

Dear Agent,

Qatar Airways considers you as our key partner in business and we expect your support and cooperation to effectively implement our policies on Reservation

and Ticketing. In view of this, certain irregularities have been noticed on Bookings made/Tickets issued from your end on QR inventory. These irregularities has

brought in a revenue loss to the airline which is now being charged back to you to the effect of the above mentioned amount.

Scope:-

This policy is applicable to all agents selling QR inventory.

Violation Definition:-.

O&D: Booking Itinerary using a city which is not part of the intended journey to retain seats are considered as O&D violation. Penalty equivalent of USD300 is charged per person for the same.

POC: Booking Itinerary out of sequence to retain seats which are otherwise not available are considered as POC violation. Penalty equivalent of USD300 is charged per person for the same.

MSC: Booking Itinerary using methods to manipulate the system resulting breaking of marriage segment control are considered as MSC violation.

Penalty equivalent of USD300 is charged per person for the same.

Inventory Abuse: Booking Itinerary using methods to manipulate the system and retaining seats which are otherwise not available are considered as Inventory Abuse. Penalty equivalent of USD300 is charged per person for the same.

•ADM Dispute:-

Qatar Airways expects travel agents not to dispute an ADM where the reason is valid and evidence to the contrary is not available and to raise all disputes as per applicable BSP/ARC guidelines.

ADM Issuance Process:-

To cover the cost of the audit process, Qatar Airways will levy for each ADM an administration fee of USD7.00 (or equivalent amount in local currency), identifiable by the MF code. This charge will be reversed only upon full acceptance of the dispute for wrong ADM issuance by Qatar Airways. Qatar Airways reserves the right to revise administration fee with or without prior notification.

Contact and Information Requests:-

All ADM disputes/requests for supporting/additional information should be addressed to local QR office.

For more details visit the below link:-

<http://www.qatarairways.com/global/en/admpolicy.page>