

**Passenger Guidelines – KTM Services - COMM119V1.2**
**Dear Trade Partner**

Effective Date: Wednesday, 06 November 2024

**These guidelines have been published for confirmed 157 tickets on QR operating flights to/from Kathmandu (KTM) which are impacted by schedule change:**

<b>Ticketed by</b>	<b>24 October 2024</b>															
<b>Original travel</b>	<b>On/after 27 October 2024 and on/before 15 November 2024</b>															
<b>Rebooking</b>	<ul style="list-style-type: none"> <li>Two free reissues permitted on QR operated flights, same origin, destination, for travel within (+/-) 21 days from original, in the lowest available RBD</li> <li>May include OAL operating feeder <b>from KTM only</b>, to connect on QR operating flight via following gateways and <b>into following lowest available RBD only</b>:           <table border="1" data-bbox="540 863 1341 1073"> <thead> <tr> <th>OAL</th> <th>Sector</th> <th>Economy Class RBD</th> </tr> </thead> <tbody> <tr> <td>AI</td> <td>KTM – DEL</td> <td>W, V, Q</td> </tr> <tr> <td>BG</td> <td>KTM – DAC</td> <td>K</td> </tr> <tr> <td>RA</td> <td>KTM – BLR/BOM/DEL/DOH</td> <td>B, L, T, M, Y</td> </tr> <tr> <td>UL</td> <td>KTM-CMB</td> <td>Lowest available</td> </tr> </tbody> </table> </li> <li><b>Must not exclusively</b> re-protect on OAL without QR flight (e.g. KTM QR X/DOH QR DEL <b>must not</b> reroute for KTM-DEL on AI).</li> <li><b>Must not</b> re-protect on OAL feeder for flights <b>to</b> KTM</li> <li><b>May</b> rebook point-to-point passengers KTM – DOH on RA operating flights (without participation of QR) into <b>following lowest available RBD only</b>:           <ul style="list-style-type: none"> <li><b>Economy Class</b>: B, L, T, M, Y</li> </ul> </li> <li><b>Must not</b> rebook on RA for DOH – KTM</li> <li><b>Must not</b> re-protect to higher cabin</li> <li><b>May</b> rebook other portion of travel to match the original length of stay, provided re-protection is on QR flights only</li> </ul>	OAL	Sector	Economy Class RBD	AI	KTM – DEL	W, V, Q	BG	KTM – DAC	K	RA	KTM – BLR/BOM/DEL/DOH	B, L, T, M, Y	UL	KTM-CMB	Lowest available
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<b>Endorsement</b>	<b>SKCHG COMM1119</b>															
<b>Refund</b>	<ul style="list-style-type: none"> <li>Permitted, including refund penalty waiver, based on unutilized NUC and taxes. Must not refund non-refundable unutilized taxes (except of fully unutilized YQ, YR charges)</li> <li>Permitted for unutilized group deposit value</li> </ul>															
<b>No-show waiver</b>	<ul style="list-style-type: none"> <li>Permitted for rebooking</li> <li>Not permitted for refund</li> </ul>															
<b>Included</b>	<ul style="list-style-type: none"> <li>Confirmed tickets issued in FIT</li> <li>Rebooking on 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.), CZ (DOH-CAN v.v.), GA (DOH-CGK</li> </ul>															



	<p>v.v.), IB (DOH-MAD v.v.), JL (DOH-HND v.v.), MF (DOH-PKX/XMN v.v.), MH (DOH-KUL v.v.)</p> <ul style="list-style-type: none"> <li>• Waiver for ancillary services</li> </ul>
<b>Not included</b>	<ul style="list-style-type: none"> <li>• No Show Waiver</li> <li>• Please contact QR if: <ul style="list-style-type: none"> <li>- original travel includes code-share (except of those specified above) and/or interline flights</li> <li>- passengers are booked in Group/TO PNRs</li> </ul> </li> </ul>