

Reminder - IATA Resolution 830d (Passenger Contact Details)

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Dear Industry Partners,

This is a reminder of IATA Resolution 830d, which requires travel agents to collect valid passenger contact details at the time of booking.

For all THAI passengers, please ensure a valid email address are obtained and correctly entered into the PNR for each customer wherever possible.

These details are used by airlines to provide timely disruption notifications (e.g., cancellations or schedule changes) and support a smooth travel experience.

If a passenger declines to provide contact details, this must be clearly recorded in the PNR in accordance with IATA requirements.

Passengers should also be advised they may miss important operational updates if details are not provided.

- 1S: 3CTCE/THAIAIRWAYS//GMAIL.COM-2.1
3CTCE/THAIAIRWAYS//GMAIL.COM/AU-2.1
- 1G: SI.SSRCTCETGHK1/THAIAIRWAYS //GMAIL.COM
SI.P1/SSRCTCETGHK1/THAIAIRWAYS//GMAIL.COM/AU
- 1A: SRCTCE-THAIAIRWAYS//GMAIL.COM
SRCTCE-THAIAIRWAYS//GMAIL.COM/P1

Please contact your GDS helpdesk to clarify the correct email entry format to avoid formatting issues and ensure passengers receive all updates from THAI.

For further information, please contact the Agency Sales team via email at agency-sales@thaiairways.com.au or call 03 8662 2299.

Thank you for your continued support.