

Updated Ticket Handling Refund Procedures for 2020-21 COVID flight suspensions

Issued: 12 January 2024
Issue No.: 01/24
Updated from version 03/23

Dear Industry Partners,

Thai Airways International is pleased to advise extended ticket handling refund procedure for THAI documents (217) **issued in Australia** 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

1) 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 without any penalty/charges on the cancellation and/or refund transaction as stated on the ticketed fare rule/conditions which **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: 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**

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.

