

Updated Ticket Handling Procedure for COVID flight suspensions (Perth flights only)

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Dear Industry Partners,

Thai Airways International is pleased to advise extended ticket extension procedure for THAI documents (217) **issued in Australia** for travel **to/from Perth** only as follows;

- 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 to depart on/before 20 December 2024 with all travel to be completed by **31 December 2024**

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

- 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:

- Ticket must be reassessed to available fares in the 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 as per point 2, with **all travel completed by 31 December 2024**. Authority Code **TGAU210001EX** must be entered into the endorsement box to avoid ADM.

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”

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.

