

## Updated Ticketing Procedures - COVID-19

Issued: 28 February 2020

Issue No.: 12/20

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) issued worldwide as follows:

Travelling to and from: **Mainland China**

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| <b>Destination:</b>        | <b>To:</b> BJS/SHA/CAN/KMG/XMN/CTU/CKG/CSX/CGO <b>v.v.</b>   |
|                            | <b>To:</b> SZX (TG codeshare flight operated by ZH) <b>v.v.</b>  |
|                            | <b>To:</b> *BKK & Domestic point within Thailand, issued in conjunction with tickets to/from Mainland China <b>v.v.</b>  |
| <b>Ticket Issued:</b>      | <b>Before</b> 28JAN'20   |
| <b>Travel During:</b>      | 24JAN'20 – 30APR'20  |
| <b>Reservation Change:</b> | <ul style="list-style-type: none"> <li>▪ Authorise to change date of travel (same routing) within ticket validity or extend ticket validity until <b>30SEP'20</b> only without fees and surcharges.</li> <li>▪ The change request must be made on/before <b>30SEP'20</b>.</li> </ul> <p><b>Notification in the PNR –</b><br/>Please add OSI: <b>"Involuntary change due to COVID-19"</b>.</p>  |
| <b>Reissue/Reroute:</b>    | <ul style="list-style-type: none"> <li>▪ Authorise to reissue/reroute within ticket validity or extend ticket validity until <b>30SEP'20</b> only without fees and surcharges.</li> <li>▪ The reissue/reroute request must be made on/before <b>30SEP'20</b>.</li> <li>▪ Recalculation shall be corresponding to the original fares and TFCs paid.</li> <li>▪ Any additional amount to be collected (e.g., fares, taxes, surcharges), differences and/or other expenses incurred are at passenger's expense.</li> <li>▪ Any residual balance of fares and TFCs, if refundable, shall be issued in connection with EMD.</li> </ul> <p><b>Notification in the PNR and on ticket -</b><br/>please add OSI in PNR, and in fare construction box on ticket:<br/><b>"Involuntary change due to COVID-19"</b></p> |



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| <p><b>Cancellation and Refund for Passenger:</b></p> | <ul style="list-style-type: none"> <li>▪ <b>Cancellation of the original flights before the date of departure</b></li> <li>▪ <b>International Ticket</b> for travel during <b>24JAN'20 – 29FEB'20</b></li> <li>▪ Refund for totally unused ticket is permitted in reference to an outbreak <b>COVID-19, without cancellation fee.</b></li> <li>▪ If ticketed passengers decide not to travel, the refund procedure shall be as follows:<br/><b>Totally Unused Ticket –</b></li> <li>▪ Unused tickets may be refunded in full without any applicable penalty.</li> <li>▪ <b>Refunds may be auto processed through GDS</b> with reference to <a href="#">BKKSS4-29JAN20</a> as authorisation for cancellation fee waiver.</li> <li>▪ For <b>Galileo and Amadeus</b> users, this reference is to be noted in the “Authority” field of the auto-refund.</li> <li>▪ For <b>Sabre</b> users, please use the “Exch Doc” field.</li> <li>▪ <b>The refund request must be submitted on/before 31MAR'20.</b></li> <li>▪ <b>*Domestic tickets must be issued in conjunction with international tickets</b> to/from Mainland China to be eligible for refund requests covered under this Advice with proof of international ticket.</li> </ul> <p><b>Notification in the PNR</b> – please add OSI in PNR:<br/><b>“Involuntary refund due to COVID-19”</b></p> <p><b>** For Travel during 01MAR'20 – 30APR'20 **</b></p> <ul style="list-style-type: none"> <li>▪ Ticket with NON-REF conditions remains non-refundable.</li> <li>▪ For all other tickets, original ticket conditions will apply.</li> <li>▪ This special waiver does not apply.</li> </ul> |
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Travelling to and from: **Hong Kong**

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| <b>Destination:</b>        | <b>To: HKG (TG flight or TG codeshare flight operated by WE) v.v.</b>   |
| <b>Ticket Issued:</b>      | <b>Before 28JAN'20</b>  |
| <b>Travel During:</b>      | <b>24JAN'20 – 30APR'20</b>  |
| <b>Reservation Change:</b> | <ul style="list-style-type: none"> <li>▪ Authorise to change date of travel (same routing) within ticket validity or extend ticket validity until <b>30SEP'20</b> only without fees and surcharges, TG flight or TG codeshare flight operated by WE.</li> <li>▪ The change request must be made on/before <b>30SEP'20.</b></li> </ul> <p><b>Notification in the PNR</b> – please add OSI: <b>“Involuntary change due to COVID-19”</b></p> |
| <b>Reissue/Reroute:</b>    | <ul style="list-style-type: none"> <li>▪ Authorise to reissue/reroute within ticket validity or extend ticket validity until <b>30SEP'20</b> only without fees and surcharges.</li> <li>▪ The reissue/reroute request must be made on/before <b>30SEP'20.</b></li> <li>▪ Recalculation shall be corresponding to the original fares and TFCs paid.</li> </ul>   |



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# Agents Advice



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|   | <ul style="list-style-type: none"> <li>Any additional amount to be collected (e.g., fares, taxes, surcharges), differences and/or other expenses incurred are at passenger's expense.</li> <li>Any residual balance of fares and TFCs, if refundable, shall be issued in connection with EMD.</li> </ul> <p><b>Notification in the PNR and on ticket –</b><br/>Please add OSI in PNR, and in fare construction box on ticket:<br/><b>"Involuntary change due to COVID-19"</b></p> |
| <b>Cancellation and Refund for Passenger:</b> | <ul style="list-style-type: none"> <li><b>Cancellation of the original flights before the date of departure</b></li> <li>Ticket with NON-REF conditions remains non-refundable.</li> <li>For all other tickets, original ticket conditions will apply.</li> <li>This special waiver does not apply.</li> </ul>  |

Travelling to and from: **Taiwan, Japan, Korea and Singapore** (Direct Flights)

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| <b>Destination:</b>        | <p><b>To: KHH / TPE v.v.</b></p> <p><b>To: NGO / FUK / HND / NRT / OSA / CTS / SDJ v.v.</b></p> <p><b>To: SEL / PUS v.v.</b></p> <p><b>To: SIN (Direct Flights) v.v.</b></p>  |
| <b>Ticket Issued:</b>      | <b>Before 28JAN'20</b>  |
| <b>Travel During:</b>      | 24JAN'20 – 30APR'20   |
| <b>Reservation Change:</b> | <ul style="list-style-type: none"> <li>Authorise to change date of travel (same routing) within ticket validity or extend ticket validity until <b>30SEP'20</b> only without fees and surcharges.</li> <li>The change request must be made on/before <b>30SEP'20</b>.</li> </ul> <p><b>Notification in the PNR –</b><br/>Please add OSI: <b>"Involuntary change due to COVID-19"</b></p>  |
| <b>Reissue/Reroute:</b>    | <ul style="list-style-type: none"> <li>Authorise to reissue/reroute within ticket validity or extend ticket validity until <b>30SEP'20</b> only without fees and surcharges to any sector, TG flight or TG codeshare flight operated by WE.</li> <li>The reissue/reroute request must be made on/before <b>30SEP'20</b>.</li> <li>Recalculation shall be corresponding to the original fares and TFCs paid.</li> <li>Any additional amount to be collected (e.g., fares, taxes, surcharges), differences and/or other expenses incurred are at passenger's expense.</li> <li>Any residual balance of fares and TFCs, if refundable, shall be issued in connection with EMD.</li> </ul> <p><b>Notification in the PNR and on ticket –</b><br/>Please add OSI in PNR, and in fare construction box on ticket:<br/><b>"Involuntary change due to COVID-19"</b></p> |



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# Agents Advice



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Travelling to and from: **Italy** (Direct Flights)

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|---|---|
| <b>Destination:</b>                           | <b>To: ROM/MIL v.v.</b>   |
| <b>Ticket Issued:</b>                         | <b>Before 25FEB'20</b>  |
| <b>Travel During:</b>                         | <b>25FEB'20 – 30APR'20</b>  |
| <b>Reservation Change:</b>                    | <ul style="list-style-type: none"> <li>▪ Authorise to change date of travel (same routing) within ticket validity or extend ticket validity until <b>30SEP'20</b> only without fees and surcharges.</li> <li>▪ The change request must be made on/before <b>30SEP'20</b>.</li> </ul> <p><b>Notification in the PNR –</b><br/>Please add OSI: <b>“Involuntary change due to COVID-19”</b></p>  |
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Please refer to below URL, to clarify adjusted flight schedule.

[https://www.thaiairways.com/en/news/news\\_announcement/news\\_detail/coronavirus.page](https://www.thaiairways.com/en/news/news_announcement/news_detail/coronavirus.page)

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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