

Ticketing Procedures for Passengers Affected by Bushfires in Australia

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Dear Industry Partners,

As a consequence of the State of Emergency, and State of Disaster declared in New South Wales and Victoria respectively, Thai Airways International wishes to advise the following ticket handling procedures for TG online passengers holding TG documents (217) as follows:

For TG Documents issued worldwide on/before 06JAN'20 to/from Sydney or Melbourne for travel period during 06JAN'20 – 20JAN'20:

1. Reservation Change: Sectors To/From SYD or MEL

- Authorise to change date of travel within ticket validity or extend ticket validity until **03FEB'20** only without fees and surcharges.
- The change request must be made on/before **20JAN'20**.
- In case of "No Show", passenger is not eligible for waiver of fees and surcharges.

Notification in the PNR - please add OSI: **"Involuntary change due to Bushfires affected AUS"**

2. Reissued/Reroute: Sectors To/From SYD or MEL

- Authorise to Reroute/Reissue ticket within its validity until **03FEB'20** without fee and surcharges.
- The reissued/reroute request must be made on/before **20JAN'20**.
- 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.



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- 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 Bushfires affected AUS”**

3. Cancellation and Refund:

- Refund for both Totally Unused and Partially Used Tickets
 - Ticket with NON-REF conditions remains non-refundable.
 - For all other tickets, 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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