

Ticketing Procedures for Passengers Affected by Taal Volcanic Eruptions

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Dear Industry Partners,

Due to the **Taal volcanic eruptions**, please be advised of the ticket handling procedures for Thai Airways International passengers holding TG documents (217) issued worldwide as follows:

For TG Documents issued worldwide on/before 12JAN'20 to/from Manila for travel period during 12JAN'20 – 27JAN'20:

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

- Authorise to change date of travel within ticket validity until **27JAN'20** only without fees and surcharges.
- The change request must be made on/before **27JAN'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 Taal volcanic eruptions**"

2. Reissued/Reroute: sectors to/from **MNL**

- Authorise to reroute/reissue ticket within its validity until **27JAN'20** without fee and surcharges.
- The reissued/reroute request must be made on/before **27JAN'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.
 - 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 Taal volcanic eruptions**"



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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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