

No Change Fees Book THAI with Confidence

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Dear Industry Partners,

Due to the impacts of the coronavirus situation, Thai Airways International wishes to advise the flexible fare rules for rebooking / rerouting on TG documents (217-) as below:

- For TG Documents (217-) **issued worldwide on / after 28JAN2020 and on / before 30APR2020** for travel with TG 3 digits and TG 4 digits operated by WE to all destinations worldwide (International Routes, Domestic Routes in Thailand.)
- The original ticket for **travel during 28JAN2020 – 15DEC2020**.

1. Reservation Change:

- Authorise to change date of travel (same routing) until **15DEC2020** without rebooking fee. Fare difference to be applied: e.g. – for different seasonality, different booking class.
- Minimum / Maximum Stay remain as per original ticket.
- Recalculation shall be corresponding to the original rules and conditions of the fares paid.
- Any additional amount of fares, taxes (if any) to be collected – any differences and/or other expenses occurred are at passenger's expense.
- Request for the change must be made before original date of travel.

Notification in the PNR

Please add OSI: **"Flexible rules – due to COVID-19 Outbreak"**

2. Rerouting/Reissue:

- Authorise to reroute/reissue ticket within its validity until **15DEC2020** without 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.



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- Recalculation shall be corresponding to the original rules and conditions of the fares paid.
- Any additional amount of fares, taxes (if any) to be collected – any differences and/or other expenses occurred are at passenger's expense.
- Request for the rerouting/reissue must be made before original date of travel.

Notification in the PNR and on ticket –

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

“Flexible rules – due to COVID-19 Outbreak”

3. Cancellation and/or Refund before departure

- If the request for ticket cancellation and/or ticket refund is made before departure, any penalty/charges on the cancellation and/or refund transaction as stated on the applicable fare rule /conditions are applied. **Waiver of the penalty/charges is not permitted.**

We are following the situation closely and will update any new information on our website.

Please refer to below URL to clarify adjusted flight schedule.

https://www.thaiairways.com/en/news/news_announcement/news_detail/coronavirus.page

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

We thank you for your continued support of Thai Airways International



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