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Ticket Handling Procedures for Flooding in Bangkok (BKK)

Dear Industry Partners,

To comply with CAB101 on measures to protect passenger rights on Domestic and International scheduled flights in regard to severe flooding affected parts of downtown Bangkok and its vicinity during 26 September – 11 October 2026.

For passengers holding **THAI tickets (217-) issued worldwide on/before 2 October 2026**, with **reservations for travel on THAI to/from Bangkok (BKK) during 26 September – 11 October 2026**, the following handling options are available:

1. Reservation Change: (Domestic & International)

Sector to/from Bangkok (BKK)

- Authorize to change date of travel (same routing / same or higher RBD) within ticket validity no fare difference without rebooking fee, no-show fee and agent fee.
- Notation on the Remark field on the PNR:
“[Involuntary due to Flooding in BKK](#)”

2. Reroute (Domestic & International)

- Authorize to reroute for involuntary case within ticket validity. No fare difference, no-rebooking fee, no-show fee and no agent fee.

3. Refund (Totally unused both refundable and non-refundable) included UN, IROPS ,FX Flight Cancellation / Irregularity Flight

1. Flight cancellation after delay more than 2 hours for Domestic flights
2. Flight cancellation after delay more than 5 hours for International flights 

- Full refund with all penalties and fees waived (including YR) shall be applied.



Should you have any queries or require more information, please contact THAI's Agency Sales department on agency-sales@thaiairways.com.au

Thank you for your continued support of Thai Airways International.
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