

Reinstatement of GDS refunding

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Dear Industry Partners,

Effective immediately, THAI is pleased to advise that refunds through your GDS will be activated for

- Amadeus
- Sabre
- Travelport

In Phase 1, Category 33 of the fare rules have been updated with the appropriate penalties applying automatically for Amadeus (ATC) only. Other GDS will require manual application of appropriate penalties until Phase 2 implementation with a date to be advised.

Types of refunds that issuing agents may process refund via GDS:

- Eligible for 217 stocks can be submitted through same IATA location where the original ticket issued.
- Totally unused or partially used tickets paid by cash, credit card or part cash/credit card.
- “Mirror” image tickets: when a second ticket is issued to replace an original ticket, provided there is no change to ticketed details, i.e. same name, itinerary, fare, fare basis, date of issue, IATA number of issuing agent. The replacement ticket must also be issued on the same IATA number as the ticket to be refunded, within the sales validity of the original fare and prior to the commencement of travel. When processing the refund through a GDS it is mandatory that a copy of the refund, the refunded ticket and the “mirror” image ticket is emailed to refunds@thaiairways.com.au. Failure to do so will result in ADMs being raised for the applicable cancellation penalty plus AUD66 processing fee. When reporting the refunded ticket, it must be cross-referenced with the new ticket, a copy of which is to be attached to the refund report. If all the above criteria are not met, the ticket will not be considered a “Mirror” image ticket.

Notes:

- Refund processing fees do not apply to refunds via your GDS.
- When refunding totally unused E-ticket issues, it is the ticketing agent’s responsibility to ensure that the coupon status of the ticket presented for refund is changed from “open” to “refund”, in accordance with the applicable GDS procedures, prior to the refund being processed.



- Tickets are valid for refund within 90 days of ticket expiry. Outside 90 days of ticket expiry, only the unused taxes may be refunded by the issuing agent through their GDS.
- It is the responsibility of the ticketing agent to ensure correct refund calculations when processing all refunds. If over-refunding occurs, an ADM, plus AUD66 processing fee, will be raised to the refunding agent.
- Assistance may be requested from a THAI office for refund calculations. Requests for such assistance must be sent to refunds@thaiairways.com.au, advising full details of all tickets concerned, including any original ticket issued information and/or ticket submitted for refund has been exchanged at any time after the initial issue.
- Failure to apply correct cancellation fees for the applicable fares being refunded will result in ADM's being raised. Please be reminded that ADM's carry a processing fee of AUD66 per ticket.

Types of refunds that THAI must process via BSPLink (Refund Application):

- Tickets that are being refunded due to death of passenger/accompanying passenger/immediate relative to provide the supporting documentation.
- Voluntary and Involuntary downgrade refunds, original boarding pass required.
- Totally unused refundable EMD.
- Residual unused taxes.
- Child issued as adult ticket in error (email to be sent with copy of child's passport together with copy of Adult and new child ticket, otherwise penalty fees will apply)
- Totally unused or partially used tickets which have been reissued, either by the agent or THAI.
- Tickets requiring any special consideration for waiver of any fees applicable to the fare rules against which the ticket has been issued.
- Tickets affected by significant schedule change.

Notes:

- All requests for refund which are not accepted under THAI's GDS refund policy are to be submitted as Refund Applications through BSPLink.
- A service fee of AUD66 per ticket applies to all refunds processed by a THAI office on the agent's behalf with exception of involuntary downgrade and involuntary schedule change, which is subject to "Irregularity Ticketing Procedures" issued by THAI.

Should you have any enquiries on refund processing, please contact refunds@thaiairways.com.au for assistance.

Thank you for your continued support of Thai Airways International.

