

Update Ticketing Procedures for Temporary Suspension of THAI Flights

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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** before **09 July 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: **01 June 2020 – up to 31 January 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 31DEC21 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:

"Due COVID-19 Outbreak – AU"

2. Rerouting/Reissue:

- Authorise to reroute/reissue ticket within its validity or extend ticket validity, all travel must be completed by 31DEC21 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.



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- 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:

“Due COVID-19 Outbreak - AU”

3. **Cancellation and/or Refund of Ticket**

*THAI is currently undergoing rehabilitation proceedings through the Central Bankruptcy Court, the Company 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://bit.ly/3fnCpEo>

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**.
- Please note refund process may take at least **180 days** from the date of submission.
- 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 [BKKSS004130720](#) 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 [BKKSS004130720](#) as authorisation for any penalty waiver and without fees and charges.



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Agents Advice



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.

Please kindly note that we are currently experiencing a high volume of request. It may, therefore take at least **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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