

Ticketing Procedures for THAI Customers

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Dear Industry Partners,

In response to passengers impacted by international flight cancellation due to schedule change. Please be advised of the following handling procedures for our customers.

- Valid THAI documents (217) **issued in Australia**. (IATA location must be within Australia)
- For New Ticket issued **on/before 28 October 2023**
- For **Schedule change** or **Cancellation of flights up to 28 October 2023**
- For travel with TG 3 digits and TG 4 digits operated by WE and Interline sectors issued in the same ticket

Schedule changes due to:

- **Significant** time change
- Route discontinuation
- Bookings which have broken or missed connections as a result of these schedule changes
- Due to the Rehabilitation Plan, STPC is not offered. Customers are required to make own arrangements.

When an itinerary is impacted by a schedule change on a THAI (TG) flight number you will receive notification through an SSR/RM remark in your GDS schedule change queue, flight status has changed to **"UN"** or **"TK"**

1. **Keep your ticket:**

- Authorise to change date of travel (same routing) within its validity without change fee / no show fee. **(first instance only)**
- 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 occurred are at passenger's expense.

Notation on the Remark field on the PNR and fare calculation box:

Please add OSI in PNR:

"INVL FLT SKCHG ASC - TGAUW2203ASC"



2. Change the route on your booking:

- Authorise to reroute/reissue ticket within its validity without change fee / no show fee to any sectors, operated by TG 3 digits and / or TG 4-digits operated by WE, including interline sectors under SPA & Codeshare issued in the same ticket, subject to the concerned interline agreement policy. **(first instance only)**
- In order to extend validity, reassessment of the original ticket would apply.
- 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 occurred are at passenger's expense.
- If the new flight on which the booking has been automatically protected does not suit the passenger's travel needs, alternative THAI flights may be selected. Any seat and/or meal requests will need to be re-selected.
- Rebooking must be made in the **original PNR** for the same booking class/cabin as ticketed.

Notation on the Remark field on the PNR and fare calculation box:

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

"INVL FLT SKCHG ASC - TGAUW2203ASC"

3. Refund: TG Documents issued in Australia:

If the flight has been cancelled by THAI and **no suitable alternative has been offered**, THAI will waive the relevant fee for a cancellation of the booking.

The refund procedure shall be as follows:

Totally Unused Ticket – Unused tickets may be refunded in full without any applicable penalty.

Refunds should be processed through BSPlink (via a **Refund Application ****) with reference to **"INVL FLT SKCHG ASC - TGAUW2203ASC"**

- 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 **"INVL FLT SKCHG ASC - TGAUW2203ASC"** as authorisation for any penalty waiver and without fees and charges.

Notification in the PNR and on ticket –

Please add OSI in PNR:

"INVL FLT SKCHG ASC - TGAUW2203ASC"

****Please ensure when submitting your RA, to include: flight history and Waiver code (if applicable)**



Agents Advice



REFUND APPLICATION: When the refund is processed through BSPlink via a Refund Application, status will be changed to “Under Investigation”. Subsequently a refund processing fee of AUD55 per ticket will be waived to process involuntary refund.

Please note, that due to the extraordinary circumstances, all refunds are considerably delayed and regrettably, we are unable to provide with an exact processing timeframe.

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

For further information, please contact your local THAI Agency Desk.

We thank you for your support of Thai Airways International and understanding during this challenging time



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