

Update Ticketing Procedures for Temporary Suspension of THAI Flights

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Updated from version 01/21

Dear Industry Partners,

Thai Airways International would like to advise that flights have been temporarily suspended 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 **on/before 31JAN21** for travel with TG 3 digits and / or TG 4 digits operated by WE, **originating from Australia to worldwide** or **worldwide SOTO transaction with Fare Basis Group “*****TG”** (Global Publish Carrier Fare) and flights are cancelled by THAI; flight status changed to “UN”
- For a coupon(s) validated for travelling within **30 June 2021**

Please kindly note that if passengers whose travel plans have not been impacted and wish to cancel their booking, original fare rules 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 31 December 2022 without change fee / no show fee.
- 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:

“Involuntary Change Due COVID-19 Outbreak – AU”



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

SYDNEY
Admin: (02) 9844 0969
sales@thaiairways.com.au

MELBOURNE
Admin: (03) 8662 2266
melbourne@thaiairways.com.au

PERTH
Admin: (08) 9265 8200
perth@thaiairways.com.au

2. Rerouting/Reissue:

- Authorise to reroute/reissue ticket within its validity or extend ticket validity, all travel must be completed by 31 December 2022 without change fee / no show 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, subject to the concerned interline agreement policy.
- 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:

“Involuntary Change Due COVID-19 Outbreak – AU”

3. Cancellation and/or Refund of Ticket

THAI is currently undergoing business rehabilitation proceedings under Court process in Thailand and regrets to inform its customers that it is temporarily prohibited from processing any refund requests at this time. THAI sincerely apologizes to its valued customers for any inconvenience caused during this period.

Please find company statement available in our website. <https://tinyurl.com/TGNewsUpdate>

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

- If the request is for ticket cancellation and/or ticket refund, any penalty/charges on the cancellation and/or refund transaction as stated on the ticketed fare rule/conditions **will be exempted**.
- THAI's refund process is still temporarily suspended due to ongoing business rehabilitation proceedings in Thailand.
- Totally Unused Ticket – Unused tickets may be refunded in full without any applicable penalty. Refunds may be auto processed through *BSPlink* (via a **Refund Application ****) with reference to **BKKSS007150221** as authorisation for cancellation fee waiver.

Notification in the PNR and on ticket –

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- 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 Application ****) for assessment or refunding residual value, if any, with reference **BKKSS007150221** as authorisation for any penalty waiver and without fees and charges.



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- Submission date for refund : **on/before 31 March 2021**
- Due to Covid-19 Pandemic impact, Contract of Carriage condition of **90days** refund allowance after expiry will be extended to **270 days until further notice**.

REFUND APPLICATION: When the refund is processed through BSPlink via a Refund Application, status will be changed to “Under Investigation” until further notice, we will update later. Subsequently a refund processing fee of AUD55 per ticket will be waived to process involuntary refund.

This policy is not retroactive, and THAI will not refund any fee for bookings where transactions have already been made.

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.



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