

Adjusted Flight Schedules

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Dear Industry colleagues,

Thai Airways International would like to advise that due to aircraft rotation and maintenance requirements, an adjusted flight schedule has been affecting as follows:

Frequency reductions				
Flight Number	Routing	Dep.-Arr. (Local Time)	Frequency	Effective Period
TG461	BKK - MEL	0810 - 2000	From daily to days 1,2,4,6	01MAY20 until further notice
TG462	MEL - BKK	2330 - 0600		
TG916	BKK - LHR	1250 - 1910	From daily to days. 2,4,5,6,7	18MAY20 – 17JUN20
TG917	LHR - BKK	2125 - 1500+1		

Flight suspensions			
Flight Number	Routing	Dep.-Arr. (Local Time)	Effective Period
TG952	BKK - CPH	1250 - 1845	26JUN20 – 09AUG20
TG953	CPH - BKK	2035 1645	
TG974	BKK - DME	1400 - 2020	01JUN20 – 24OCT20
TG975	DME - BKK	2200 - 1050	
TG688	BKK - ICN	2240 - 0605	16MAY20 – 24OCT20
TG689	ICN - BKK	1120 - 1515	
TG628	BKK - HKG	1030 - 1420	29MAR20 - 24OCT20
TG629	HKG - BKK	1530 - 1715	



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Please be advised of the following handling procedures for passengers holding THAI documents affected by these changes:

Revalidation/reissue:

- For passengers holding tickets on a THAI flight that has been rescheduled, revalidation and reissue is permitted without charge, for the alternate flight arrangements through the original issuing office.
- If the new flight on which the booking has been automatically protected does not suit the passenger's travel needs, alternative THAI flights may be selected. Any seat and/or meal requests will need to be re-selected.
- Rebooking must be made in the **original PNR** for the same booking class/cabin as ticketed.
- Passengers with fare types that do not permit revalidation or reissue should contact their THAI Agency Desk for assistance.

1. **Refund:** for TG Documents issued worldwide

- Refund for both Totally Unused and Partially Used Tickets are permitted in reference to Flight Schedule change **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 [BKKS8-2-170120](#) 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.
- Partially Used Ticket – The refunded amount is based on the difference between the actual pricing amount and the actual flown sectors. **These tickets should be processed through your GDS.** For assessment or refund residual value if any with reference [BKKS8-2-170120](#) as authorisation for any penalty waiver and without fees and charges. **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.
- Non-Refundable Ticket - Please refer Totally Unused Ticket.



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Agents Advice



REFUND NOTICE: **When processing the refund through BSPlink via a Refund Notice, fees do not apply but THAI must change the e-ticket status to 'RFND'.

REFUND APPLICATION: If the refund is processed through BSPlink via a Refund Application, this will result in THAI ultimately processing the refund, and subsequently a **refund processing fee of AUD55 per ticket 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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