



Commercial Policy for Passenger Handling due to Typhoon Krosa in Japan

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Dear Industry Partners,

Typhoon “Krosa” is approaching to **Japan** and has had a profound impact on air travel in and out of Japan, 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 14AUG’19 to/from Nagoya, Osaka and Fukuoka for travel period during 14AUG’19 - 29AUG’19

1. Reservation Change: sectors to/from **Nagoya, Osaka and Fukuoka**

- Authorize to change date of travel within ticket validity or extend ticket validity until **05SEP’19** only without fee and surcharges.
- Request of the change must be made on/before **29AUG’19**.
- This special waiver does not apply for the passenger who no-show.

Notification in the PNR - please add OSI:

“Involuntary change due to Typhoon Krosa in Japan”

2. Rerouting/Reissued:

- Authorize to Reroute/Reissue ticket within its validity until **05SEP’19** without fee and surcharges.
- The reissue request must be made on/before **29AUG’19**.
- 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 Typhoon Krosa in Japan”



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



Agents Advice



3. Cancellation and Refund:

- Refund for both Totally Unused and Partially Used Tickets
 - Ticket with NON-REF conditions remains Non-Refundable.
 - For all other ticket, original ticket conditions will apply.
 - This special waiver does not apply.

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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