

Ticketing Procedures for Standard Schedule Changes

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Dear industry colleagues,

Thai Airways International would like to advise that due to aircraft rotation and maintenance requirements, an adjusted flight schedule has come into effect. Please be advised of the following handling procedures for passengers holding THAI documents (217) **issued in Australia, until further notice:**

Schedule changes due to:

- Time change
- Route discontinuation
- Bookings which have broken or missed connections as a result of these schedule changes

When an itinerary is impacted by a schedule change on a THAI (TG) flight number you will receive notification through an SSR/RM remark in your GDS schedule change queue, flight status has changed to "UN".

Revalidation/Reissue:

- For passengers holding tickets on a THAI flight that has been rescheduled, revalidation and reissue is permitted without charge, for the alternate flight arrangements through the original issuing office.
- If the new flight on which the booking has been automatically protected does not suit the passenger's travel needs, alternative THAI flights may be selected. Any seat and/or meal requests will need to be re-selected.
- Rebooking must be made in the **original PNR** for the same booking class/cabin as ticketed.
- Passengers with ticketed fare types that do not permit revalidation or reissue should contact their THAI Agency Desk for assistance.



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

Refund: for TG Documents issued in Australia

- Refund for both Totally Unused and Partially Used Tickets are permitted in reference to Flight Schedule Change **without cancellation fee.**

If ticketed passengers decide not to travel, the refund procedure shall be as follows:

- Totally Unused Ticket – Unused tickets may be refunded in full without any applicable penalty. Refunds may be auto processed through BSPlink (via a **Refund Notice****) or GDS, with reference to [AUTG001-250220](#) as authorisation for cancellation fee waiver. **For Galileo and Amadeus** users, this reference is to be noted in the “Authority” field of the auto-refund. For **Sabre** users, please use the “Exch Doc” field.
- Partially Used Ticket – The refunded amount is based on the difference between the actual pricing amount and the actual flown sectors. These tickets should be processed through BSPlink (via a **Refund Notice****) or GDS, for assessment or refund residual value, if any, with reference [AUTG001-250220](#) as authorisation for any penalty waiver and without fees and charges. **For Galileo and Amadeus** users, this reference is to be noted in the “Authority” field of the auto-refund. For **Sabre** users, please use the “Exch Doc” field.
- Non-Refundable Ticket - Please refer Totally Unused Ticket.

REFUND NOTICE:** When processing the refund through BSPlink via a Refund Notice, fees do not apply but THAI must change the e-ticket status to ‘RFND’.

REFUND APPLICATION: If the refund is processed through BSPlink via a Refund Application, this will result in THAI ultimately processing the refund, and subsequently a **refund processing fee of AUD55 per ticket will apply.**

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

We thank you for your continued support of Thai Airways International and apologise for any inconvenience.



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