

Ticketing Procedures for THAI Customers

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Dear Industry Partners,

Please be advised of the following handling procedures for Customers affected by schedule changes on THAI operated, marketed or codeshare and interline bookings issued on the same THAI documents (217) in Australia.

Schedule changes due to:

- **Significant** time change
- Route discontinuation
- Bookings which have broken or missed connections as a result of a schedule change

Please note STPC is not offered and customers are required to make their own arrangement if necessary.

When an itinerary is impacted by a schedule change you will receive notification through an SSR/RM remark in your GDS schedule change queue – flight status has changed to “UN” or “TK”. In this instance THAI will authorise a change of date within the ticket validity without change fee or no show fee if applicable. (First instance only).

If the new flight is re-protected and accepted by customer:

Ticket must be revalidated or reissued in your GDS

If the new flight no longer connects or fails to meet the minimum connecting time:

Book the first available connecting flight to meet the minimum connecting time in your GDS, ensuring the operating and marketing carrier is the same as the original ticket. The new flight must be within current ticket validity.

If the same booking class is not available in your GDS:

Waitlist on the same booking class if possible or rebook the lowest available booking class in same cabin from original PNR and contact the applicable airline for assistance with class conversion. New flight must be within current ticket validity.



Agents Advice



Once the alternative flight is confirmed, revalidate or reissue in your GDS as per the below guidelines:

Revalidation:

Notation on the PNR:

"INVOL SKCHG TG/YYxxx DDMMYY" e.g. INVOL SKCHG TG476 01JAN26 (for interline, example LH) INVOL SKCHG LH1094 11MAY26

Or

"INVOL FLT CANCELLATION TG/YYxxx DDMMYY" e.g. INVOL FLT CANCELLATION TG466 01JAN26 (for interline, example LH) INVOL SKCHG LH1094 11MAY26

Reissue

Notation in the endorsement and fare calculation box on the new ticket:

"INVOL SKCHG TG/YYxxx DDMMYY" e.g. INVOL SKCHG TG476 01JAN26 (for interline, example LH) INVOL SKCHG LH1094 11MAY26

Or

"INVOL FLT CANCELLATION TG/YYxxx DDMMYY" e.g. INVOL FLT CANCELLATION TG466 01JAN26 (for interline, example LH) INVOL SKCHG LH1094 11MAY26

Refunds:

Totally unused ticket

Unused tickets may be refunded in full without any applicable penalty. Refunds should be processed through *BSPlink* (via a refund application*) with reference to the above notations in revalidation and reissue. This reference is authorisation for the cancellation fee waiver Including the reservation surcharge (YR – USD10.00 per ticket).

Partially used ticket:

The refunded amount is based on the difference between the actual pricing amount and the actual flown sectors. Again, these tickets should be processed through *BSPlink* (via a refund application*) with reference to the above notations in revalidation and reissue.

*Please ensure when submitting your refund application to include the PNR history transaction and flight detail as waiver code.

Thank you for your attention to this matter.

