

Your Clients Can Travel Safely With Us

QATAR



BEFORE THE FLIGHT

- Check-in online
- Print or download boarding pass
- Print baggage tags
- Check local airport website for additional information
- Arrive at the airport 3 hours before flight



DEPARTURES & CHECK-IN

- Thermal screening is conducted for all passengers
- A face mask and a valid ticket is required
- Self check-in kiosks are deactivated
- Physical distancing, markings and signage are in place
- Ground Services staff wear face masks and gloves
- All surfaces are regularly disinfected



AIRPORT INFORMATION

- E-gates using facial recognition and Immigration counters are fully operational
- Disinfectant robots and staff wearing smart screening helmets are deployed as required
- Hand sanitiser dispensers are available throughout the airport



SHOPPING & DINING

- Selected duty free shops and food & beverage outlets are open and regularly disinfected
- In-store and in-restaurant directional floor markings and signage are in place
- Limited number of customers per outlet
- Staff are available to assist customers with samples and testers
- Cashless transactions are encouraged



LOUNGES

- Al Mourjan Business lounge offering a fully assisted hot buffet, individual serve portions with lids for cold buffet and an enhanced a la carte digital menu
- Seating and social areas rearranged
- Download newspapers and magazines through Oryx One app
- Sanitisers are available throughout the lounge
- All surfaces are regularly disinfected
- Al Maha departures lounge is operational
- Al Maha and Oryx transit lounges are operational



ARRIVALS TO DOHA

- Thermal screening is conducted for all passengers
- In preparation for the next journey
- Aircrafts are disinfected and deep cleaned after every flight
- Bedding and linen items are washed, dried, and pressed at high temperatures
- Service equipment is washed with detergents and rinsed with demineralised water at high temperatures
- Headsets are sanitised, refurbished and hygienically packed



IN-FLIGHT EXPERIENCE

Services are modified to minimise interactions

First & Business Class

- Dine-on-Demand service presented on a tray with a cutlery wrap and food items covered
- Full drinks selection is available
- Single use menu cards and sealed refreshing wipes are offered
- Download newspapers and magazines through our Oryx One app
- On board social areas are temporarily closed

Economy Class

- Full Economy Class service is available
- Food items and cutlery are presented sealed as usual
- Full drinks selection is available
- Menu cards are temporarily discontinued



ON BOARD

- Thermal screening is conducted for flight deck and cabin crew
- Flight deck crew wear gloves and face masks
- Cabin crew wear protective suit, face mask, protective glasses and gloves
- Kits containing face mask, gloves and sanitiser sachets are offered
- Face shields and face masks must be worn throughout the flight
- Hand sanitisers are available in the galleys
- Aircrafts are equipped with HEPA air filtration systems that remove 99.97% of contaminants



BOARDING GATES

- Face shields are offered at Qatar Airways boarding gates and must be worn to board the aircraft
- Seating arrangement is modified, every alternate seat is available
- Customers are boarded by zone to maintain physical distancing
- Coach capacity is reduced, coaches are disinfected after every trip