

Ticketing Procedures for Passengers Travelling to and from China

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Dear Industry Partners,

Due to the coronavirus pneumonia situation, Thai Airways International wishes to advise the following ticket handling procedures for THAI online passengers holding TG documents (217) as follows:

For TG documents issued worldwide on/before 24JAN'20 to/from BJS/SHA/CAN/KMG/XMN/CTU/CKG/CSX/CGO for travel period during 24JAN'20 – 29FEB'20.

- 1. Reservation Change:** Sectors to/from **BJS/SHA/CAN/KMG/XMN/CTU/CKG/CSX/CGO**
 - Authorise to change date of travel within ticket validity or extend ticket validity until **29FEB'20** only without fees and surcharges.
 - The change request must be made on/before **29FEB'20**.

Notification in the PNR - please add OSI: **"Involuntary change due to an Outbreak in Wuhan"**.

- 2. Reissued/Reroute:** Sectors to/from **BJS/SHA/CAN/KMG/XMN/CTU/CKG/CSX/CGO**
 - Authorise to reissue/reroute within ticket validity or extend ticket validity until **29FEB'20** only without fees and surcharges.
 - The reissued/reroute request must be made on/before **29FEB'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 an Outbreak in Wuhan"**

- 3. Cancellation and Refund:**
 - Refund for totally unused tickets are permitted in reference to the coronavirus in WUH without cancellation fee.



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If ticketed passengers decide not to travel, the refund procedure shall be as follows:

- Totally Unused Ticket – Unused tickets may be refunded in full without any applicable penalty. **Refunds may be auto processed through GDS** with reference to [BKKSS-2-25JAN20](#) as authorisation for cancellation fee waiver. For **Galileo and Amadeus** users, this reference is to be noted in the “Authority” field of the auto-refund. For **Sabre** users, please use the “Exch Doc” field.
- The refund request must be submitted on/before **29FEB’20**.

Notification in the PNR – please add OSI in PNR: **“Involuntary refund due to an Outbreak in Wuhan”**.

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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