



Commercial Policy for Air Strike at Border of India and Pakistan

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Dear Industry Partners,

Inasmuch as the Air Strike at Border of India and Pakistan by sudden closure of Pakistan Airspace has had and will have a profound impact on the number of Air Travel for a sector in and out of those countries including all flights from Europe to Bangkok, please be advised/notified on the ticket handling procedures for TG online passenger holding TG documents as follow:

For TG Documents issued worldwide on/before 27FEB'19 for travel period during 27 FEB '19 – 04 MAR '19:

1. **Reservation Change:** sectors to/from India / Pakistan / Europe

- Authorize to change date of travel within ticket validity or extend ticket validity until 10MAR19 only without fee and surcharges.

Notification in the PNR - please add OSI:

“Involuntary change due to Air Strike at Border of India and Pakistan”

2. **Rerouting/Reissued:** sectors to/from India / Pakistan / Europe

Authorize to Reroute/Reissue ticket within its validity without fee and surcharges for any TG online passenger for sectors to/from India / Pakistan / Europe.

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 Air Strike at Border of India and Pakistan”



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

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

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

BRISBANE
Admin: (07) 3215 4700
brisbane@thairways.com.au

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



For TG Documents issued worldwide

Refund for both Totally Unused and Partially Used Ticket are permitted in reference to Air Strike at Border of India and Pakistan.

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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