

## Updated Ticketing Procedures for Temporary Suspension of THAI Flights

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Updated from version 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** 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 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:



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

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

- 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](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. Cancellation and/or Refund of Ticket

- 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**.
- Please note refund process may take up to **180 days** from the date of submission.

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 Application \*\***) with reference to [BKKSS001270320](#) as authorisation for cancellation fee waiver.

### Notification in the PNR and on ticket –

Please add OSI in PNR:

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

- 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 [BKKSS001270320](#) as authorisation for any penalty waiver and without fees and charges.



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# Agents Advice



**REFUND APPLICATION:** If the refund is processed through BSP/link via a Refund Application, this will result in THAI ultimately processing the refund, and 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 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.



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