

Ticketing Procedures – The Australian Government Policy

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Dear Industry Partners,

As the Australian Government announced travel restrictions related to COVID-19, Thai Airways International wishes to advise the following ticket handling procedures for THAI online passengers holding **TG documents (217) issued in Australia** as follows:

Destination: Worldwide

- For TG documents (217-) issued worldwide **on / before 27JAN2020** for travel with TG 3 digits and / or TG 4 digits operated by WE between Australia and worldwide.
- For travel during **16MAR2020 – 31MAY2020**.

1. Reservation Change:

- Authorise to change date of travel (same routing) within ticket validity or extend ticket validity until **15Dec2020** only without fee and surcharge(s).
- Revised (NEW) travel date must be on/before **15Dec2020** and subject to flight availability.
- Request of the change must be made on/before **15Dec2020**.

Notification in the PNR and on ticket –

Please add OSI in PNR:

“Involuntary change - due The Australian Government Policy”

2. Rerouting/Reissue:

- Authorise to Reroute/Reissue ticket within its validity or extend ticket validity until **15DEC2020** only without fee and surcharges to any sectors, operated by TG 3 digits and / or TG 4-digits operated by WE.
- The reissued request must be made on/before **15Dec2020**.
- Recalculation shall be corresponding to the original fares and taxes, fees and charges paid.
- Any additional amount to be collected (e.g. fares, tax(es), surcharges) differences and/or other expenses occurred are at passenger's expense.

Notification in the PNR and on ticket –

Please add OSI in PNR, and in fare construction box on ticket:

“Involuntary change - due The Australian Government Policy”



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3. Cancellation and/or Refund before departure

- If the request for ticket cancellation and/or ticket refund is made before departure, any penalty/charges on the cancellation and/or refund transaction as stated on the applicable fare rule/conditions are applied. **Waiver of the penalty/charges is not permitted**

We are following the situation closely and will update any new information on our website.

Please refer to below URL to clarify adjusted flight schedules.

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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