

Update Ticketing Procedures for Temporary Suspension of THAI Flights

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Updated from version 02/21

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 30 June 2021** 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 September 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.
- If the original ticket is fully-unused, flight affected by cancellation and has been expired,
 - THAI authorises travel agents to extend validity of the ticket and rebook with travel complete by 31st December 2022. Authority Code **TGAU210001** must be entered into the endorsement box to avoid ADM.
 - Please make sure to reissue the ticket before it is purged from your GDS. This will be subject to each ticket and limitation of GDS.



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

Notification in the PNR and on ticket -

Please add OSI in PNR:

“Involuntary Change Due COVID-19 Outbreak – AU” or

“Involuntary Change Due COVID-19 Outbreak – TGAU210001”

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

We would like to advise that THAT has extended Contract of Carriage condition of **90days** refund allowance after expiry to **270 days until further notice** for submission of refund for voluntary and involuntary cancellation.

Passengers whose travel plans **have been impacted** and wish to cancel their booking, 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 [BKKDS002200521](#) as authorisation for cancellation fee waiver.
 - **Notification in the PNR and on ticket –**
 - Please add OSI in PNR:
 - **“Involuntary Change Due COVID-19 Outbreak – AU”**



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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 [BKKDS002200521](#) as authorisation for any penalty waiver and without fees and charges.

Passengers whose travel plans **have not been impacted** and wish to cancel their booking, original fare rules will apply.

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>

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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