

Frequently Asked Questions

FAQ'S



Appointment Options:

1. Store Visit: Existing customers with a valid QDC permit, can visit our Abu Hamour or Hotel Park stores at the following times:

Abu Hamour:

Saturday - Thursday: 9am-9pm | Friday: 1pm-9pm

Hotel Park:

Sunday – Wednesday: 11am-8pm | Thursday: 9am-9pm | Friday: 1pm-9pm | Saturday: 9am-6pm

Appointments to visit both stores are only required on **Thursday, Friday** and during **peak periods**.

To book an appointment for Thursday or Friday, visit www.qdc.com.qa

* **Peak periods will include pre-Ramadan closure and seasonal holidays.**

2. Permit Office (Abu Hamour store only):

All visits to the Permit Office must be pre-booked online.

Services provided include:

- Card Collection (new approved license application)
- Reporting lost cards and Lost Card replacement
- Adding a Joint card holder
- Review Office visit
- Request a quota increase

3. Permit Renewal: Existing customers can renew online at www.qdc.com.qa

4. New Permits: To apply for a new permit, visit www.qdc.com.qa

5. Click & Collect / Home Delivery

Order online at www.qdc.com.qa using a valid permit and select a time that suits you for either collection or home delivery.

Home delivery is available in selected zones. If eligible, the option for home delivery will be available at the time of ordering.

Click and collect is currently available at the Abu Hamour store only.

Frequently Asked Questions (FAQs) – Retail Store Operations:

Q1. Who can apply for a permit?

A. You are eligible to apply if you fulfill the criteria below:

- Over 21 years of age.
- A Non-GCC citizen with a valid Qatar Resident Permit (QID/RP)
- A minimum basic salary (excluding allowances) of QAR 2,500 per month.
- Resident in Qatar for a minimum of 3 months.

Q2. If I have a multi-entry business visa, can I apply for a QDC permit?

A. Yes. Under special circumstances some non-RP/non-Qatar ID applicants with multi-entry visas may apply for a QDC permit. However, approval is granted on a case-by-case basis and you must fulfil the requirements below:

- Resident in Qatar for a minimum of 3 months.
- Residing in a private accommodation or hotel residential apartments whilst resident in Qatar.

(If you are living in a hotel on a short-term basis, you will not be eligible).

To support your application, a letter from your employer or sponsor (Qatar based), is required to validate the above details.

Q3. How do I apply for a new permit?

A. Visit www.qdc.com.qa, click on “Sign Up & Register Profile”. You will be required to enter general biographical data such as your name, date of birth, mobile number, address etc. to create your profile.

Once you have registered, you can then login to submit your application.

Q4. What documents do I need to apply for a new permit?

A. A letter/NOC from your employer/sponsor addressed to Qatar Distribution Company.
(If your company does not issue letters to QDC, then a letter addressed ‘To Whom It May Concern’ will be accepted). The letter must state the following details about you:

- Full Name
- Designation/Position
- Salary breakdown (Must show basic salary and allowances separately)
- Accommodation Entitlement (must be shown as either free housing or as a monthly allowance).
- The letter must be in English, dated within the last 3 months, on an original company letterhead.
- The letter must be signed by an authorised signatory and stamped by the company.
- A valid copy of your QID (must be valid for at least 2 months from the date of your application).
Copies of both sides are required.

In some cases, you may be required to produce evidence of your salary and allowances such as bank statements and/or employment contracts and/or CR Copy.

Q5. How do I pay for my permit?

A. Once your permit application is approved, you will be asked to pay fees online depending on the number of months validity of your Qatar ID/Residence Permit (see the table below).

Payment of License fee paid on pro rata basis based on QID validity. License fee is not refundable.
We accept only debit/credit cards for payment.

Once approved, you will receive a payment link to make your payment. Once the payment has completed, your permit will be considered renewed. You can continue to use the same physical card. If you fail to make a payment within 10 days, your renewal application will be automatically rejected. You will need to re-apply by submitting all your documentation.

LIQUOR PERMIT FEES				PERMIT VALIDITY ISSUANCE GUIDE
YEAR 1 QAR 150	YEAR 2 QAR 250	YEAR 3 QAR 350	YEAR 4 QAR 400	<p>1-2 months only Not allowed, Please renew your QID prior to application renewal.</p> <p>3-11 months Customer to pay pro-rated licence fee for full validity as per QID.</p> <p>12-48 months Customer can choose number of months from 1 year full validity of their QID. Less than 12 months permit validity is not allowed in this scenario</p>

Q6. If my application is declined, when can I reapply?

A. You can apply again after 3 months. Please ensure that you have the correct information and a new set of documents to upload. You can login to www.qdc.com.qa using the login details from your previous application.

Q7. What are the permit rules?

A. You must adhere to the below listed QDC rules.

- Permits are for personal use only.
- You (permit holder) and the alcohol purchased must be in the same vehicle.
- Purchases must be taken directly to your residence and should be concealed from public view in transit.
- Alcohol purchased, must be consumed be at your residence only.
- It is strictly forbidden to give alcohol to others whether by sale or gift.
- You cannot purchase without a permit card.
- Only main and joint permit card holders are allowed inside the shop.
No guests, spouses without joint cards, or children of any age will be allowed to enter the shop.
- Pork products are sold to non-Muslims only.
- Any purchased alcohol transfers observed on our premises will result in the suspension or cancellation of your permit.
- Management reserves the right to cancel any membership or refuse entry to the premises.

Note:

One QDC account/permit per family/household. However, you can request a joint card for your spouse. Please refer to Q12.

Following approval, please allow 15-30 minutes for the QDC website to update with your new permit details before you process a new transaction/appointment.

Q8. What will be the maximum validity of my new/renewed permit?

- A.** The maximum expiry date of your permit will be based on the validity or expiry date of your Qatar Residence Permit (QID/RP). See the table below.

The expiry date will be shown in the format MM/YY. The permit will be valid up until the last day of the month shown.

QID VALIDITY	PERMIT VALIDITY ISSUANCE GUIDE
1 - 2 months only	Not allowed, Please renew QID prior to application or renewal.
3 - 11 months	Customer to pay for pro-rated license fee for the full validity of QID.
12 - 48 months	Customer can choose number of months from 1 year to full validity of their QID. Less than 12 months permit validity is not allowed for this scenario.

Q9. Can I make a purchase once my permit has expired?

- A.** Yes. You are entitled to make a one-time purchase within 30 days from the date of your permit expiry. After the one-time purchase transaction is processed, your permit card will need to be renewed.

Q10. What is the monthly quota of permits?

- A.** Your monthly quota is based on your monthly basic salary. Once approved, the monthly quota will appear on your confirmation letter/payment receipt which will be sent to your registered email address.

Q11. How do I renew my permit?

- A.** You can renew your permit online by visiting www.qdc.com.qa. If there are no changes to your employer/sponsorship. Your renewal can be done on the basis of a renewed QID only. You will need to upload a copy of your new QID (front and back).

- If any of your circumstances (company, role, salary, accommodation status, etc.) have changed, then you will need to upload all of the documentation outlined in Q4.
- If you are under family sponsorship, you will need to provide a new letter from your employer and your new QID each time you renew. (The validity of your QID should be more than 2 months).

Once approved, you will receive a payment link to make your payment. Once the payment has completed, your permit will be considered renewed. You can continue to use the same physical card. If you fail to make a payment within 10 days, your renewal application will be automatically rejected. You will need to re-apply by submitting all your documentation.

Q12. If my permit has expired, can I visit the Permit Office as a walk-in customer?

A. No – You will need to renew and pay for your permit online ahead of your visit to any of our stores.

Q13. Can I apply for a joint card for my spouse?

A. Yes, you can apply for a joint permit for your spouse, under the below conditions:

- You will need to book an appointment at www.qdc.com.qa to visit the permit office (Abu Hamour store)
- Both you and your spouse must be present to complete the application.
- Your spouse must have a valid QID.
- If your spouse is not under family sponsorship, a copy of your marriage certificate is required as proof of marriage.
- The quota allowance will be shared between you and your spouse under a single QDC account.

Note:

Once your joint card is approved, your details (permit number and QID) only are required to login\ at www.qdc.com.qa

Q14. What documents are required to renew a joint card?

A. To renew, a copy of yours and your spouse's QID (front and back) can be uploaded to your renewal application online.

Note:

If you have a joint card, it will be renewed free of charge.

Q15. What do I do if I lose my permit card?

A. You must notify QDC immediately by sending an email to permit@qdc.com.qa so that your lost card will be disabled.

- To arrange a replacement, you will need to book an appointment to visit the Permit Office at our Abu Hamour store.
- At the appointment, you will be required to bring personal identification (QID, Qatar Driving License or your passport).
- If the permit is still valid, a new card will be issued under the same permit number but with a new card code.
- If the old card is found, it should be discarded as the code will be disabled in our system.
- Once your replacement card is issued, you will be able to shop at either of our stores.
- If the permit has expired, you will have to renew before a replacement card can be issued. See "How do I renew my permit?" (Q11) for information on renewals.

Q16. How do I cancel my card?

A. Visit the Permit Office at Abu Hamour, to surrender your permit card and request for a card cancellation.

If you cannot attend in person or have already left the country, please send an official request to cancel by email with your permit number and a photo of your card to permit@qdc.com.qa.

Q17. Can I transfer alcohol to another person?

A. Please note that it is not permitted to transfer alcohol to another person even if they hold a valid permit.

- Any transfers observed on our premises will result in the confiscation of the goods and permits.
- Permits may be suspended or cancelled with no refund of permit fees paid.
- Please read the permit rules carefully and ensure full compliance.

Q18. Are food purchases deducted from my monthly quota?

A. No – Your monthly quota applies to liquor purchases only. Food items are not included.

Q19. I received a message on my online profile to meet the Review Officer. Do I need to book an appointment?

A. Yes you will need an appointment. To book, visit www.qdc.com.qa and select “Permit Office” to get an appointment with the Review Officer.

Q20. I'm in the Retail Store now but I have forgotten my card at home. What do I do?

A. Please speak to our security officer at the reception who will request for a one-day temporary pass.

Q21. How do I book a Retail Store Appointment for Thursday or Friday if I am a Joint Card holder?

A. As a Joint Card holder, you can book a retail Store Visit Appointment using, the profile details of the main card holder. This applies to appointments of any type.

Frequently Asked Questions (FAQs) – Click & Collect & Home Delivery

Q22. Can I change/cancel my order?

A. No, you cannot make changes to the items ordered. However, you can cancel the order up to 24 hours prior to your scheduled collection date and time. To cancel, get in touch with us via our ‘Contact Us’ page, select the “Click & Collect” dropdown and request the cancellation quoting your order number as a reference.

Q23. Can I change my collection date and time?

A. Yes, you can change up to 24 hours prior to your collection date and time. Please log in to your account at www.qdc.com.qa and select Click & Collect and reschedule your preferred collection date and time.

Q24. Can I visit the shop after I collect my order?

A. Yes, you can visit the shop after collecting your Click & Collect order.

Q25. How will I know if my order has been processed?

A. You will receive an email confirming receipt of your order and the date and time of your collection.

Q26. How do I review my order?

A. Login in to your profile and click on 'My Orders'.

Q27. What credit cards do you accept?

A. Most major credit cards are accepted. However, some banks may have certain rules that do not allow transactions to be processed at QDC. Please check with your bank.

Q28. Will my quota be deducted when I pay or at the time of collection?

A. Your quota will be deducted on the date that the order is placed and payment received.

Q29. Will I receive notifications when out of stock products are back in stock?

A. No, you will not receive a notification of products once they are back in stock.

Q30. Can someone else collect the order on my behalf?

A. No, only a joint card holder can collect an order linked to your permit.

Q31. What happens if I miss my collection date?

A. Please send an email to customerservice@qdc.com.qa to reschedule or cancel your order.

Q32. I have an appointment to visit the retail store on a Thursday or Friday but I cannot seem to book a Click & Collect appointment, is there an error?

A. You will have to complete or cancel your Retail Store Appointment before you can book a Click & Collect order. You are however able to book a Click & Collect order and a separate retail store appointment at a later date (Only one appointment is allowed on the same day).

Q33. Can I pay for my order on collection?

A. No, only online payment will be accepted prior to the collection of your order.

Retail Operations Speciality Food Only Permit

Q34. Who can apply for a food permit?

A. You are eligible to apply if you fulfill the criteria below

- Over 21 years of age.
- A Non-GCC citizen.
- With a valid Qatar Resident Permit (QID/RP) (with at least 3 months validity).
- Non-Muslim.

Q35. How do I apply for a new food permit?

A. Visit www.qdc.com.qa, click on "Sign Up & Register Profile". You will be required to enter general biographical data such as your name, date of birth, mobile number, address etc.to create your profile.

Once you have registered, you can then login to submit your application.

Q36. What documents do I need to apply for a food only permit?

A. Visit www.qdc.com.qa, click on "Sign Up & Register Profile". You will be required to enter general biographical data such as your name, date of birth, mobile number, address etc.to create your profile.

- A valid copy of your QID (Copies of both sides must be uploaded).
- Passport/ID size photo (with a plain background).

Q37. Is there a fee for the food permit?

A. No, there are no fees applicable for the food permit.

Q38. How do I collect my permit card?

A. Your permit card will be ready, 24 hours after your application has been approved. It will be available for collection from the Security Reception area at Gate C Parking, Abu Hamour store.

Q39. Will I be able to purchase liquor using this permit?

A. No, this permit is for food purchases only. To purchase liquor, you will need to apply for a liquor permit, the application details are outlined in Q4.

Q40. Is the food permit valid at both stores?

A. No, the food permit is only valid for purchases at our Abu Hamour store.

Q41. Can I shop throughout the week?

A. You will be able to shop at the following times:

- Sunday & Monday: 9am - 9pm (No appointment required).
- Saturdays 5pm - 9pm (No appointment required).
- There is strictly no access from Tuesday until Friday.

Q42. What is the monthly quota for food permits?

A. There is no quota limit for the food permit.

Q43. How long is my food permit valid for?

A. Your permit will be valid for 1 year from the date of your application.

Q44. How do I renew my food permit?

A. You can renew your permit by visiting www.qdc.com.qa. You will only be required to upload a copy of your QID (front and back)

Q45. Can I order food items online for collection or home delivery?

A. This service is not yet available.

Q46. Can I apply for a joint card for my spouse or another family member?

A. Joint cards are not available for food permits. However, your spouse or other family members (if they meet the eligibility requirements), can apply for an individual food permit. Multiple food permits per household are allowed.

Paying with Avios at QDC – FAQs

Q47. Who is eligible to use Avios at QDC?

A. Qatar Airways Privilege Club main members (including Student Club members) with a valid QDC permit are eligible to redeem Avios at QDC.

Q48. What can I purchase using my Avios?

A. You can redeem your Avios to pay for purchases of liquor products and/or specialty food items at QDC Abu Hamour and Hotel Park stores.

Q49. How do I pay with Avios at QDC?

- A.**
- Present your QDC Permit and Privilege Club membership card (digital/physical) to the cashier.
 - Inform the cashier how many Avios that you would like to redeem on your purchase.
 - You will receive an authorisation OTP to your registered Privilege Club mobile number. Please provide the OTP to the cashier.
 - The Avios required for the transaction will be deducted from your member balance immediately.

Q50. Can I combine my Qatar Airways Privilege Club Avios and British Airways Executive Club Avios balance for my QDC purchases?

A. Payment with Avios at QDC is available only for Qatar Airways Privilege Club members. If your Privilege Club account is linked with British Airways Executive Club, you must first transfer your Avios to your Privilege Club account and then redeem.

Q51. How much Avios do I need to be able to use Avios as a form of payment at QDC?

A. There is no minimum Avios balance required. You can choose the amount that you would like to redeem either by stating the Avios amount or the amount in QAR to be converted into Avios for your QDC purchases.

Q52. Can I choose to pay with Avios for a portion of my QDC purchases?

A. You can use a combination of Avios + cash/card or pay in full with Avios.

Q53. If I need to return an item, will my Avios be refunded?

A. Avios cannot be refunded for your QDC purchases. A QDC store credit or exchange will be offered as per QDC refund policy.

Contact us

Please reach out to the Customer Services team by sending an email to customerservice@qdc.com.qa.

Visit
qdc.com.qa