR will have remark as stated in SOP INVOL CH SEAT LOSS / ADJACENCY FAILED / EMD(A) ELIGIBLE FOR REFUND, if processed in reservation window	Seats are rebooked as per pax request, EMD-A associated, PAX not eligible for refund  Seats are not available for rebooking as per pax request, EMD-A is dis-associated, Pax Eligible for Refund processing	Online upgrade PAX should re-accommodate on the premium cabin. No Changes to EMD (S) issued SVC message to be re-instated	pax must be re-accommodated to Premium Cabin. SSR Must be reinstated, and EMD-A must be re-issued to new routing for service delivery	Excess Baggage SSR must be Reinstated and Accepted to new routing . EMD-A Must be re-issued to the new routing for service delivery	Lounge access SSR services must be reinstated and EMD A must be re-issued to the new routing for service Delivery  <b>Outstation departure Lounge</b> is refundable if the service is not delivered at departure airport	AI Maha Meet & Assist SSR service must be reinstated and EMD A must be re-issued to the new routing for service delivery	No Action, To deliver the service the configuration of the aircraft should have WIFI service. Refund will be provided if the configuration of the aircraft has no WIFI service	Out of scope	Out of scope	Ticket must be re-issued to new route and pax must be re-accommodate to the premium cabin
5 <b>Misconnection / Schedule Change</b>	<b>Ticket reissued with different airport code within same country (EX - Original LHR-DOH) rerouted to (MAN-DOH)</b>	Seat is rebooked successfully as per pax requested seat Product type for service delivery. EMD-A must be reissued by within 2 hours to avoid ALL cancellation along with ticket, PAX not eligible for refund, if processed in reservation window  Seat is not rebooked as per pax request, EMD-A is dis-associated, Pax is eligible for refund.	Seat is rebooked as per pax request, EMD-A should be reissued, PAX not eligible for refund  Seats are not available for rebooking as per pax request, EMD-A is dis-associated, Pax Eligible for Refund processing	Online upgrade PAX should re-accommodate on the premium cabin. No Changes to EMD (S) issued SVC message to be re-instated	pax must be re-accommodated to Premium Cabin. SSR Must be reinstated, and EMD-A must be re-issued to new routing for service delivery	Excess Baggage SSR must be Reinstated and Accepted to new routing . EMD-A Must be re-issued to the new routing for service delivery	Lounge access SSR services must be reinstated and EMD A must be re-issued to the new routing for service Delivery  <b>Outstation departure Lounge</b> is refundable if the service is not delivered at departure airport	AI Maha Meet & Assist SSR service must be reinstated and EMD A must be re-issued to the new routing for service delivery	No Action, To deliver the service the configuration of the aircraft should have WIFI service. Refund will be provided if the configuration of the aircraft has no WIFI service	Out of scope	Out of scope	Ticket must be re-issued to new route and pax must be re-accommodate to the premium cabin Failure to re-accommodate pax eligible for refund / compensations as per Ticket involuntary policy
6 <b>Misconnection / Schedule Change</b>	<b>Ticket reissued with Different Airport code and different country (EX - Original FL DOH-KUUL) rerouted to DOH BKK / From BKK-KUL on TG )</b>	Seat is rebooked as per pax request, EMD is dis-associated, PAX eligible for refund. PNR will have remark as stated in SOP INVOL CH SEAT LOSS / ADJACENCY FAILED / EMD(A) ELIGIBLE FOR REFUND, if processed in reservation window  Seat is not rebooked as per pax request, EMD is dis-associated, Pax eligible for refund. PNR will have remark as stated in SOP INVOL CH SEAT LOSS / ADJACENCY FAILED / EMD(A) ELIGIBLE FOR REFUND, if processed in reservation window	Seat is rebooked as per pax request, EMD is dis-associated, PAX Eligible for Refund processing  Seat is not rebooked as per pax request, EMD is dis-associated, Pax Eligible for Refund processing	<b>Priority 1</b> - Pax should be reaccommodated to QR operating flights on premium cabin and for any code share / interline flights should be accommodate based on the original ticketed cabin as per RTM 18 (IR Ops) and COM1068 (Planned SC) <b>Priority 2</b> - Pax not able to accommodate to the Upgraded cabin. Rebook to original cabin booked before the upgrade . No Changes to EMD (S) issued, PAX eligible for full refund of Upgrade value	<b>Priority 1</b> -Pax should be reaccommodated to QR operating flights on premium cabin and for any code share / interline flights should be accommodate based on the original ticketed cabin the as per RTM 18 (IR Ops) <b>Priority 2</b> - Pax not able to accommodate to the Upgraded cabin. Rebook to original cabin booked before the upgrade . No Changes to EMD issued, PAX eligible for full refund of Upgrade value	Excess Baggage SSR must be re-instated and accepted to the new flight number, EMD-A must be associated to new QR Operating flight segment for service delivery Pax Not eligible for Refund	Lounge access SSR services must be reinstated to a QR Operating Flight and EMD A must be re-issued to the new QR operating flight segment for service Delivery  <b>Outstation departure Lounge</b> is refundable if the service is not delivered at departure airport	AI Maha SSR services must be reinstated to a QR Operating Flight and EMD A must be re-issued to the new QR operating flight segment for service Delivery	No action required, if the pax willing to travel on re-protection proposed and configuration of the aircraft has a WIFI service	Out of scope	Out of scope	Ticket must be re-protected and reissued according to schedule change or irregular operation policy as applicable
7 <b>Misconnection / Schedule Change</b>	<b>Ticket reissued in OAL flights</b>	Seat has to be re-booked as per pax request, <b>Priority 1</b> - if OAL is I-EMD enabled partner issue re-issue the EMD to OAL flights <b>Priority 2</b> - If OAL is Not I-EMD enabled partner - Disassociate the EMD <b>Priority 3</b> - If seats not able to rebook Disassociate the EMD. All EMD disassociated scenario Eligible for refund	Disassociate the EMD, Pax Eligible for Refund processing	Rebook to original cabin booked before the upgrade . No Changes to EMD (S) issued, PAX eligible for full refund of Upgrade value	Rebook to original cabin booked before the upgrade . No Changes to EMD issued, PAX eligible for full refund of Upgrade value	<b>Priority 1</b> - Able to accommodate Excess Bags purchased on OAL flights, EMD-A for Bags to be marked as flown. Pax not eligible for refund. <b>Priority 2</b> - Not able to accommodate Excess Bags purchased on OAL flights. EXB EMD should be dis-associated and kept open Remark, PAX eligible for refund	<b>Point 1 : Outstation departure Lounge</b> if not delivered to pax should be refunded <b>Point 2</b> : HIA Lounge EMD should be dis-associated , PAX eligible for refund	AI Maha service EMD should be dis-associated. PAX eligible for refund	OnBoard WiFi EMD (EMD-S) for the sectors travelled on OAL. PAX eligible for refund	Out of Scope	Out of Scope	Ticket must be re-protected and reissued according to schedule change or irregular operation policy as applicable

**Important Notes**

All Original EMD issuing offices are eligible for processing the refund with remark "ANC INVOL RFND" for Revenue Audit Reference  
For Digital / Contact Centre transactions refund will be processed through Contact Centre offices  
Any DCS transactions, the relevant supporting ATO need to process the refund as DCS system will not handle any Refund process