

Qatar Airways: QR US DOT Rule Regarding Refunds for Ancillary Services and Tickets

The U.S. Department of Transportation (DOT) issued a new Rule with regards to refund requirements for tickets/itineraries to, from, or within the United States, regardless of the point of sales.

This rule also includes refunds for ancillary fees for services not provided.

If refund is permitted in QR re-protection policies, following provisions and guidelines shall also apply:

- Departing or arriving at a different airport, even within the same city (e.g. JFK and EWR).
- Requiring more connection points than contained in the original itinerary (e.g. DOH-JFK-LAX instead of DOH-LAX).
- A passenger with a disability being scheduled to travel on another aircraft that results in accessibility features needed by that passenger being unavailable.
- In the interaction with customer, you must provide opportunity to refund. In doing so, you must first notify consumers of their right to a refund, then you may also notify the consumer of any alternatives for rebooking/rerouting.
 - Example: If our re-protection policy allows rebooking/rerouting and refund, you must proactively inform customers that they can choose EITHER “refund” OR “rebooking/rerouting”.
- You may waive no-show and refund condition (penalty), provided the consumer did not respond to the alternatives offered, and the consumer did not take the flight.
- Refunds must be provided promptly (i.e. for credit cards, within 7 business days; for all other purchases, within 20 calendar days).

At instances that the refund eligibility is unclear, please contact Qatar Airways for further guidelines.