

Ticketing Procedures for THAI Customers

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Dear Industry Partners,

In response to passengers impacted by planned schedule changes, please be advised of the following handling procedures for our customers.

This policy will apply to all THAI operated, marketed or codeshare and interline bookings issued on same [THAI documents \(217\) in Australia](#). In case of a major irregularity situation, such as weather conditions, industrial action, or termination of flight operation of involuntary schedule change, which is subject to "Irregularity Ticketing Procedures" issued by THAI, it will be available from https://www.thaiairways.com/en_AU/TravelAgents/AgentsAdvice.page?

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 arrangement

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", THAI will authorise to change date of travel (same routing) within its validity without change fee / no show fee. **(First instance only)**

If new flight is re-protected and accepted by customer:

- Ticket must be revalidated or reissued in your GDS

If new flight no longer connect or meet the required minimum connecting time:

- Please rebook in same booking class/same routing where first and nearest available flight which affected schedule change in order to meet minimum connecting time in your GDS. Please make sure operating and marketing carrier must be same with original ticket. New flight must be within current ticket validity.



Agents Advice



If same booking class is not available in your GDS:

- Please waitlist on same booking class if waitlist is still available or rebook the lowest available booking class in same cabin from original PNR and contact THAI office for your further assistance. New flight must be within current ticket validity.

Once Alternative flight is confirmed, please process revalidation or involuntary reissue in your GDS as below guideline. Failure to enter the FE element or incorrect flight details, it may result in an ADM.

Revalidation

Notation on the PNR:

"INVOL SKCHG TGxxx DDMMYY" e.g. INVOL SKCHG TG476 01JAN25

or

"INVOL FLT CANCELLATION TGxxx DDMMYY" e.g. INVOL FLT CANCELLATION TG466 01JAN25

Reissue

Notation on the endorsement and fare calculation box on new ticket:

"INVOL SKCHG TGxxx DDMMYY" e.g. INVOL SKCHG TG476 01JAN25

Or

"INVOL FLT CANCELLATION TGxxx DDMMYY" e.g. INVOL FLT CANCELLATION TG466 01JAN25

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

Refund: TG Documents issued in Australia:

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 "INVOL SKCHG TGxxx DDMMYY " or "INVOL FLT CANCELLATION TGxxx DDMMYY"" as authorisation for cancellation fee waiver, **including Reservation Surcharge (YR - USD10.00 per ticket)**

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 to "INVOL SKCHG TGxxx DDMMYY " or "INVOL FLT CANCELLATION TGxxx DDMMYY"" as authorisation for any penalty waiver and without fees and charges



Agents Advice



Notation on the PNR:

Please add OSI in PNR:

“INVOL SKCHG TGxxx DDMMYY” e.g. INVOL SKCHG TG476 01JAN25

Or

“INVOL FLT CANCELLATION TGxxx DDMMYY” e.g. INVOL FLT CANCELLATION TG466 01JAN25

***Please ensure submitting your RA, to include: PNR History Transaction and flight detail as waiver code.**

TG475 15MAR25 e.g. **TG47515MAR25**

or

TG1234 15MAR25 e.g. **TG123415MAR5**

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 AUD66 per ticket will apply.

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

We thank you for your support of Thai Airways International.

