

Contract is valid for tickets issued July 1, 2020 through March 31, 2021

TOUR CODE = NOT REQUIRED

US Online and Offline Gateway to DOH only	
Class	Commission
J	10%
C / D	10%
I – regular annual fares*	5%
I - promo fares* / R	5%
Y	3%
B / H / K / M / L / V / S / N	3%
Q / T / O	0%
W	0%

US Online Gateways to QR Online Network (excl DOH)	
Class	Commission
J	25%
C/D	22%
I – regular annual fares*	15%
I - promotional fares* / R	10%
Y	15%
B / H / K / M / L / V / S / N	10%
Q / T / O	5%
W	3%

US Offline Gateway to QR Online Network (Excludes DOH) US Online Gateway to QR Offline Network (Excludes DOH) US Offline Gateway to QR Offline Network (Excludes DOH)	
Class	Commission
J	25%
C / D	22%
I – regular annual fares*	15%
I -promo fares* / R	7%
Y	5%
B / H / K / M / L / V / S / N	5%
Q / T / O	3%
W	0%

QR Online & Offline Network to USA Online & Offline Gateway (Westbound)	
Class	Commission
All Booking Classes	5%

Cross-Border / SOTO QR Online & Offline Network to QR Online & Offline Gateway Network (Excluding USA)	
Class	Commission
All Booking Classes	0%

*Regular Annual Fares will have an “R” in the fare basis example “_R5R1_”

*Promo Fares will have a “P” in the fare basis, rules will also reflect promotional fare, example “_USP_”

Definitions

Qatar Airways

USA Online Gateway: ORD, BOS, JFK, PHL, IAD, MIA, ATL, IAH, DFW, LAX, **SFO added on 8OCT20**

USA Offline: All U.S. cities other than USA Gateways (unless otherwise stated)

QR Online Network: All cities to which Qatar Airways operated/marketed sectors in Area 2 and 3

QR Offline Network: All non-QR operated/marketed sectors in Area 2 and 3

Cross-Border (SOTO): All O & D pairs where neither true origin nor true destination is a commercial airport in the American Continent (Area 1)

Offline Market:

- Must price as a through fare
- US Domestic offline partners: AA / AS / B6
- See GDS for QR network offline partners outside of U.S.
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Ticketing Instructions:

1. Valid on QR Published Fares and all tickets must be issued on Qatar Airways (157) stock
2. Ticketing Valid: From July 1, 2020 to March 31, 2021
3. Tour Code – Not Required
4. All tickets must be issued in the United States in accordance with ARC procedures
5. Valid on QR Published Fares
6. All Published Fare Rules will apply
7. Published Fare Incentives apply on base fare only (excludes YQ & All Taxes)
8. Commission must be deducted as a front end commission at the time of ticketing. Commission can not be claimed retroactively.
9. Commission is **NOT** valid in conjunction with any other discounts
10. BT or IT in fare box is **NOT** permitted.
11. No commission will apply if GDS auto-prices with a message “PRIVATE FARE APPLIED & ISSUE SEPARATE TICKETS”
12. Applicable commission will be recalled for refunded sectors

13. Commission is **NOT** applicable on Infant fares
14. Commission is NOT applicable on County to County O&D's that do not involve the USA
15. All tickets issued by the agency under separate Qatar Airways Corporate incentive agreement, shall **NOT** qualify for this agreement
16. Commission can be claimed on a half-roundtrip basis. For example, "J" class USA-DOH with "R" class DOH-USA, claim 10% on the outbound and 5% on the return.
17. Booking class for U.S. domestic interline as per fare rules

ADDITIONAL TERMS & CONDITIONS:

1. Any Agency who uses online or internet based marketing, selling and retailing tools for Qatar Airways ticketing shall display the following in their booking engines, tools, and sales processes: Qatar Airways' operating identity, class of travel and Total Price⁽¹⁾. In addition, the Agency shall display separately and clearly any charges or administrative and/or convenience fees related to services provided by the Agency.
2. On comparison websites (e.g. meta-search engines, etc.), the Agency shall ensure that the price displayed is the Total Price, and is inclusive of all Taxes, surcharges and applicable fees.
3. Agency undertakes not to use online or internet based marketing in any form involving the utilization of search engine marketing, of any kind, not limited to search engine optimization, to direct customers to their website(s) by using the name of Qatar Airways, the name of any of its brands or any words similar thereto, including without limitation the following key words: Air Qatar, Qatar, Qatar Air, Qatar air ways, Qatar Airlines, Qatar Airway, Qatar Airways, Qatar-Airways, www.qatarairways.com, Qatar air lines, qatarairways.com, qatarairways, katar airways, qr, katar airline, katar airlines, qr.com
4. The Agencies under this agreement will comply, at all times with Qatar Airways' directions, rules and regulations which are in place from time to time regarding the use of booking classes, ticketing rules, abuse in various Computer Reservation Systems ("CRS") used by Qatar Airways. In the event of serious or repeated misuse by the Agency of any such CRS rules and/or regulations, Qatar Airways reserves the right to claim from Agency any excessive CRS charges levied upon Qatar Airways as a result of the Agency's misuse of the CRS systems.
5. The Agency will be responsible for all bookings made by affiliates or sub-agents. This responsibility includes the payment of debit memos issued for ticketing of bookings that are deemed abusive or otherwise in violation of applicable fare and ticketing rules. Qatar Airways will debit the Agency for the values of lost revenue caused due to abuse or fare/ticketing rule violations, plus an administrative fee through an ADM. Qatar Airways will use commercially reasonable efforts to identify and cancel abusive bookings prior to their ticketing and the Agency agrees to defend, hold harmless and indemnify Qatar Airways against any and all claims made by passengers whose bookings are cancelled following the discovery of any such abuse.
6. The use of Qatar Airways' name or logo for any unauthorized promotion or activity in relation to the fares available under this agreement is prohibited.
7. Qatar Airways must provide prior written consent before anyone shall be authorized to engage in any manner or capacity in the selling, marketing, advertising, display or distribution of Qatar Airways

air transportation products, fares or services, including, without limitation, booking active or passive segments, claiming any Qatar Airways segments in any computer reservation system and issuing 157 traffic documents, schedules, seat availability and related information pertaining to the flights operated and marketed by Qatar Airways through any direct or indirect method utilizing the internet or worldwide web. Agents are permitted to use the internet or worldwide web to provide private portal access for its authorized sub-agents providing such access is conducted through a secure, password-protected website directed to, and accessible only by, such sub-agents, and outside of the public domain. Tour operator fares may be made available for online sales in the public domain only to be sold as a package with proof of hotel voucher.

8. Any violations of the above mentioned clause shall be deemed a material breach of this agreement and invoke Qatar Airways' right (but not obligation) to terminate the agreement immediately and/or exercise any other rights and remedies available to Qatar Airways whether in law or equity, including blocking the Agency and / or its sub-agent from accessing Qatar Airways' flight inventory

⁽¹⁾ Total Price means the price of the ticketing including base fare, Taxes, mandatory fees and surcharges

Agency debit memo resolution/settlement:

1. Agencies electing to utilize this CCRA Air /Qatar Airways agreement are required to register in the ARC debit memo manager for agency debit memo resolution/settlement.
2. Agency Debit Memo's must be settled within 30 days from the date they are uploaded in ARC Debit memo manager unless validity is disputed.
3. **Qatar Airways will apply a \$25 ADM administrative surcharge to each Valid Agency Debit Memo. Should QR agree to waive a Valid Agency Debit Memo, the \$25 ADM administration fee must be paid via IAR prior to the QR processing any waiver.**

Agency Support:

Agencies in need of assistance with any non-commission related issue may contact the Qatar Airways America's Centre at 800-777-2827. Commission related questions should be directed to Air@ccra.com

Agencies utilizing CCRA's 24/7 Call Center:

You must add the necessary Qatar Airways contract information to the contract fare profile you have created for CCRA's use. This will allow CCRA Agents to determine if your agency wants this contract utilized when applicable. If you currently do not use any contracted or negotiated rates and would like to utilize this offering from CCRA's Air program, please contact your customer Care representative for assistance in creating the necessary profiles for after-hours utilization.

When bookings are handled by CCRA's 24/7 Call Center Agents the applicable tour code information will be included during the ticketing process. However, CCRA agents will not include the applicable commission information. Agency clients are required to update their IAR the next business day following ticket issuance with the applicable commission data. CCRA will not be liable for claiming of airline commissions.

Should you have any commission questions related to this agreement, please copy and paste your GDS flights segments along with the GDS pricing into an email. Send the email to us at Air@ccra.com and we will reply to you as quickly as we can.

We are available to assist with commission questions Monday through Friday between 830AM and 530PM ET. Outside of these hours, please use your best judgment when ticketing. We will reply to your email the next business day and adjustments may be made in IAR if necessary.