

Passenger guidelines for confirmed tickets to or from Finland

We kindly request you to follow the below guidelines that have been published for confirmed QR (157) tickets to or from HEL on QR code-share flights operated by AY where passengers may request to change or refund their journey due to political strikes in Finland:

Ticketed by	25 January 2024									
Original travel	On/after 31 January 2024 and on/before 03 February 2024									
Rebooking	<p>One free reissue permitted to/from ARN/CPH/HEL/OSL/WAW for travel by 24 February 2024 into the lowest available RBD in the same cabin on:</p> <ul style="list-style-type: none"> - QR operated flights - QR code-share flights operated by AY <p>May include feeder service into the following lowest available RBD in the same cabin on:</p> <ul style="list-style-type: none"> - BT operated flights between CPH-TLL v.v. - SK operated flights between ARN-HEL/TLL v.v., CPH-HEL v.v <table border="1"> <thead> <tr> <th>OAL</th> <th>Business</th> <th>Economy</th> </tr> </thead> <tbody> <tr> <td>BT</td> <td>D</td> <td>U,A</td> </tr> <tr> <td>SK</td> <td>J, D</td> <td>L, K, U,</td> </tr> </tbody> </table>	OAL	Business	Economy	BT	D	U,A	SK	J, D	L, K, U,
OAL	Business	Economy								
BT	D	U,A								
SK	J, D	L, K, U,								
Endorsement	<p>The beginning of the endorsement area should clearly specify "SKCHG COMM1098 INDUSTRIAL ACTION"</p>									
Refund	<ul style="list-style-type: none"> - Permitted, based on the unutilized value of NUC (Neutral Unit of Construction) and refundable taxes - Must not refund non-refundable unutilized taxes (except of fully unutilized YQ and YR charges) - Refund penalty is applicable for waiver 									
Included	<ul style="list-style-type: none"> - Confirmed QR (157) tickets, including Group/Tour Operator PNRs where deposits have been paid or contracts signed - One no-show waiver for original travel from HEL only - Waiver for ancillary services. Please get in touch with Qatar Airways. 									
Not included	<ul style="list-style-type: none"> - Code-share/interline flights, except of those mentioned in the Rebooking Section above. Please get in touch with Qatar Airways. - For any change of gateway (origin/destination), the customer is responsible for any consequential costs to travel from the original point, e.g., train, bus, car, or hotel, etc. 									