Qatar Airways (QR/157)

1. General Information

1.2. Cities Served by Qatar Airways

A. International Scheduled Services (Operated by passenger a/c)

City	-	Code	Country
Abu Dhabi	-	AUH	AE
Addis Ababa	-	ADD	ET
Ahmedabad	-	AMD	IN
Al Najaf	-	NJF	IQ
Alexandria	-	HBE	EG
Algiers	-	ALG	DZ
Amman	-	AMM	JO
Amritsar	-	ATQ	IN
Ankara	-	ESB	TR
Asmara	-	ASM	ER
Athens	-	ATH	GR
Baghdad	-	BGW	IQ
Bahrain	-	BAH	BH
Baku	-	GYD	AZ
Bali	-	DPS	ID
Bangkok	-	BKK	TH
Barcelona	-	BCN	ES
Basra	-	BSR	IQ
Beijing	-	PEK	CN
Beirut	-	BEY	LB
Belgrade	-	BEG	RS
Bengaluru	-	BLR	IN
Berlin	-	BER	DE
Brussels	-	BRU	BE
Bucharest	-	OTP	RO
Budapest	-	BUD	HU
Buenos Aires	-	EZE	AR
Cairo	-	CAI	EG
Cape Town	-	CPT	ZA
Casablanca	-	CMN	MA
Chengdu	-	CTU	CN
Chennai	-	MAA	IN
Chicago	-	ORD	US
Chongqing	-	CKG	CN
Colombo	-	CMB	LK
Copenhagen	-	CPH	DK
Dallas	-	DFW	US
Dammam	-	DMM	SA
Dar es Salaam	-	DAR	TZ
Delhi	-	DEL	IN
Dhaka	-	DAC	BD
Djibouti	-	JIB	DJ
Doha	-	DOH	QA
Dubai	-	DXB	AE
Dubai DWC	-	DWC	AE
Edinburg	-	EDI	GB
Entebbe	-	EBB	UG
Erbil	-	EBL	IQ
Frankfurt	-	FRA	DE
Gassim	-	ELQ	SA
Geneva	-	GVA	CH
Goa	-	GOI	IN
Guangzhou	-	CAN	CN
Hanoi	-	HAN	VN
Hangzhou	-	HGH	CN
Ho Chi Minh City	-	SGN	VN
Hofuf	-	HOF	SA
Hong Kong	-	HKG	HK
Houston	-	IAH	US
Hyderabad	-	HYD	IN
Islamabad	-	ISB	PK
Istanbul	-	IST	TR
Istanbul Sabiha	-	SAW	TR
Jakarta	-	CGK	ID
Jeddah	-	JED	SA
Johannesburg	-	JNB	ZA
Karachi	-	KHI	PK
Kathmandu	-	KTM	NP
Khartoum	-	KRT	SD
Kigali	-	KGL	RW
Kilimanjaro	-	JRO	TZ
Kochi	-	COK	IN
Kolkata	-	CCU	IN
Kozhikode	-	CCJ	IN
Kuala Lumpur	-	KUL	MY
Kuwait	-	KWI	KW
Lagos	-	LOS	NG
Lahore	-	LHE	PK
Larnaca	-	LCA	CY
London-Heathrow	-	LHR	GB
Luxor	-	LXR	EG
Luzon is Clark Field	-	CRK	PH
Madinah	-	MED	SA
Madrid	-	MAD	ES
Male	-	MLE	MV
Manchester	-	MAN	GB
Manila	-	MNL	PH
Maputo	-	MPM	MZ
Mashad	-	MHD	IR
Melbourne	-	MEL	AU
Miami	-	MIA	US
Milan	-	MXP	IT
Montreal	-	YUL	CA
Moscow	-	DME	RU
Mumbai	-	BOM	IN
Munich	-	MUC	DE
Muscat	-	MCT	OM
Nairobi	-	NBO	KE
New York - John F Kennedy	-	JFK	US
Osaka	-	KIX	JP
Oslo	-	OSL	NO
Paris	-	CDG	FR
Perth	-	PER	AU
Peshawar	-	PEW	PK
Philadelphia	-	PHL	US
Phnom Penh	-	PNH	KH
Phuket	-	HKT	TH
Riyadh	-	RUH	SA
Rome	-	FCO	IT
Salalah	-	SLL	OM
Sana'a	-	SAH	YE
Sao Paulo	-	GRU	BR
Seoul	-	ICN	KR
Shanghai	-	PVG	CN
Sharjah	-	SHJ	AE
Shiraz	-	SYZ	IR
Singapore	-	SIN	SG
Sofia	-	SOF	BG
Stockholm	-	ARN	SE
Sulaymaniya	-	ISU	IQ
Taif	-	TIF	SA
Tblisi	-	TBS	GE
Tehran	-	IKA	IR
Thiruvananthapuram	-	TRV	IN
Tokyo	-	NRT	JP
Tokyo Haneda	-	HND	JP
Tunis	-	TUN	TN
Venice	-	VCE	IT
Vienna	-	VIE	AT
Warsaw	-	WAW	PL
Washington DC	-	IAD	US
Yangon	-	RGN	MM
Zagreb	-	ZAG	HR
Zurich	-	ZRH	CH

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B. International Scheduled Services (Operated by all cargo a/c)

City		Code	Country
Accra	-	ACC	GH
Amsterdam	-	AMS	NL
Atlanta	-	ATL	US
Bahrain	-	BAH	BH
Basel	-	BSL	CH
Beirut	-	BEY	LB
Bengaluru	-	BLR	IN
Brussels	-	BRU	BE
Chennai	-	MAA	IN
Chicago	-	ORD	US
Delhi	-	DEL	IN
Dhaka	-	DAC	BD
Dubai	-	DWC	AE
Entebbe	-	EBB	UG
Erbil	-	EBL	IQ
Frankfurt	-	FRA	DE
Guangzhou	-	CAN	CN
Hanoi	-	HAN	VN
Hong Kong	-	HKG	HK
Houston	-	IAH	US
Hyderabad	-	HYD	IN
Istanbul	-	IST	TR
Johannesburg	-	JNB	ZA
Karachi	-	KHI	PK
Khartoum	-	KRT	SD
Kolkata	-	CCU	IN
Kuwait	-	KWI	KW
Lagos	-	LOS	NG
Lahore	-	LHE	PK
Liege	-	LGG	BE
London Stansted	-	STN	GB
Luxembourg	-	LUX	LU
Mexico City	-	MEX	MX
Milan	-	MXP	IT
Mumbai	-	BOM	IN
Muscat	-	MCT	OM
Nairobi	-	NBO	KE
Oslo	-	OSL	NO
Paris	-	CDG	FR
Sana'a	-	SAH	YE
Seoul	-	ICN	KR
Shanghai - Pudong	-	PVG	CN
Sialkot	-	SKT	PK
Stavanger	-	SVG	NO
Tbilisi	-	TBS	GE
Tehran	-	IKA	IR
Yekaterinburg	-	SVX	RU
Zaragoza	-	ZAZ	ES

2. Acceptance for Carriage

2.1. General

2.1.3. Carriers' Liability

Limits of Liability

Except as the Convention or other applicable law may otherwise require:

- Qatar Airways will not be liable to shipper, consignee or agent or any other person for any loss, delay, damage and destruction of whatsoever nature arising out of or in connection with the carriage of the above shipment or other services performed by the carrier due to any change in schedule, or diversion/cancellation of such aircraft/equipment or for any damage directly or indirectly arising out of compliance with laws, government regulations, orders or requirements, or any cause beyond carrier's control.
- Carrier issuing an air waybill for carriage over the lines of others does so only as an agent. No carrier shall be liable for the loss, damage or delay of cargo not occurring on its own line, except that the consignor shall have a right of action for such loss, damage or delay on the terms herein provided against the first carrier and the consignee who is entitled to delivery shall have such a right of action against the last carrier under the agreement to carry.
- The charges for carriage having been based on upon the value declared by shipper, it is agreed that any liability shall in no event exceed the shipper's declared value for carriage stated on the face of the air waybill and in the absence of such declaration by shipper, liability of the carrier shall not exceed USD 20.00 per kilogram under Warsaw Convention and Warsaw Convention as amended by Hague Protocol and 17 SDR per kilogram or equivalent under Warsaw Convention as amended by Montreal Protocol Nº4 and 19 SDR per kilogram or equivalent under Montreal Convention of cargo that was lost, damaged or delayed. All claims shall be subject to proof of value and verification of supporting documents.
- Carrier shall not be liable in any event for any consequential or special damages arising from carriage subject to this tariff, whether or not carrier had knowledge that such damages might be incurred.

2.1.4. Limitation on Claims and Actions

All customers are required to submit their complaints and claims on-line, through Qatar Airways website (www.qrcargo.com) by registering in the Customer Relations Management (CRM) system. For registration, please visit our website www.qrcargo.com and select "CRM Login" from drop down list in "Customer Service" menu and continue with registration by providing the information requested. Alternatively, the link https://apps.qrcargo.com/cargocrm/ can also be used for registration and login.

In the case of loss or damage or delay to cargo, carrier must be notified in writing within the prescribed time limit as stated in conditions of contract as published on the back of the Air Waybill.

In the case of loss or damage or delay to cargo, carrier must be notified in writing within the prescribed time limit as stated in conditions of contract as published on the back of the Air Waybill.

All claims must be reported along with supporting documents to prove the loss, damage or delay that is being claimed from the carrier in order to process the claim in a timely manner. Failure to provide sufficient proof could result in delays in processing the claim.

Note:

Receipt by the person entitled to delivery of the cargo without complaint shall be prima facie evidence that the cargo has been delivered in good condition and in accordance with the contract of carriage. However, the carrier must be summoned for a joint survey to ascertain the loss or damage in the case, the damage / loss was discovered after delivery was effected by the carrier.

2.3. Acceptance of Goods

2.3.1. General

1. Packing and Marking of Cargo

Shipper is responsible for ensuring that the cargo is packed in an appropriate way for air carriage and carriage by other means of transportation so as to ensure that it can be carried safely with ordinary care in handling and so as not to injure or damage any persons, goods or property. Each package or piece in a consignment shall be legibly and durably marked with the name and full address of the shipper and consignee.

2. Shipments acceptable

Qatar Airways undertakes to transport shipments, subject to the availability of suitable equipment and space, provided:

a. The transportation, exportation or importation thereof is not prohibited by the laws or regulations of any country to be flown from, to into or over.
b. Shipments are accompanied by the requisite shipping documents.

2.3.3. Restrictions in Acceptance

A. Restrictions Due to Nature of Goods

1. Animals, live

Live animals are acceptable subject to advance arrangements and confirmed space booked from origin to final destination in accordance with the current IATA Live Animal Regulations.

The shipper must comply with all quarantine rules and specific requirements established by the Health Authorities of each country of origin, transit and destination. The shipper is responsible for providing the health certifications, permits required by the national authorities of the countries concerned.

The acceptance, handling and air carriage of live animals on Qatar Airways must be in accordance with current IATA Live Animals Regulations.

Shipper/agent to contact QR, Head Office at Doha for making advance arrangements to transport Live Horse at

Sita Code: DOHFRQR/DOHFDQR/DOHFOQR

Phone: +974 4455 6111/4455 6119

Fax: +974 4462 2786

Notes

1. QR will not be responsible for mortality due to natural causes.
2. QR will not be accepting Live Animals to route where the same operated with Airbus 319 a/c.
3. Non-Human Primates for research purposes will not be accepted for carriage.

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2. Arms, Ammunition
Qatar Airways accepts sporting arms & ammunitions only. For further clarification please contact QR Head Office through email: mgoonaratne@qatarairways.com.qa

Origin station must obtain all required approvals from origin, transit and destination as applicable before the acceptance of the shipment.

3. Dangerous Goods
Acceptance of shipments shall be in full compliance with the current IATA DGR & TACT Rules and government regulations.

a. DG shipments to Saudi Arabia will be accepted subject to shipper getting prior approval from consignee for acceptance and a written undertaking stating that he will re-ship the shipment at his own cost if consignee fails to accept.
b. DG shipments to Kuwait will be accepted subject to shipper getting prior approval from Ministry of Interior (fax +965-4765796 and SITA: DGCA (KWIASYA-KWIDDYA).
c. Permission to be obtained from Supreme Council for the Environment and Natural Reserves, State of Qatar by consignee prior to arrival of shipment. Such shipments have to be cleared at Customs within 24 hours of arrival.
Failure to comply with the above rule will result in returning the shipment to station of origin on charges collect basis.

4. Perishables
Perishable shipments which are liable to deteriorate or perish due to inherent defect/quality or change in climate, temperature, altitude or other ordinary exposure or because of length of time in transit will be accepted without responsibility of Qatar Airways for damage or destruction.

For all perishable cargo shipments the contact telephone nos. for both shipper/consignee shall be provided on the Air Waybill to facilitate delivery and / or notification in the case of delay.

The remark “PERISHABLE CARGO” in capital letters and dimensions of the packages must be entered besides exact commodity description into “Nature and Quantity of Goods” box of the AWB.

Note:
No abbreviations or short form shall be used.

5. Valuables
Any articles which falls under the description of valuable cargo as defined in TACT Rules, paragraph 3.7.6. shall be accepted for carriage, provided the same adequately packed and sealed.

Advance arrangement to be made to confirm booking from origin to final destination.

Pre alert message to be sent to final destination as well as DOHFOQR, DOHDSQR and DOHDAQR minimum 24 hours before departure advising AWB no., no, of pcs, weight, flight no. and date.

6. Vulnerable Cargo
Any article which is not covered by definition of valuable cargo as per TACT Rules 3.7.6., but obviously require security handling such as goods vulnerable to theft or pilferage (mobile phones, computer parts, perfumes, etc.) must be pre-advised to final destination and DOHFOQR, DOHDSQR & DOHDAQR providing complete details of the shipment.

Shipment shall be accepted against confirmed booking only.

7. Human Remains
Human remains are accepted only if the shipment properly packed and accompanying with all necessary documents.

The language on all accompanying documents should be in English or an English translation of the contents to be forwarded along with original documents.

Advance arrangement to be made to confirm booking till final destination.

B. Restrictions Due to Weight and Dimensions
Packages or pieces of extreme length or of unusual shape or of excessive weight or requiring special attention will not be accepted for transportation unless advance arrangements have been made.

Any individual piece weighing 150 kg. or more is considered as Heavy Cargo (HEA) and the remark “HEA” in capital letters and dimensions of the packages must be entered besides exact commodity description into “Nature and Quantity of Goods” box of the AWB to enable QR making arrangement to handle cargo till final destination.

2.6. Shipper’s Right of Disposition
Carrier’s liability to comply
Qatar Airways will inform shipper if it is not practical to carry out the order of the Shipper. The cost of doing so attaches to the cargo.

6. The Air Waybill

A. General
In accordance with Warsaw Convention, the Hague Protocol and the carrier’s conditions of carriage the shipper shall prepare the AWB and the boxes on the face of the AWB shall be completed as per TACT Rules, section 6.2.

B. Contents of Shipment
The contents of the shipments must be indicated by accurate and specific descriptions on the AWB.

C. Changes to payment for transportation
The Air waybill may be changed from collect charges to prepaid charges, or from prepaid to charges to collect charges, only upon written request of the Shipper to Qatar Airways prior to delivery of the shipment to the Consignee or his Agent.

D. Weight & Volume

a. In accordance with IATA Resolution 600b, Qatar Airways requires the following types of information in the “Nature and Quantity of Goods” box on the Air waybill:
   - Dimensions of pcs
   - Volume weight.
   - The term “No Dimensions Available” or
   - The initials “NDA”
b. All freight tendered to Qatar Airways is subject to re-weighing and/ or re-measuring at the point of tender, intermediate point(s) or the point of destination.

7. Special Country Information

7.2. Charges Collect
QR will accept charges collect shipments in accordance with General Rule 7.2.1., provided the shipper guarantee in writing to pay all due charges in the event shipment can not be delivered for any reasons. Need to check with Qatar Airways, Head Office whenever interline partner is involved.
Qatar Airways will not accept the following shipments on charges collect basis:

- If shipper and consignee are same.
- Shipments addressed to consignee with a transit address.
- Live Animal.
- Human Remains.
- Perishable goods.
- News paper, magazines and printed material.
- Articles intended as gifts.
- Shipments obviously not worth the amount of the freight charges.
- Contents which does not have saleable value.

Note:
Any deviation from the above, to contact & obtain permission from Head Office at Doha: SITA:DOHFSQR.

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