

Ticketing Procedures for Passengers Travelling to and from China/Hong Kong - COVID-19

Issued: 14 February 2020

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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:

To/From : **Mainland China**

- 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 **24JAN'20 – 31MAR'20**
- 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 **31MAR'20** only without fees and surcharges.
- The change request must be made on/before **31MAR'20**.

Notification in the PNR - please add OSI: "**Involuntary change due to COVID-19**".

2. Reissued/Reroute:

- Authorise to reissue/reroute within ticket validity or extend ticket validity until **31MAR'20** only without fees and surcharges.
- The reissued/reroute request must be made on/before **31MAR'20**.
- Recalculation shall be corresponding to the original fares and TFCs paid.



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- 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 COVID-19"**.

3. Cancellation and Refund for passenger: (Cancellation of the original flights before the date of departure)

3.1 International Ticket for Travel during 24JAN'20 – 29FEB'20

- Refund for totally unused ticket is permitted in reference to an outbreak **COVID-19, 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 with proof of international ticket.

Notification in the PNR – please add OSI in PNR: **"Involuntary refund due to COVID-19"**.

3.2 For Travel during 01MAR'20 - 31MAR'20

- Ticket with NON-REF conditions remains non-refundable.
- For all other tickets, original ticket conditions will apply.
- This special waiver does not apply.

To/From : **Hong Kong**



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- TG documents issued worldwide on/before **28JAN'20** travelling on TG flight or TG codeshare flight operated by WE between **BKK/HKT** and **HKG**.

- For Travel during **24JAN'20 – 31MAR'20**

1. Reservation Change:

- Authorise to change date of travel (same routing) within ticket validity or extend ticket validity until **31MAR'20** only without fees and surcharges.
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- 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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