



Agents Advice



Commercial Policy for Passenger Handling due to Protests in Hong Kong

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Dear Industry Partners,

Regarding the current situation in **Hong Kong**, which has had a profound impact on air travel into and out of Hong Kong, THAI wishes to advise the following ticket handling procedures for TG passengers holding TG documents (217) as follows:

For TG documents issued worldwide on/before and after 01SEP'19 for travel period during 01SEP'19 – 30SEP'19:

1. **Reservation Change:** sectors to/from **Hong Kong**

Authorise to extend ticket validity until **14OCT'19** and allow changing date of travel without fee and surcharges.

Notification in the PNR - please add OSI: **"Involuntary change due to Protests in Hong Kong"**.

2. **Rerouting/Reissue:** sectors to/from **Hong Kong**

- Authorise to Reroute/Reissue ticket within its validity without fee and surcharges for any TG online passengers for sectors to/from Hong Kong.
- 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 Protests in Hong Kong"**.



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

- Refund for both Totally Unused and Partially Used Tickets
 - Ticket with NON-REF conditions remains Non-Refundable.
 - For all other tickets, original ticketing conditions 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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