

Dear Travel Partners,

A key objective of Qatar Airways is to effectively manage our seat inventory.

While vast majority of travel agents abide by our booking practices, there are cases where agents are bypassing our rules resulting in bookings in lower RBD's than should be booked. This not only results in revenue loss to Qatar Airways, but also to the agents that are abiding to our booking practices and quoting the correct availability and fare to their customers.

As our business partners and agents acting on our behalf for reservation and ticketing activities, we would naturally require your adherence to our Booking and Ticketing Policy.

In order to achieve this, Qatar Airways Inventory Management requires multi segment itineraries to be booked together in one transaction and prohibits various practices that manipulate the system to accept bookings made against the married segment logic.

Cancellation of Bookings

As of 22nd May 2011, Qatar Airways will activate cancelation functionality for any unticketed bookings that are not made in compliance with the Married Segment logic and O&D booking practices.

Following cancelation message will be inserted in the PNR:

CANCELED DUE TO O&D VIOLATION. PLS RE-BOOK USING O&D AVAILABILITY

Agency Debit Memos (ADM)

In accordance with IATA resolution 850m, Qatar Airways hereby publishes and communicates in writing to you our ADM policy with regards to Breaking of Married Segments. As of 22nd May 2011, Qatar Airways will raise ADM's for ticketed bookings that are not made in compliance with the Married Segment logic and O&D booking practices.

Following minimum penalty will apply:

- USD 300 violation penalty (or equivalent in local BSP currency) per passenger.
In addition, Qatar Airways may charge the agent for any losses incurred by Qatar Airways arising out of O&D violation. These damages could include, but are not limited to, loss of revenue and the difference between the fare charged and the actual fare available at the time of the violation or booking per passenger.

Following are some of the abusive booking practices that will be subject to ADM issuance:

- Breaking of married segments
- Segments booked separately in a multi segment O&D, in a booking class for which there is no availability for the required O&Ds.
- Creation of multi segment O&Ds which is not the required journey

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- Other mean of transaction to manipulate the O&Ds system

Note: There will be no dispute or discussion on any ADM issued for bookings that are non compliant with the Married Segment logic and O&D booking practices.

Blocking of access to QR inventory

Continued violations of Qatar Airways Booking and Ticketing Policies, will result in blocking of access to Qatar Airways inventory.

As a reminder, Qatar Airways booking policy states the following

Booking policy

- ✓ Multi segments O&D are to be booked together from the availability display in one transaction.
- ✓ Additionally, multi segment O&Ds can be booked as individual segments if there is availability for required O&D.

It is imperative in the O&Ds environment that the agents should request the availability and sell the seats only based on the true journey that the passenger intends to travel.

We would like to take this opportunity to thank all the travel partners for supporting Qatar Airways. Should any further information be required, kindly contact your local Qatar Airways account management team

Qatar Airways

Revenue Integrity