



THAI's Policy for Mount Agung Denpasar-Bali

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Dear Industry Partners,

Due to the **Mount Agung volcanic eruptions**, please be advised of the ticket handling procedures for Thai Airways International passengers holding TG documents issued worldwide as follows:

For TG documents (217) issue Worldwide on/before 29JUN18 with bookings on TG431/432 BKK-DPS v.v. with travel period during 29JUN18 until 05JUL18:

1. Reservation Change

- Authorize to change date of travel within ticket validity without fee and surcharges for any TG online passenger for sector to/from Denpasar.

Notification on the Remark field on the PNR:

"Involuntary change due to Mount Agung volcanic eruptions"

2. Reroute/Reissuing

- Authorize to reroute/reissue ticket to/from DPS to JKT/SIN/KUL within its validity without fee and surcharges (TG Operated flight only). Any additional amount to be collected (e.g. fares, taxes, surcharges) differences and/or other expenses occurred are on passenger's account.
- Recalculation shall be corresponding with the original fares and TFCs paid.
- Any residual balance of fares and TFCs, if refundable, shall be issued in connection with MPD/EMD.

Notification in the Remark field on the PNR:

"Involuntary change due to Mount Agung volcanic eruptions"

For more information, please contact your local THAI Agency Desk.

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



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