

CANCELLATION

If a flight, for which you hold a valid booking and flight ticket, is cancelled, you will be entitled to re-routing, assistance, reimbursement and eventual compensation as outlined above.

You will not be entitled to receive compensation if the cancellation is due to unavoidable extraordinary circumstances that are beyond the carriers' control.

Examples of such circumstances include bad weather conditions, political instability, strikes, security risks, unexpected problems related to flight safety (excluding technical issues inherent in the normal exercise of the activity of the air carrier).

In the same way, no compensation will be recognized, in the event that cancellation information is provided:

- ◆ at least 14 days before the date of departure;
- ◆ between 14 and 7 days before the scheduled time of departure date and with the alternative flight departing no more than 2 hours before the original departure time and arrival at destination within 4 hours of the original arrival time;
- ◆ within 7 days from the scheduled time of departure and with the alternative flight departing no more than 1 hour before the original departure time and arrival at the final destination within 2 hours of the scheduled time of arrival.



In Italy, the National Enforcement Body is
ENAC (Ente Nazionale per l'Aviazione Civile)
Viale Castro Pretorio, 118 - 00185 Rome
www.enac.gov.it

www.thaiair.it



PASSENGER RIGHTS

A QUICK GUIDE
to passenger rights when travelling by air,
in case of denied boarding, cancellations
and long delays.

**IN CASE OF COMPLAINTS,
PLEASE SUBMIT YOUR
REQUESTS TO:**

THAI AIRWAYS INTERNATIONAL
Customer Relations Office
Email: claims@thaiair.it

All information contained in this document
is correct at time of publication
(May 2019)

www.thaiair.it



A STAR ALLIANCE MEMBER



A STAR ALLIANCE MEMBER

PASSENGER RIGHTS

Dear Passenger,

if your flight is cancelled or subject to a long delay or if you are denied boarding on a flight for which you hold a valid reservation and a confirmed ticket, you are entitled to certain rights in accordance with the Regulation (EC) 261/2004, which entered into force on February 17th, 2005.

The operating air carrier which performs the irregular flight is responsible for granting you these rights (with the exception of aircraft operating under wet-lease for which the liability lies on the carrier that has sold the ticket).

VALIDITY

The Regulation applies:

- ◆ to passengers departing from an airport located in the territory of a European Community Member State or in Norway, Iceland or Switzerland;
- ◆ only if you have a confirmed reservation and a valid ticket for the concerned flight;
- ◆ only if you present yourself in time for check-in or, if no time is indicated, at least 45 minutes prior the published departure time;
- ◆ only if you travel with a ticket bought at a fare available to the public or issued under a Frequent Flyer programme.

DELAY

ON DEPARTURE

In accordance with the EU Regulation, a delay occurs when a flight is delayed beyond its scheduled departure time, by at least 2 hours or more, for flights of up to 1,500 km; or by 3 hours or more, for flights between 1,500 km and 3,500 km, as well as intra-Community flights of more than 1,500 km; or 4 hours for flights of more than 3,500 km. When your flight is expected to have a long delay, passengers are entitled to receive care while waiting. This includes: meals and refreshments in a reasonable relation to the waiting time, hotel accommodation (where a stay of one or more nights becomes necessary) including transfer costs from and to the airport and the option of making 2 brief telephone calls or sending 2 faxes or e-mails. Care for passengers while waiting may be declined if the provision of the care would itself cause further delay. In case of a delay of over 5 hours, you are entitled to a refund of your ticket within 7 days for the unused legs. Differently, should your flight no longer serve its purpose and when deemed relevant, you are entitled to a refund for both the used and unused portions of your ticket and to a return flight back to your original point of departure, at the earliest opportunity.

UPON ARRIVAL

In case of delayed arrival at final destination of at least 3 hours, you are entitled to receive compensation. The amount depends on the flight segment (intra-Community or international flights) as well as the exact time of delay upon arrival and according to the distance in Km.

DENIED BOARDING

If, in case of overbooking, you are being involuntarily denied boarded (overbooking cases included) on a flight for which you hold a confirmed reservation and a valid ticket, you are entitled to receive care as laid out in the previous section of "delay". In addition, you are entitled to re-routing, under comparable conditions, to the final destination mentioned on your ticket, at the

earliest opportunity. Subject to availability of seats, you may instead choose rerouting to your final destination at a later date at your convenience, in which case you will have to bear yourself the costs for food, accommodation and transfer. Alternatively, should you prefer to surrender the flight, you are entitled to the refund of the unused portion of your ticket. In both cases, a compensation shall be offered and paid by cheque, bank transfer or, with your agreement, in form of a Travel Voucher. The amount of compensation depends on the distance of the schedule flight and in particular:

- ◆ 250 € for flights up to 1,500 km;
- ◆ 400 € for flights between 1,500 km and 3,500 and intra-Community flights of more than 1,500 km;
- ◆ 600 € for flights of more than 3,500 km.

If the arrival time of the alternative flight does not exceed the original one of:

- ◆ 2 hours in respect of flights up to 1,500 km;
 - ◆ 3 hours in respect of flights between 1,500 km and 3,500 km as well as intra-Community flights of more than 1,500 km;
 - ◆ 4 hours in respect of all other flights
- the above-mentioned compensation amounts can be reduced by 50%.

These rights will not be granted if you have been denied boarding on reasonable grounds such as health reasons, safety and security reasons or inadequate travel documentation with the exception of cases where a passenger is denied boarding due to an error committed by the ground staff during the verification of the travel documents (incl. visas). When an operating air carrier reasonably expects to deny boarding on a flight, it shall first call for volunteers to surrender their reservations in exchange for benefits under conditions to be agreed between the passenger concerned and the carrier. Volunteers are entitled to the same assistance and services provided in case of delay, with the exception of compensation. If an insufficient number of volunteers comes forward to allow the remaining passengers with reservations to board the flight, the operating air carrier may then deny boarding to passengers against their will.