
Visa Hospitality Program FAQs – English

What travel documents are necessary for my trip to Qatar?

If you're travelling from outside of Qatar, you will need a valid passport that doesn't expire before July 1, 2023, and it must contain at least three blank pages to allow for any necessary stamps upon arrival and departure. If you have any questions about passport validity, or you're not sure if you need any other documentation, you can contact your local embassy, consulate or government authority.

For the FIFA World Cup™ 2022, all local and international fans will also need a Hayya Card that will act as your entry permit to Qatar as well as providing stadium access (with a match ticket). Please note that the Hayya Card process is operated and governed by the State of Qatar and is in addition to the Visa Guest Registration. Further details about the Hayya Card application will be sent to you after you have submitted your Visa Guest Registration.

If you do not have the necessary travel documents or your current passport does not meet these requirements, we recommend you apply for them as soon as possible as it may take up to 6-8 weeks to process.

We also recommend contacting your travel service or airline in case you have connecting flights as part of your journey to Qatar, as some countries that you pass through may require a separate transit visa.

How do I apply for Hayya Card?

All fans will be required to have an approved Hayya Card to enter the State of Qatar and the stadiums.

The Hayya Card process is operated and controlled by the government of the State of Qatar. Visa is not responsible for the application process, issuance and/or use of the Hayya Cards.

Once you have submitted your Visa Guest Registration, you will receive an additional email with information about completing your Hayya Card application. ALL invited guests AND companions will need to secure their own Hayya Card via the following website: www.qatar2022.qa/hayya/



Visa Hospitality Program FAQs – English

Who should I contact if I have questions regarding my travel arrangements?

You can contact your Visa representative or bank issuer with any questions related to travel arrangements.

Can I extend my hotel stay beyond my official program dates?

Unfortunately, we do not have additional rooms reserved at the hotel outside of your scheduled program, as program dates are unique to each itinerary. If you have any questions about this, you can reach out to your Visa representative or package issuer.

How will I get from the airport to the hotel when I arrive?

A Visa Events Team member will meet you at the airport in the Arrivals Hall. Be on the lookout for the friendly-looking person holding a Visa sign. They'll point you in the direction of your vehicle, which will take you to the program hotel to check-in and get settled.

How will I get to the airport for my return flight home?

We'll provide transportation from the program hotel back to Hamad International Airport (DOH) on your program departure date. Be on the lookout for a departure notice you'll receive during your trip.

What time is hotel check-in and check-out?

Check-in is from 3:00 PM. Arriving before then? Let us know. We'll assist you in storing your luggage until your room is ready. You will need to check out by 12:00 PM. If you're departing after then, we can also assist you in storing your luggage until your transfer to the airport.



Visa Hospitality Program FAQs – English

What meals are included in my package?

Breakfast is available throughout the program and will be provided at the hotel. You will be able to reference your personal itinerary for specific locations and information about other meals that are included in your program as this will vary depending on the timing of the match(es) that you attend.

What are the guidelines regarding COVID-19 and attending the FIFA World Cup Qatar 2022?

Visa is committed to the health and safety of our guests, staff and all those attending and participating in the FIFA World Cup™ Qatar 2022. Please visit this [link](#) for the current and most up to date details from the Qatari Ministry of Public Health.

Further details will be provided to guests through pre-trip communications. Should you have any concerns or questions please don't hesitate to reach out to your Visa representative or contact us.



Visa Hospitality Program FAQs – English

How will I get to FIFA World Cup matches?

To allow you to arrive at the stadium at your leisure, we encourage all guests to use Doha's brand-new tram and metro system to get to and from FIFA World Cup™ stadiums. Free travel is included with match tickets and your Hayya Card, and we will provide clear instructions about how to get from the Mondrian Doha to each stadium and back again.

For certain matches, we will offer transfers to and from the stadium via motor coach, these details will be noted on your program itinerary.

Where can I pick up my tickets for FIFA World Cup tickets?

Your match tickets will be accessed via the Official FIFA Ticketing mobile app. Further details of how to download the app and access your tickets will be sent before your trip and you will receive your tickets after you have arrived at the Mondrian Doha.

Can I bring more than one guest?

Your package inclusions can only accommodate yourself and one guest. Additional tickets will not be available for more than two people per package.

Will personal expenses be covered during my stay?

You'll be asked to provide your Visa card upon check-in at the hotel. The hotel will maintain a separate account and charge this card with personal incidentals you will be responsible for, including but not limited to costs such as telephone calls, internet access fees, room service, mini-bar, laundry and/or onsite activities. Please settle all charges for incidentals directly with the hotel prior to your departure.

