



Commercial Policy for Passenger Handling due to Typhoon Hagibis in Japan

Issued: 10 October 2019

Issue No.: 21/19

Dear Industry Partners,

With the impending threat of Typhoon Hagibis across western and northern Japan over this weekend 12-13OCT19, many TG flights to/from NRT, HND, KIX and NGO may be affected. Please be advised the ticket handling procedures for TG online passenger holding TG documents (217) as follows:

**For TG Documents issued worldwide on/before 09OCT19 to/from Japan:
for travel period during 11OCT'19 – 13OCT'19**

1. Reservation Change: sectors to/from **NRT/HND/KIX/NGO**

- Authorize to change date of travel within ticket validity or extend ticket validity until **20OCT'19** only without fee and surcharges.
- Request to change must be made on/before **20OCT'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 Hagibis in Japan”

2. Rerouting/Reissued: sectors to/from **NRT/HND/KIX/NGO**

- Authorize to Reroute/Reissue ticket within its validity until **20OCT'19** without fee and surcharges.
- The reissue request must be made on/before **20OCT'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.



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

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Agents Advice



Notification in the PNR and on ticket – please add OSI in PNR, and in fare construction box on ticket:

“Involuntary change due to Typhoon Hagibis in Japan”

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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