



Commercial Policy for Pakistan Airspace Closure

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Update to Agents Advice dated 05March 2019

Dear Industry Partners,

Regarding Pakistan airspace sudden closure, which has had a profound impact on air travel in and out of Pakistan, THAI wishes to advise the following updated ticket handling procedures for TG online passengers holding TG documents as follows:

For TG Documents issued worldwide on/before 27FEB'19 for travel period during 27 FEB'19 – 17 MAR'19:

1. **Reservation Change:** sectors to/from **Pakistan**

- Authorise to change date of travel within ticket validity or extend ticket validity until **24MAR'19** only without fee and surcharges.

Notification in the PNR - please add OSI:

“Involuntary change due to Pakistan airspace closure”

2. **Rerouting/Reissue:** sectors to/from **Pakistan**

- Authorise to Reroute/Reissue ticket within its validity without fee and surcharges for any TG online passenger for sectors to/from Pakistan.
- Recalculation shall be corresponding to the original fares and TFCs paid.
- Any additional amount to be collected (e.g., fares, taxes, surcharges), differences and/or other expenses incurred are at passenger's expense.
- Any residual balance of fares and TFCs, if refundable, shall be issued in connection with EMD.

Notification in the PNR and on ticket – please add OSI in PNR and in fare construction box on ticket:

“Involuntary change due to Pakistan airspace closure”



RESERVATIONS/AGENCY DESK/ROYAL ORCHID PLUS: 1300 651 960

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Revalidation/Reissue:

- For passengers holding tickets on a THAI flight that has been rescheduled, revalidation and reissue is permitted without charge through the original issuing office.
- Rebooking must be made in the **original PNR** for the same booking class/cabin as ticketed.
- Passengers with fare types that do not permit revalidation or reissue should contact their THAI Agency Desk for assistance.

3. **Refund:** for TG Documents issued worldwide

- Refund for both Totally Unused and Partially Used Tickets are permitted in reference to Pakistan airspace closure **without cancellation fee.**

If ticketed passengers decide not to travel, the refund procedure shall be as follows:

- Totally Unused Ticket – Unused tickets may be refunded in full without any applicable penalty. Refunds may be auto-processed through *BSP/link* (via a **Refund Notice****) or GDS, with reference to **YY28FEB19** as authorisation for cancellation fee waiver. **For Galileo and Amadeus users**, this reference is to be noted in the “Authority” field of the auto-refund. For **Sabre** users, please use the “Exch Doc” field.
- Partially Used Ticket – The refunded amount is based on the difference between the actual pricing amount and the actual flown sectors. These tickets need to be submitted as a Refund Application via *BSP/link* for assessment or refund residual value if any with reference **YY28FEB19** as authorisation for any penalty waiver and without fees and charges.
- Non-Refundable Ticket - Please refer Totally Unused Ticket.

REFUND NOTICE: **When processing the refund through *BSP/link* via a Refund Notice, fees do not apply but THAI must change the e-ticket status to ‘RFND’.

REFUND APPLICATION: If the refund is processed through *BSP/link* via a Refund Application, this will result in THAI ultimately processing the refund, and subsequently a refund processing fee of AUD55 per ticket will apply.

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

We thank you for your continued support of Thai Airways International and apologise for any inconvenience.



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