



Commercial Policy for Passenger Handling due to Typhoon Kammuri in Manila, Philippines.

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Dear Industry Partners,

With the impending threat of Typhoon Kammuri in the central Philippines, Manila International Airport will be suspended for 12 hours from 1100 hrs on Tuesday (03DEC'19). Please be advised the ticket handling procedures for TG online passenger holding TG documents (217) as follows:

Affected Flights to/from Manila: TG620/TG621: TG624/TG625

**For TG Documents issued worldwide on/before 03DEC19 to/from Manila:
for travel period during 03DEC'19 – 10DEC'19**

1. **Reservation Change:** sectors to/from MNL

- Authorize to change date of travel within ticket validity or extend ticket validity until **10DEC'19** only without fee and surcharges.
- Request to change must be made on/before **10DEC'19**.
- This special waiver does not apply for the passenger who no-show.

Notification in the PNR - please add OSI:

“Involuntary change due to Typhoon Kammuri in MNL”

2. **Rerouting/Reissued:** sectors to/from MNL

- Authorize to Reroute/Reissue ticket within its validity until **10DEC'19** without fee and surcharges.
- The reissue request must be made on/before **10DEC'19**.
- Recalculation shall be corresponding to the original fares and TFCs paid.
 - 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 Typhoon Kammuri in MNL”



RESERVATIONS/AGENCY DESK/ROYAL ORCHID PLUS: 1300 651 960



Agents Advice



3. Cancellation and Refund:

- Refund for both Totally Unused and Partially Used Tickets
 - Ticket with NON-REF conditions remains Non-Refundable.
 - For all other ticket, original ticket conditions will apply.
 - 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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