



THAI's Policy for Earthquake in Lombok - Indonesia

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Dear Industry Partners,

The massive magnitude of the **earthquake which hit Lombok, Indonesia** and the Tsunami warning issued covering in/around the areas of North Lombok, East and North Bali, the North side of East Java, Southeast Madura, South Kalimantan and South Sulawesi has had a profound impact on air travel for sectors in and out of the country. Please note the ticketing and handling procedures for passengers holding TG documents as follows;

For TG documents (217) issued worldwide on/before 05AUG18 with bookings on TG431/432 BKK-DPS v.v. with travel period during 05AUG18 until 13AUG18:

1. Reservation Change

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

Notification in the PNR - please add OSI:

“Involuntary change due to earthquake in Lombok”.

2. Reroute/Reissuing

- Authorise 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 PNR and on ticket – please add OSI in PNR, and in fare construction box on ticket:

“Involuntary change due to earthquake in Lombok”.

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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