



GENERAL CONDITIONS OF CONTRACT AND NOTICE

Carriage is subject to Qatar Airways full Conditions of Carriage that is available at [**qatarairways.com/legal**](http://qatarairways.com/legal) or on request from Qatar Airways' offices. If your itinerary involves carriage by airlines other than Qatar Airways, different conditions, regulations and tariffs may apply for each airline. Note that exceptions are also applicable to tariffs relating to travel involving Canada and the United States.

If your journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention or the Montreal Convention may be applicable and these Conventions govern and may limit the liability of carriers for death or bodily injury and in respect of loss of or damage to baggage and for delay. The applicable liability limits are included in Qatar Airways Conditions of Contract. The relevant notices and other additional information listed in the Conditions of Contract are: (1) Advice to International Passengers on Limitation of Liability; (2) Notice of Baggage Liability Limitations; (3) Notice of Government Imposed Taxes, Fees and Charges; (4) Special Fare Restrictions; (5) Restrictions on carriage of Dangerous Articles in Baggage; (6) Cabin Baggage policy; (7) Overbooking of Flights; (8) Check-in Times; (9) Flight Punctuality etc.

EC Regulation Notice No. 889 / 2002 is also available at [**qatarairways.com/regulation**](http://qatarairways.com/regulation)

NOTICE

Data Protection Notice: Your personal data will be processed in accordance with the applicable airline's privacy policy and, if your booking is made via a reservation system provider ("GDS"), in accordance with its privacy policy. These policies are available at [**http://www.iatatravelcenter.com/privacy**](http://www.iatatravelcenter.com/privacy) or from the airline or GDS directly. These policies specify, for example, how your personal data is collected, stored, used, disclosed and transferred.

Check-in times:

Qatar Airways' check-in counters worldwide open no less than 3 hours prior to departure. Economy class passengers should report to the Qatar Airways' check-in counters **at least 3 hours** before departure for all flights. First and Business Class passengers must report to Qatar Airways' check-in counters **no later than 1 hour** prior to the departure time although we recommend that such passengers should check-in as early as possible. All passengers must check-in sufficiently in advance of flight departure to permit completion of security formalities and departure procedures and be in all respects ready to travel. Qatar Airways will not accept liability for any loss or expense incurred by passengers in consequence of failure to comply with this condition.

Cabin baggage:

Baggage which contains items essential during flight and remains with the passenger is free of charge. Passengers are reminded that all cabin baggage must comply with the following requirements and be of the size that either fits under the seat in front or in the overhead lockers.

Items which are in excess of the maximum limitations given below will not be permitted in the aircraft cabin on Qatar Airways operated flights:

- *First and Business Class*
 - Two pieces together not being more than 20X15X10 inches (50X37X25cms) with a combined weight of no more than 15Kgs (33Lbs).
- *Economy Class*
 - One piece not more than 20X15X10 inches (50X37X25cms) weighing not more than 7 Kgs (15Lbs).
- *All Classes cabin baggage*
 - You may carry liquids, gels, pastes and aerosols in containers up to 100ml (3.4oz) in your hand baggage. Containers larger than 100ml will not be accepted even if only partly filled. Your containers must be carried in a transparent, re-sealable, quart or litre-sized bag no larger than 20x20cm (8x8in). All items must fit comfortably in the plastic bag.
 - There are no restrictions on baby foods and medication you require during the flight. However, you may be required to present a prescription for medication you want to take on-board.
 - Infants will be allowed one bag containing infant food for consumption in-flight,
 - toiletries and other disposable items.
 - Goods purchased within the airport premises in reasonable quantity and dimensions can be carried within available cabin storage compartments.

Restricted and dangerous articles in baggage:

Passenger baggage must not contain:



Government and airport imposed taxes, fees and charges

The price of this ticket may include taxes, fees and charges, which are imposed on air transportation by Government Authorities and Airports. It may represent a significant portion of the cost of air travel and is either included in the fare or shown separately in the TAX/FEE/CHARGE box(es) of this ticket. Any new or increase in taxes, fees and charges imposed by the government or local authorities are subject to changes and can be levied even after your ticket has been issued. These increases must be paid for prior to check-in.

Fare restrictions

Many tickets are sold at fares which are subject to conditions, prohibitions or restrictions on refunds and changes. If you purchase such a fare you should consider taking out insurance to cover instances where you might have to cancel or change your ticket.

Refunds

Qatar Airways reserves the right to refund the actual paid value of the ticket to either the person who originally paid for the ticket or the passenger named in the ticket. Unless otherwise specified



in local government regulations, Qatar Airways further reserves the right to refuse a refund request when the application is made after the expiry date of the ticket validity, taking into consideration the Conditions of Carriage and specifically the Special Fare restrictions.

Right to refuse carriage of passenger and/or their baggage

Qatar Airways reserves the right to carry, or remove and cancel the corresponding whole or remaining ticket portion of a passenger:

- a) Who purchased a ticket during notice period given by the airline banning the passenger from carriage on its flights
- b) Who, in the opinion of the airline as explained in its conditions of carriage, exhibits unacceptable behaviour on board its aircraft
- c) Who acquired a ticket in violation of law, carrier's tariffs and carrier's rules and regulations
- d) For baggage: unless prior arrangements have been made, Qatar Airways reserves the right to refuse the carriage of passenger baggage if its size, shape, weight or other characteristics are not acceptable under the Conditions of Carriage

Carriage of unaccompanied children, expectant mothers, incapacitated persons, or persons with illness may be accepted subject to prior arrangement with Qatar Airways in accordance with the Conditions of Carriage.

Overbooking of flights

Airline flights may be overbooked to minimize the effect of "No Show" passengers and to allow the allocation of those seats to other passengers who are on the waiting list of the intended flight. Although Qatar Airways diligently controls and makes every effort to match the expected number of passengers who will appear for the flight with the number of available seats there is a possibility that a seat may not be available on a flight which a passenger has a confirmed reservation.

Whilst Qatar Airways extends all efforts to provide seats for confirmed bookings, no absolute guarantee of availability of seats is given by the use of expressions reservations, bookings, status OK and the timings related thereto. If the flight is overbooked no one will be denied a seat until airline personnel first ask for volunteers willing to give-up their reservation in exchange for a payment of the airlines' choosing. If there are not enough volunteers, the airline will deny boarding to other persons in accordance with its particular boarding priority. Qatar Airways has a Compensation Plan for passengers with confirmed bookings who are denied boarding due to non-availability of seats on Qatar Airways operated flights. Information on this plan is available on request at the check-in counters.

Should you have any query regarding overbooking or denied boarding compensation plan, kindly contact Manager Customer Care & Service Recovery, P.O. Box 22550, Doha, Qatar or send an email to tell-us@qatarairways.com.qa.

"No Show" passengers

The round-trip air ticket, or the ticket involving intermediate stops, is valid only if used in accordance with the order of flights. If the passenger does not show up for boarding of a flight, the ticket will be canceled for the subsequent flights, subject to a few exceptions.

For tickets purchased in Italy: in the event of non-use, for any reason, of the outward flight (or of a leg of the outward flight, or a leg of the return flight), the request to maintain the validity of the ticket for the next leg or the subsequent segments may be solely accepted if previously



communicated to Qatar Airways by contacting the Contact Center on phone number +3902 6797 6000 between (0900am to 0600pm from Monday to Saturday and 1000am to 0600pm on Sunday) or email: **noshownotification@eu.qatarairways.com** which will be followed by a confirmation of receipt, within the time as specified here below:

- Within 24 hours from the scheduled departure time of the flight on which the no-show occurred;
- In the event the departure time of the subsequent flight is within 24 hours of the flight on which the no-show occurred, the communication to the Contact Center must be received at least 2 hours before the departure of such subsequent flight.

The Contact Center will issue a new electronic ticket for the modified itinerary, for which it will be necessary to fulfill the check-in operations on the site (if available) or at the airport. If the passenger fails to make such communication, or makes it after the set time limits, Qatar Airways, in case there is availability of seats in the subsequent leg/successive segments, will be entitled to request the payment of an amount equal to the difference between the price paid for the previously purchased ticket and the price corresponding to the highest fare available in the same class/ journey compartment, applicable to the modified itinerary at the time of the re-issue of the air ticket, unless the tariff rules applicable to the original ticket are more favorable for the passenger.

Period of Validity for Revenue Documents.

Validity of Revenue Documents such as E-Tickets, EMD (Electronic Miscellaneous Document), MCO (Miscellaneous Charges Order) and EBT (Excess Baggage Ticket). The validity and the refundable period of the aforementioned documents is one year from the date of issue. In case when the aforementioned document is exchanged to another Revenue Document and when a refund is intended for the same, then the validity will be carried forward to one year from the date the exchange was made.