



Agents Advice



Thai Airways International Booking Policy

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Dear Industry Partners,

To ensure seating availability for customers, Thai Airways International would like to ensure correct procedures are being adhered to regarding the use of flight segment bookings. It has become necessary to audit travel agency transactions effective from 01 December 2019 in the THAI GDS system identifying duplications, fictitious, test and speculative bookings.

The following describes examples of misuse;

- **Duplicate Flight Segments** – booked in separate PNRs or in same bookings for same passenger names.
- **Fictitious Bookings** – False names, possibly for training purposes or waiting for correct name.
- **Invalid Ticket Numbers** – Using invalid ticket numbers that do not relate to a valid ticket linked to the booking in order to retain a booking and avoid auto cancellation.
- **Space Churning & Cancellations** – Excessive cancelling and rebooking in the same flight booking class in order to reset ticketing time limits. Repeated waitlisting. We require agents to ensure unwanted waitlists are cancelled promptly and waitlists are kept to a minimum.
- **Unproductive Segments** – ensure inhouse queues are checked daily and update any confirmed waitlists, schedule changes, flight cancellation or booking messages for status codes; HX, NO, SC, WK, WL, UN, US.

Agent Debit Memo Policy (ADM):

A fee of USD10 per passenger per segment will apply for booking misuse. Service fee, if applicable, will be charged in addition to the ADM.

We thank you for your continued support of Thai Airways International.



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