



Thai Airways International Public Company Limited

Ticketing Procedures for The Coronavirus Outbreak in Wuhan (COVID-19), Impact on passengers travelling in and out of Hong Kong.

In view of the coronavirus outbreak in Wuhan (COVID-19), Hong Kong immigration-imposed entry restrictions on 27JAN2020 and had a profound impact on passengers travelling in and out of the country. Please be advised / notified the ticket handling procedures for TG online passenger holding TG documents (217-) as follows:

- For TG documents (217-) issued worldwide before 28JAN2020 for travel with TG 3 digits and TG 4 digits operated by WE between BKK / HKT and HKG (Direct Flights).
- For Travel during 24JAN2020 – 31MAR2020.

1. Reservation Change:

Sector To / From Hong Kong

- Authorize to change date of travel (same routing) within ticket validity or extend ticket validity until **30JUN2020** only without fee and surcharges.
- Request of the change must be made on/before **30JUN2020**.

Notation on the Remark field on the PNR:

“Involuntary change due to COVID-19”

2. Rerouting/Reissued:

- Authorize to Reroute/Reissue ticket within its validity or extend ticket validity until **30JUN2020** only without fee and surcharges for sector to/from HKG to any sectors, operated by TG 3 digits and / or TG 4-digits operated by WE.
- The reissued / reroute request must be made on/before **30JUN2020**.

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- 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 COVID-19”

3. Cancellation and /or Refund before departure Applied

- If the request or 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.
