

Updated Ticket Handling Procedures for 2020-21 COVID flight suspensions

Issued: 26 September 2023

Issue No.: 03/23

Updated from version 05/22

Dear Industry Partners,

Thai Airways International is pleased to advise further ticket handling procedure for THAI documents (217) **issued in Australia** as follows, until **30 November 2023**:

- For TG documents (217) with original tickets for **flight reservation on/after 01 January 2020** and on/before **14 October 2021** that are still active in GDS system with “Open” coupon status
- Extend Ticket Validity for travel to be completed by **31 December 2023**

1) Reservation change on same route and same booking class:

- **All travel must be completed by 31 December 2023** without penalty (ie. No change fee / no show fee, operated by TG 3 digits and / or TG 4-digits operated by WE)
- Ticket can be reissued without ADCOL on fare, tax and YQ surcharge.
- **Infant ticket where passenger will be two years or older; or Child ticket where passenger will be 12 years or older at new travel date must be reassessed to available fare type in the GDS to update passenger type i.e. INF to CHD fare or CHD to ADT fare**

2) Reservation change to new route and/or different booking class:

- **All travel must be completed by 31 December 2023** without penalty (i.e. No change fee / no show fee, operated by TG 3 digits and / or TG 4-digits operated by WE, including interline sectors under SPA & Codeshare issued on the same ticket, subject to the concerned interline agreement policy.)
 - **Ticket must be reassessed to available fares in the GDS.**
 - New booking / new fare is subject to availability in your GDS.
 - All conditions of the new fare will be applicable.
 - Recalculation shall be corresponding to the original fares and taxes, fees and charges paid.
 - Any additional amount to be collected (e.g. fares, taxes, surcharges) differences and/or other expenses incurred are at passenger's expense.
- If the original ticket is fully unused, flight has been affected by cancellation and ticket expired, then:
- Provided the expired ticket has not been purged from the GDS, THAI authorises travel agents to reissue ticket for rebooking or rerouting to new destinations, with **all travel completed by 31 December 2023**. Authority Code **TGAU210001EX** must be entered into the endorsement box to



Agents Advice



avoid ADM. New booking / fare is subject to availability and all conditions of the new fare will be applicable.

- **If the expired ticket is purged from the GDS this policy is not applicable.**

Notation in the PNR and on ticket -

Please add OSI in PNR, and in fare construction box on ticket:

“Involuntary Change Due COVID-19 Outbreak – [TGAU210001EX](#)”

3) Cancellation and/or Refund of Ticket:

Original tickets containing flight reservation between 01Jan2020 – 14Oct21 with coupon status as Active and/or Open which maximum refund date exceed 365 days:

- Authorise to process refund with any penalty/charges on the cancellation and/or refund transaction as stated on the ticketed fare rule/conditions **will be exempted**.

Totally Unused Ticket – Unused tickets may be refunded in full without any applicable penalty. Refunds may be auto processed through BSPlink (via a **Refund Application****) with reference to [TGAU210001EX](#) as authorisation for cancellation fee waiver.

Partially Used Ticket – The refunded amount is based on the difference between the actual pricing amount and the actual flown sectors. These tickets should be processed through BSPlink (via a **Refund Application****) for assessment or refunding residual value, if any, with reference [TGAU210001EX](#) as authorisation for any penalty waiver and without fees and charges.

Passengers whose travel plans **were not impacted** original fare rules will apply.

REFUND APPLICATION: When the refund is processed through BSPlink via a Refund Application, status will be changed to “Under Investigation” until further notice. The refund processing fee of AUD55 per ticket will be waived to process involuntary refund. ****Please ensure when submitting your RA, to include flight history and Waiver code (if applicable)**

This policy is not retroactive, and THAI will not refund any fee for bookings where transactions have already been made.

We thank you for your support of Thai Airways International.

