



## THAI's Policy for OSAKA Earthquake

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Dear Industry Partners,

The earthquake in/around **Osaka, Western Japan on 18 JUN '18** has had a profound impact on the number of air travel sectors in and out of the country so please be advised of the ticket handling procedures for passengers holding TG documents as follows:

**For TG Documents issued worldwide on/before 18 JUN '18 for travel period during 18 JUN '18 – 02 JUL '18 :**

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

- Authorize to change date of travel within ticket validity or extend ticket validity until 02JUL18 only without fee and surcharges.

Notation to be added to the **Remark** field in PNRs:  
**“Involuntary change due to earthquake in Osaka”**

**2. Rerouting/Reissued:**

- Authorize to Reroute/Reissue ticket within its validity without fee and surcharges for any TG passenger for sectors to/from OSA to any sectors to/from Japan, operated by TG.
- 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 occurred are on passenger's account.
- Any residual balance of fares and TFCs, if refundable, shall be issued in connection with MPD/EMD.

Notation to be added to the Remark field in PNRs:  
**“Involuntary change due to Earthquake in Osaka”**

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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