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Ticket Handling Procedures for Flooding in Bangkok

Dear Valued Trade Partner,

Thai Airways International (THAI) continues to assist passengers as the heavy rainfall and flooding in Bangkok and surrounding areas subside. THAI has taken measures to minimize disruption and maintain operations at Suvarnabhumi Airport.

Passengers holding tickets **issued on or before 26 September 2026**, with domestic or international flights **to or from Suvarnabhumi Airport between 26 September and 11 October 2026**, may change their travel date **without a change fee**, subject to the following conditions:

- The travel date may be changed **once**.
- The new travel date must be on the **same routing and in the same fare class (RBD)**.
- Travel must be completed **by 11 October 2026**.
- Changes made **after 11 October 2026** will be subject to the original ticket conditions.
- Passengers may change to a **higher cabin, class (RBD)** within the ticket validity period without a change fee. **Any fare difference will apply.**
- ~~• If the flight is cancelled, passengers are entitled to a full refund.~~
- **Refund** (Totally unused both refundable and non-refundable)
 - **Irregularity Flight (UN)**
 - **Heavy delayed** (more than 3hours from original departure time without UN/TK status shown on PNR) refer FX note or information flight (Entry:DOTGxxx/date)
- For the request of ticket cancellation, any penalty/charges on the cancellation and/or refund transaction as stated on fare rule/conditions will be exempted (including YR).
- Subject to the applicable provisions of the Regulation of the Civil Aviation Board No.101 (CAB 101).
- **Notation on the remark field on the PNR:**
 - **"Involuntary due to Flooding in BKK"**

Passengers are advised to allow extra travel time when going to Suvarnabhumi Airport, as traffic conditions in some areas may still be affected.



Passengers are also advised to check their flight status before departure through the following channels:

- THAI Mobile Application
- THAI website: thaiairways.com
- THAI Contact Center: +66 2 356 1111 (available 24 hours)

THAI sincerely apologizes for any inconvenience caused.

Should you require any further assistance, please contact our Agency Sales team at agency-sales@thaiairways.com.au or on 03 8662 2299.

Thank you for your continued support.

Best regards,
Thai Airways International