

## Ticketing Procedures for Passengers Travelling to and from China - UPDATE -

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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:

- TG documents issued worldwide on/before **28JAN'20** traveling on TG flight or TG codeshare flight operated by WE to/from BJS/SHA/CAN/KMG/XMN/CTU/CKG/CSX/CGO and TG codeshare flight operated by ZH to/from SZX
- TG documents issued before **28JAN'20** for travel with TG flight or TG codeshare flight operated by WE sector between BKK and Domestic point within Thailand (Ticket issue in conjunction with international ticket to/from Mainland China)
- For Travel during **24JAN20 – 29FEB20**
- Cancellation of the original flights before the date of departure

### 1. Reservation Change:

- Authorise to change date of travel (same routing) 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:

- 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"**.



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- 3. Cancellation and Refund:** (Cancellation of the original flights before the date of departure)
- Refund for totally unused ticket is permitted in reference to an outbreak in Wuhan **without cancellation fee.**

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-4-29JAN20](#) 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**.
- Domestic tickets must be issued in conjunction with international tickets to/from Mainland China to be eligible for refund requests covered under this Advice.

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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