

## Ticketing Procedures for Bushfires in Australia

In consequence of Australia State of Emergency has been declared in New South Wales and Victoria where blazes have torn through bush land and wooded area. Some of cities in Australia, including Sydney and Melbourne have been affected with thick plumes of smoke. Respectively, please be advised/notified the ticket handling procedures for TG online passenger holding TG documents (217) as follows:

For TG Documents issued worldwide on/before **06 January 2020** with travel period to/from Sydney or Melbourne during **06 January 2020 – 20 January 2020**.

### 1. Reservation Change:

Sector To/From Sydney or Melbourne

- Authorize to change date of travel within ticket validity or extend ticket validity until **03 February 2020** only without fee and surcharge(s).
- Request of the change must be made on/before **20 January 2020**.
- In case of “No Show”, passenger is not eligible to the waiving of fee and surcharge(s).

Notation on the Remark field on the PNR:

“Involuntary change due to Wildfires affected AUS”

### 2. Reissued/Reroute:

Sector To/From Sydney or Melbourne

- Authorize to reissue/reroute ticket within its validity or extend ticket validity until **03 February 2020** only without fee and surcharges.
- The reissued/reroute request must be made on/before **20 January 2020**.
- Recalculation shall be corresponding to the original fares and TFCs paid.
  - Any additional amount to be collected (e.g. fares, tax(es), surcharges) differences and/or other expenses occurred are on passenger’s account.
  - Any residual balance of fares and TFCs, if refundable, shall be issued in connection with MCO/MPD/EMD.

Notation on the Remark field on the PNR:

“Involuntary change due to Wildfires affected AUS”

### 3. Cancellation and/or Refund before departure Applied

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

4. Please refer to **TMM (THAI Marketing Manual)** and **PHM (Passenger Handling Manual)** for any other scope of authority and smooth passenger handling.