



THAI's Policy for Earthquake in Hokkaido – Japan

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Dear Industry Partners,

The earthquake at Japan's Northern Island of **Hokkaido**, caused new Chitose Airport closed and forced to cancel all flights. It 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 05 SEP '18 for travel period during 05 SEP '18 – 15 SEP '18 :

1. Reservation Change: sectors to/from Chitose

- Authorize to change date of travel within ticket validity or extend ticket validity until 15SEP18 only without fee and surcharges.

Notification in the PNR - please add OSI:

"Involuntary change due to Earthquake in Chitose"

2. Rerouting/Reissued:

- Authorize to Reroute/Reissue ticket within its validity without fee and surcharges for any TG passenger for sectors to/from CTS 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.

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 Chitose"

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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