



# QATAR AIRWAYS UPDATES

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**Week 37 update: 07 September 2020**

**Attention: with the constant update of this handbook, ensure to refer the most updated one**

# QATAR AIRWAYS VIETNAM AND CAMBODIA CUSTOMER CONTACT CENTER

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For all OUTBOUND flights, please contact our Qatar Airways Vietnam and Cambodia Customer contact center:

**Working hours:** From Monday to Friday | From 8.30 to 17.00

**On the phone:** +84 28 38 273 888

**Or via email:** [vccc@vn.qatarairways.com](mailto:vccc@vn.qatarairways.com)

For all INBOUND flights, *contact us on the following dedicated email boxes [inboundHAN@vn.qatarairways.com](mailto:inboundHAN@vn.qatarairways.com) for arrival in Hanoi or [inboundSGN@vn.qatarairways.com](mailto:inboundSGN@vn.qatarairways.com) for arrival in Ho Chi Minh city*

*Please note our Ticketing offices in Phnom Penh, Hanoi and Ho Chi Minh city are now permanently closed.*

Alternatively you can reach

Our 24/7 Customer Contact Center in Doha @ +974 40230000

Or any call centers in Europe @ <https://www.qatarairways.com/en-vn/worldwide-offices.html>

Receive the latest information by registering to our e-newsletter

<https://www.qatarairways.com/en-vn/newsletter.html>

# FLIGHTS TO/FROM HO CHI MINH CITY TILL 30 SEP



September schedule: five-weekly flights from 7 September - 13 September 2020 and daily flights starting 16 September 2020 per the following schedule:

Origin	Destination	Flight number	Departure	Arrive
DOH	SGN	QR970 <sup>(*)</sup>	13:50 PM	01:20 AM (+1)
SGN	DOH	QR971 <sup>(**)</sup>	02:30AM	05:35AM

which connect smoothly to our 86-destination (\*\* ) and still expanding network.

## Notes:

*(\*) QR970 will ferry empty into Vietnam as per the NOTAM valid until 16 September 2020. Qatar Airways may only carry special passengers allowed by local authorities: foreign diplomats, foreign investors, business managers, experts, specialists, and highly skilled workers and special cases. Tickets can only be booked by our Cambodia Vietnam Customer Contact Center.*

*(\*\*) QR971 is available for any customers through QR.com or your preferred travel agent.*



# Our reliable and growing network to serve your travel needs

Information correct at the time of release.  
The map is for illustration purposes only.



You can check our most updated connectivity to 86 destinations at [www.qatarairways.com/vn](http://www.qatarairways.com/vn)

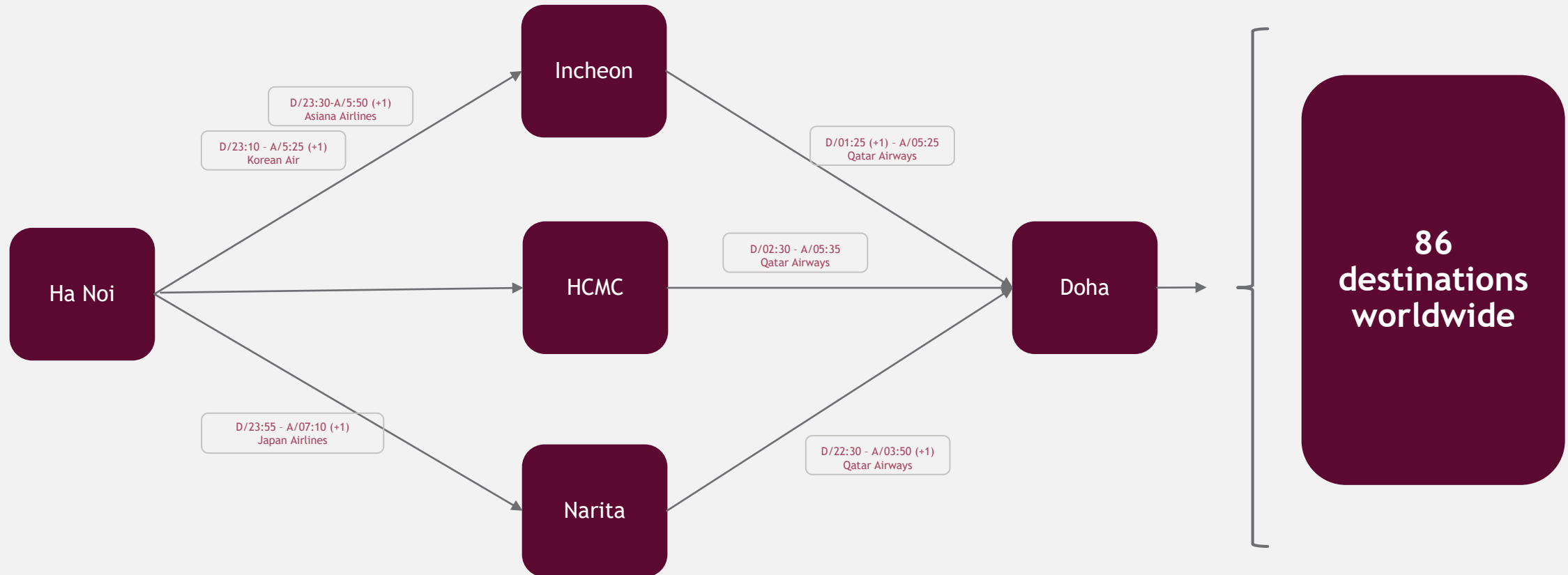
Launching soon: Istanbul Sabiha Gökçen, Helsinki

\*Operations to Zagreb will be temporarily suspended from 24 July to 10 August.

For more information, please visit [qatarairways.com](http://qatarairways.com)



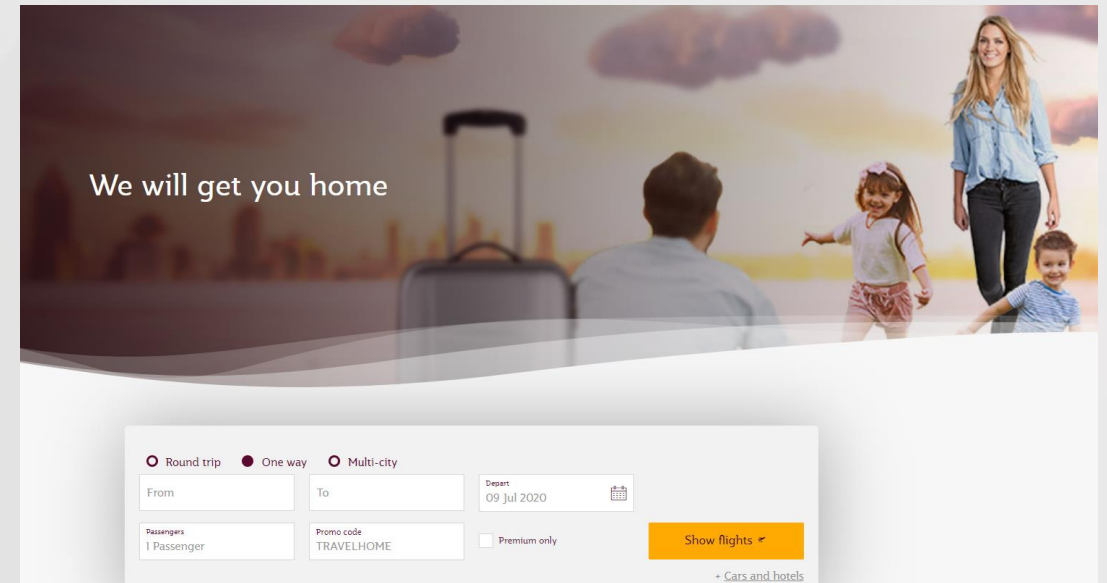
# OUTBOUND DEPARTURE OPTIONS FROM HA NOI



- From Hanoi, the best option is via Ho Chi Minh City as the total elapsed time is shorter.
- Available on QatarAirways.com where you will book and purchase as « One ticket » for a smooth through check-in all the way! If you fly via Incheon / Narita, don't purchase separate tickets to avoid transfer challenges.
- Privilege Club members will not be able to avail their extra allowance luggage on the interline segment. Ex HANICN

# ENJOY OUR 10% DISCOUNT FOR REPATRIATION TRAFFIC

- Offer ends in **30 September 2020**
- Only applies for one-way ticket, using promo code **'TRAVELHOME'** on **qatarairways.com**.
- Follow this link:  
<https://www.qatarairways.com/en-vn/offers/we-will-get-you-home.html>
- Please refer to the terms and conditions before making your booking.



# YOU CAN RELY ON US

More choices and flexibility for your clients so they can travel safely with the airline they can trust.



## HOLD ON TO THEIR TICKET

Now valid for 2 years



## UNLIMITED CHANGES

Date or destination



## EXCHANGE FOR FUTURE TRAVEL

Voucher with 10% additional value



## SWAP FOR QMILES

Spend them however they like



## REFUND TICKET

If flight gets cancelled

As always, we are here when you or your clients need us.

Learn more at [qatarairways.com/RelyOnUs](https://qatarairways.com/RelyOnUs)

\*Applicable for travel up to 31 December 2020. Other terms and conditions apply.



# YOUR SAFETY IS OUR PRIORITY



## Personal protective equipment

All our cabin crew will now wear personal protective equipment (PPE) suits in addition to masks, protective glasses and gloves.



## Hand sanitiser

We recommend that all passengers regularly wash their hands throughout their journey. Hand sanitiser bottles are available in the galley for you to use at any time throughout your flight.



## Bedding and linen

All our bedding and linen items are washed, dried, and pressed at temperatures up to 100 degrees centigrade after every flight. Economy Class pillow covers are disposed of after every flight.



## Newspapers and magazines

Whilst our screens are kept sanitised for your personal use, many of our digital newspapers and magazines are available on our Oryx One application. Download the ORYX ONE PLAY app from the app store or play store.



## Wear a face mask

We now require all passengers to wear a face covering at all times, from boarding to disembarkation. To ensure you are comfortable, we recommend bringing your own from home.



## Wear a face shield

Face shields will be distributed at the airport and are to be worn when boarding and disembarking. Economy Class are required to wear them on board, except when eating or drinking. Business Class are asked to wear them at their own discretion.



## Protective kits

Protective kits containing a face mask, gloves and hand sanitiser gel will be distributed to all passengers on board.

Your face shield and face mask must be worn throughout the flight until you disembark at your destination.



# HOW TO BOOK AN INBOUND FLIGHT

Only applies to foreign diplomats, foreign investors, business managers, experts, specialists, and highly skilled workers and special cases

Key Updates

1

Contact our Vietnam Customer Contact Center once you have your People Committee's approval

Ms. Annie: [yau@vn.qatarairways.com](mailto:yau@vn.qatarairways.com)  
+84 28 38 273 888

Our team will provide you with a booking and quotation so that you can submit your request for immigration and CDC

In September, we will offer for inbound customers for HCMC only **departing from European Gateways on 18/25 SEP** arriving respectively on Saturday 20/27 SEP for SGN

2

Email us a copy of your approved documents (see full list in the next slide) in order to issue the ticket and get on the list of authorized customers to be submitted to the Civil Aviation

Deadline to issue ticket and submit the list of passengers with full documentation to CAAV is on the Friday of the week before the week of departure. Only the RT PCR COVID-19 test can be provided on Tuesday of the week of departure.

3

Approval of the passengers list of Customers by the Civil Aviation, our team will notify your uplifting stations of "OK to board"  
**Get all your documents ready for the flight**

All tickets will be eligible to the Travel with confidence / Rely on Us policy: unlimited changes free of charge for travel up to 31 DEC, full refund in case of flight cancellation, exchange to voucher (+10% value).

# HOW TO BOOK AN INBOUND FLIGHT

Only applies to foreign diplomats, foreign investors, business managers, experts, specialists, and highly skilled workers and special cases



In order to issue an inbound ticket, our customers will provide us the following documents:

**For others experts, entrepreneurs, high-skilled workers, and few special cases authorized by local authorities:**

1. Passport copy (validity is at least 6 months prior to departure)
2. Approval from the People's Committee of your province
3. Approval from Immigration Department together with visa or resident card.
4. Approval from International Heath Quarantine center of HCMC / Hanoi based on your arrival airport. Attention same approval from your province if you are based in a province.
5. Hotel booking confirmation for quarantine period showing check-in & check out dates + Transportation booking
6. International-coverage insurance or commitment from invited company on all expense if passenger is found covid-19-positive during quarantine

***Deadline to submit the above full documentation to Qatar Airways is on the Friday of the week before the week of departure***

7. Covid-19 Real-Time RT PCR test to be done 5-7 days prior to arrival at a WHO/government-certified lab/clinic  
***Only the RT PCR test result can be provided to Qatar Airways team on Tuesday of the week of departure.***

More details here: <https://www.eurochamvn.org/node/18404>

**For diplomats:**

1. Copies of Diplomat / Official passport + Visa / Residence Permit
2. Letter from the Consular Department
3. Letter from Immigration
4. Approval from International Heath Quarantine center of HCMC / Hanoi based on your arrival airport
5. Hotel booking for the 14-day quarantine + Transportation booking

***Deadline to submit the above full documentation to Qatar Airways is on the Friday of the week before the week of departure.***

Upon arrival in HCMC airport:

- a) For all customers who will get Vietnam visa on arrival (Landing visa), please prepare in advance the following form on your arrival in HCMC: <https://www.vietnam-visa.com/wp-content/uploads/2017/08/Vietnamese-visa-application-form.pdf>. Visa fee in cash (No credit card accepted): USD25 for single entry and USD50 for multiple entries. Please provide the exact amount.
- b) All customers arriving in Vietnam need to prepare advance the following "Medical Declaration Form": <https://tokhaiyte.vn/>. Choose Gate as "Tan Son Nhat airport" from drop down box. You will receive a Bar Code to share with the local authorities upon arrival.

Attention: ***Send either your documents to [inboundHAN@vn.qatarairways.com](mailto:inboundHAN@vn.qatarairways.com) for arrival in Hanoi or [inboundSGN@vn.qatarairways.com](mailto:inboundSGN@vn.qatarairways.com) for arrival in Ho Chi Minh city***

# PROCESS TIMELINE AND DEADLINE

1. Customer prerequisite to receive a booking from VN CCC (yau@vn.qatarairways.com): People Committee's approval
2. VN CCC provides the booking together with the Most updated QR Handbook containing list of documents to provide as well as time frame.
  - a) Once Customer decides on a flight date = departure Friday from Europe and arrival in HCMC on Sunday Week W, the customer can use the booking to apply to the Immigration and the International Heath Quarantine center. **Recommendation of minimum 3 weeks prior to departure to allow proper document to be ready on time with local authorities.**
  - b) VN CCC advise customers that they must **already book their Real Time PCR** test right away for Monday Week W and ensure the results will be sent the next day to VN CCC @ Qatar Airways Vietnam team = Tuesday Week W. Attention the result document **must show clearly that it is a RT PCR test**. Failure to do so will result as a refusal by Local authorities

VN Customer Contact Center

VN back office

Airport team



Customers must ensure that all required documentation are sent to Qatar Airways Vietnam team as soon as ready and latest by Friday of Week W-1 to be confirmed on the initial flight. Any delay will jeopardize the whole flight, therefore Qatar Airways would have to postpone your flight to the following week, meaning that the customer would have to redo some documents (immigration, International Heath Quarantine center).

Airport team sends the list of passengers and their full documentation in one batch to the Civil Aviation for review and approval. Upon approval, the Airport team will notify HO for crewing / catering and all outstations for provide "OK to board" for all passengers.

Attention: *Send either your documents to [inboundHAN@vn.qatarairways.com](mailto:inboundHAN@vn.qatarairways.com) for arrival in Hanoi or [inboundSGN@vn.qatarairways.com](mailto:inboundSGN@vn.qatarairways.com) for arrival in Ho Chi Minh city*

WEEK W-3 and WEEK W-2

WEEK W-1

WEEK W

Recommendation: Booking made at least 3 weeks prior to departure to allow proper entry requests approval by People Committee / Immigration / International Heath Quarantine center

Friday Week W-1, 7 days prior to departure = deadline to receive all documents from customers

Monday Week W, Customer takes the RT PCR test

Tuesday Week W, Customer sends the RT PCR test results to QR

Wednesday, Week W, final landing permit submitted to the Civil Aviation

Thursday Week W, QR SGN notifies HO and all outstations about Landing permit approval / delay

Friday Week W, customers departure from all outstations, arrival in HCMC on Sunday Week W

# PLEASE REVIEW THE QUESTIONS & ANSWERS



**Q: Can Qatar Airways help to obtain all the documentation to enter Vietnam?**

A: Qatar Airways team is happy to support with the transportation solution and the list of required documentation but it is up to the company of the experts to handle the application with the local authorities.

**Q: I am a Vietnamese citizen, can I join any of your inbound flight? I am a Vietnamese citizen, can I join my partner having all documentation on the Qatar Airways flight? We are family of a foreign expert already located in Vietnam, can we fly to Vietnam?**

A: Right now, Qatar Airways can only accept foreign customers approved by the People's committee / International Health Quarantine center of HCMC / Immigration department. Vietnamese citizen must contact their nearest Vietnamese Embassy about the special repatriation flights.

**Q: Can you clarify when I should make the COVID-19 RT PCR test and when I should deliver the test result to Qatar Airways?**

A: Ideally, you will do your RT PCR test or Real Time PCR test on the Monday morning of the week you travel and share with us latest the next day, Tuesday evening latest of the week you travel. Ensure to book your RT PCR test appointment in the laboratory as you start the process for the other documentation. Double check the chosen lab can deliver in 2 days maximum a result document that clearly mentions both "Negative" and "Real Time / RT PCR test". It MUST be sent to us by Tuesday evening latest of the week you travel at Qatar Airways Vietnam team. Otherwise, we would have to postpone your flight to the following week and some documentation would have to be updated with the new flights details.

**Q: When should I pay & issue the ticket?**

A: Once you send us the approval of your People's committee, we will provide you with a free booking & quotation for you to carry on the process with Immigration and the International Health Quarantine center of HCMC. Ideally, we will issue your ticket only when you will have all your documentation completed.

**Q: Which fees will apply when the landing permit is not approved?**

A: We can postpone your booking free of charge to the next flight but if you choose to refund, we will provide a full refund except 25 USD service fee. But if it is the decision of the customer to cancel the flight, a refund and no-show fee may apply as per fare rules.

**Q: After I submit all my documents to Qatar Airways and get my ticket issued, will I receive any notification from Qatar Airways?**

A: After we collect the approved documentation for all customers and confirm that they are compliant to the customers, it will be submitted to the Civil Aviation for approval in One Go. This is why we can't delay the process for one customer who would not be able to meet the agreed deadline. Upon approval, we will notify the outstation where you will be boarding. We would only contact you in case of refusal. So if no update from us, just ensure to arrive at check in opening to receive your boarding pass.



# PLEASE REVIEW THE QUESTIONS & ANSWERS



**Q: Will Qatar Airways support for @ week quarantine hotel booking and the land transportation?**

A: This part will be decided with the International Heath Quarantine center of HCMC managing the list of eligible quarantine hotels. Attention, note that the Transportation pick up from airport to quarantine hotels in HCMC has been authorized only to SACO company or Trung tâm Y tế Tân Bình (Tan Binh Medical Center). Customers need to book the transportation (extra cost will apply) together with the hotel. The transportation company must provide you a letter to SAA to confirm pick up upon your arrival mentioning your full name

**Q: If I am coming from another district / province than Ho Chi Minh City, do I have to get both approval from People's Committee of my province and HCMC, and same for the CDC?**

A: If your company is based in another province than HCMC, you will be required to provide the People's Committee of your province ONLY but for the International Heath Quarantine center approval, you need to get approval of BOTH, the one of your district and the one of HCMC. If your company is based in HCMC, you just need HCMC People's Committee and the International Heath Quarantine center of HCMC approval. Formal immigration approval is required in all cases.

**Q: What are the key deadlines to respect to ensure smooth entry to Vietnam on Qatar Airways flights?**

A: To be listed on the Landing permit approved by the Civil Aviation, Qatar Airways needs to submit all documentation 7 days prior to departure. So for a departure on Friday week W from Europe, we need all your document on Friday of week W-1, the week before the week you travel. For the RT PCR test, please check the previous Q&A on RT PCR test. It is imperative to organize yourself to meet these deadlines not to jeopardize the whole flight, especially your appointment for the RT PCR test. If documents are not ready, we will change your flight to the next one without any fees but it means that you may have to amend the approved documents from Immigration and the International Heath Quarantine center of HCMC.

**Q: I already have a work permit and resident visa, do I need to get another approval from immigration?**

A: As per the instructions received by the Civil Aviation, customers must provide an approval from immigration even if holding a Work Permit and / or Temporary Resident visa.

**Q: From the moment, I have the authorization from the People Committee, when do you recommend me to book the flight to be safe?**

A: To meet smoothly the agreed deadline for all documentation to be ready, we recommend at least 3 weeks between the People Committee's approval to the flight date, which is roughly 2 weeks to process the Immigration and the International Heath Quarantine center of HCMC approvals.

**Q: Before flying, any special preparation from my side to ensure smooth check in in EUR and arrival process in HCMC?**

A: Yes, please ensure to bring along with you all documents that have been submitted to Qatar Airways whether Diplomats or Skilled Labor. See full list of documents in previous slides.

# PLEASE REVIEW THE QUESTIONS & ANSWERS

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Q: What are the contact for the International Health Quarantine center ?

A: In HCMC, this is Trung Tâm Kiểm Dịch Y tế Quốc Tế - 40 Nguyễn Văn Trỗi, Phú Nhuận , HCMC.

Q: What is the best way to reach Qatar Airways Vietnam for inbound traffic request?

A: Send either your documents to [inboundHAN@vn.qatarairways.com](mailto:inboundHAN@vn.qatarairways.com) for arrival in Hanoi or [inboundSGN@vn.qatarairways.com](mailto:inboundSGN@vn.qatarairways.com) for arrival in Ho Chi Minh city

**THANK YOU**

