

Ticketing Procedures for Temporary Suspension of THAI Flights

Issued: 03 April 2020

Issue No.: 18/20

Dear Industry Partners,

Thai Airways International has announced the temporary suspension of flights between Australia and Bangkok due to the impact of the coronavirus on both passenger demand and Government travel restrictions. With the adjusted flight schedules, please be advised of the following handling procedures for passengers holding THAI documents (217) **issued in Australia**, until further notice:

- For TG documents (217-) **issued in Australia** before **25 March 2020** for travel with TG 3 digits and / or TG 4 digits operated by WE **originating from Australia to worldwide**, and flights are cancelled by THAI; flight status changed to "UN".
- For travel during: **25 March 2020 – 31 May 2020**.

We will continue to review our policies based on the latest government mandates and retain the Ticketing Procedures to offer flexibility of ticket to extend date and refund options to 31 May 2020 as we assess the impact of the Covid-19 outbreak situation.

We appreciate your patience as we finalise Ticketing Procedures for travel on/after 01 June 2020 and onwards.

Kindly note that If passengers wish to request any change or refund for travel on /after 01 June 2020, original fare rule/cancellation fee will apply.

1. Reservation Change / Extend ticket validity:

- Authorise to change date of travel (same routing) within ticket validity or extend ticket validity and **all travel must be completed by 31DEC21** only without fee and surcharge(s).
- Recalculation shall be corresponding to the original fares and taxes, fees and charges paid.
- Any additional amount to be collected (e.g. fares, taxes, surcharges) differences and/or other expenses occurred are at passenger's expense.

Notification in the PNR and on ticket -

Please add OSI in PNR:

"Flight Suspension - due COVID-19 Outbreak - AU"



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

- Ticket validity extension can be requested from the below link by 31MAY20.

https://www.thairways.com/en_AU/contact_us/thai_special_assistance_form.page

2. **Rerouting/Reissue:**

- Authorise to reroute/reissue ticket within its validity or extend ticket validity, all travel must be completed by 31DEC21 without fee to any sectors, operated by TG 3 digits and / or TG 4-digits operated by WE, including interline sectors under SPA & Codeshare issued in the same ticket.
- Recalculation shall be corresponding to the original fares and taxes, fees and charges paid.
- Any additional amount to be collected (e.g. fares, taxes, surcharges) differences and/or other expenses occurred are at passenger's expense.

Notification in the PNR and on ticket –

Please add OSI in PNR, and in fare construction box on ticket:

“Flight Suspension - due COVID-19 Outbreak - AU”

3. **Refund for partially used ticket:**

- Partially used tickets will be recalculated based on travel flown, and any residual values refunded less the applicable cancellation fee as stated in the fare rule. These tickets should be processed through BSPlink.
- Please note refund process may take up to **180 days** from the date of submission.

4. **Cancellation and/or Refund for Totally Unused Ticket**

- If the request for ticket cancellation and/or ticket refund is made before departure, any penalty/charges on the cancellation and/or refund transaction as stated on the applicable fare rule/conditions are applied. Waiver of the penalty/charges is not permitted
- For refund request please submit through BSPlink.
- Please note refund process may take up to **180 days** from the date of submission.

This policy is not retroactive, and THAI will not refund the change fee for bookings where changes have already made.

Please kindly note that we are currently experiencing high volume of request, it may take up to **180 days** from the date of submission.

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

We thank you for your support of Thai Airways International and understanding during this challenging time.



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