

No Change Fees Book THAI with Confidence

Issued: 09 July 2021

Issue No.: 04/21

Dear Industry Partners,

Due to the impacts of the coronavirus situation, Thai Airways International wishes to advise the flexible fare rules for rebooking/rerouting on TG documents (217-) as below:

For **New Ticket** issued worldwide **between 01 July 2021 and 30 September 2021** for travel with TG 3 digits and TG 4 digits operated by WE to all destinations worldwide (International Routes, Domestic Routes in Thailand.)

1. Reservation Change:

- Authorise to change date of travel (same routing) until **31 December 2021** without rebooking fee. Fare difference to be applied: e.g. – for different seasonality, different booking class.
- Minimum / Maximum Stay remain as per original ticket.
- Recalculation shall be corresponding to the original rules and conditions of the fares paid.
- Any additional amount of fares, taxes (if any) to be collected – any differences and/or other expenses occurred are at passenger's expense.
- Request for the change must be completed before original date of travel.

Notation on the Remark field on the PNR and fare calculation box::

“Flexibility policy during COVID-19 time”



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

SYDNEY
Admin: (02) 9844 0900
sales@thaiairways.com.au

MELBOURNE
Admin: (03) 8662 2200
melbourne@thaiairways.com.au

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

2. Rerouting/Reissue:

- Authorise to reroute/reissue ticket within its validity until **31 December 2021** 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 rules and conditions of the fares paid.
- Any additional amount of fares, taxes (if any) to be collected – any differences and/or other expenses occurred are at passenger's expense.
- Request for the rerouting/reissue must be completed before original date of travel.

- Notation on the Remark field on the PNR and fare calculation box:

Please add OSI in PNR, and in fare construction box on ticket:

“Flexibility policy during COVID-19 time”

3. Cancellation and/or Refund before departure

- If the request for ticket cancellation and/or ticket refund is made before departure, any penalty/charges on the cancellation and/or refund transaction as stated on the applicable fare rule /conditions are applied. **Waiver of the penalty/charges is not permitted.**

We are following the situation closely and will update any new information on our website.

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

We thank you for your continued support of Thai Airways International.



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

SYDNEY
Admin: (02) 9844 0900
sales@thaiairways.com.au

MELBOURNE
Admin: (03) 8662 2200
melbourne@thaiairways.com.au

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