



Update from THAI Australia

Issued: 26 November 2020

For the information of THAI's travel agent partners:

Thai Airways International, Australia would like to share the latest updates, information and reference links @ November 2020.

Flight Schedules:

Scheduled flights between Australia and Thailand have been further suspended or reduced **until 27 Mar '21**. Flights will be subject to the adjustment of Government policies to reopen the borders of Australia and Thailand for unrestricted international travel.

Flights to/from **Sydney** have been reduced to one flight per week on Day 1. Please check the GDS for details as flights are still subject to approval.

Flights to/from **Brisbane, Melbourne and Perth** have been suspended until 27 Mar '21.

Passengers with flights cancelled by THAI are entitled to claim an extended travel validity until Dec '22. For the latest information on ticket handling, please visit our Travel Agents Resource area here : https://www.thaiairways.com/en_AU/TravelAgents/Agent_Index.page

Brisbane Office Closure :

The Company has made the difficult decision to close our Brisbane office. Reduced call centre teams will continue to process all enquiries on behalf of the Brisbane team.

Repatriation Flights:

In co-operation with the Royal Thai Embassy, Canberra and Thai Consulate General, Sydney, THAI will continue to operate repatriation flights from Sydney to Bangkok for both Thai passport holders and non-Thai passport holders. Travellers interested in these flights need to check with these entities for details and must have the correct documentation or will be denied boarding. See here : <https://sydney.thaiembassy.org/en/index>

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

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Business Rehabilitation:

THAI's business rehabilitation process continues under the jurisdiction of the Central Court of Bankruptcy in Thailand. Please see the latest information on our website here : <https://tinyurl.com/TGNewsUpdate>.

Refunds Process:

THAI's refund process is still temporarily suspended until further notice. When new information is available, we will update you and publish the news on our website here : <https://tinyurl.com/TGNewsUpdate>.

THAI Assistance:

Essential processing is continuing by reduced call centre teams who are working as quickly as possible to assist all travel agents and customers. We can be reached Mon-Fri from 9am to 5pm on 1300 651 960 or via email.

We thank you for your continued support during this very difficult time and appreciate your assistance to share this update with your colleagues.

With kind regards,

Thai Airways International, Australia



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