



Thai Airways International Public Company Limited

Ticketing Procedures - COVID-19 Outbreak

Pertaining to an outbreak of new coronavirus (COVID-19) has sickened people worldwide and spread to over 25 countries around the world; therefore, official announcements issued by respective immigration of some countries have been imposed. Those have had and will have a profound impact on the number of THAI flights in reference to telex:

1. BKKYSTG 180902/FEB20 (ASM YS 039) to cancel flights during FEB – MAR2020.
2. BKKYSTG 180958/ FEB20 (ASM YS 040) to aircraft rotation and/or interchange during MAR2020

Please be advised / notified the ticket handling procedures for TG online passenger holding TG documents (217-) as follows:

- For TG documents (217-) issued worldwide on / before 18FEB2020 for travel with TG 3 digits and TG 4 digits operated by WE between BKK & CNX and TPE / KHH / NGO / FUK / HND / NRT / OSA / CTS / SDJ / SEL / PUS / SIN (Direct Flights)
- For Travel during 18FEB2020 – 31MAR2020

1. Reservation Change:

- 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 Outbreak”

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2. Rerouting/Reissued:

- Authorize to Reroute/Reissue ticket within its validity or extend ticket validity until 30JUN2020 only without fee and surcharges 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.
- 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 Outbreak”

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.

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QU BKKQKTG BKKQZTG BKKQFTG BKKQYTG BKKQETG BKKQWTG BKKRVTG BKKRZTG
BKKRBTG BKKRETG BKKRSTG BKKRTTG BKKRWTG BKKRNTG BKKTETG BKKTJTG
BKKTQTG BKKDVTG BKKYYTG BKKYSTG BKKYPTG BKKYOTG BKKEHTG BKKXSTG
BKK SSTG BKKOPTG BKKDBXH BKKROTG BKKCMTG BKKK8TG BKKKYTG BKKNOTG
.BKKOPTG 190453
ASM OP 0329
DUE TO 77R/TKC/TKD 330/TER/TET PERF MAINT
AAA EQT TECH TG624/TG625/20FEB20
J 77E C30Y262
SI OPS BY 77E CONFIG C30Y262 ISO 77R NML SCHED STP
BBB EQT TECH TG104/TG105/20FEB20
J 33H C36Y263
SI OPS BY 33H CONFIG C36Y263 ISO 330 NML SCHED STP
CCC EQT TECH TG215/TG216/20FEB20
J 33H C36Y263
SI OPS BY 33H CONFIG C36Y263 ISO 330 NML SCHED STP
DDD EQT TECH TG305/TG306/20FEB20
J 330 C36Y263
SI OPS BY 330 CONFIG C36Y263 ISO 33H NML SCHED STP
EEE EQT TECH TG345/TG346/20FEB20
J 33H C36Y263
SI OPS BY 33H CONFIG C36Y263 ISO 330 NML SCHED STP
DATES/TIMES IN UTC STP
RGDS WIWAT S.

QD BKKAGTG BKKEBTG BKKEFTG BKKEGTG BKKEHTG BKKEKTG BKKELTG BKKERTG
BKKEXTG BKKEZTG BKKHBTG BKKHTTG BKKHWTG BKKHXTG BKKSATG BKKSBTG
BKKSOTG BKKSSTG BKKSZTG BKKUBTG BKKUJTG BKKUTT G BKKU5TG BKKYGTG
BKKYYTG BKKYPTG BKKYXTG BKKYZTG BKKJJTG BKKJYT G BKKJZTG HDQYOTG
.BKKYSTG 180957/FEB20/JUNTICHA C.

OFC BKKAQ-O BKKEH-D BKKET-A
ASM YS 040

DUE TO COMMERCIAL REQUIREMENT TO D/G A/C IN CASE OF COVID-19
OUTBREAK N A/C ROTATION CMA NEC TO INTERCHANGE A/C AS FLWS

AA TG660 ON 01/02/03/04/05/06/07/08/09/10/
11/12/13/14/15/16/17/18/19/20MAR20
TG661 ON 02/03/04/05/06/07/08/09/10/11/
12/13/14/15/16/17/18/19/20/21MAR20
OPS WITH 33R/C31 Y263 ISO 74N

BB TG676/677 ON 01/02/03/04/05/06/07/08/09/10/11/12/13MAR20
OPS WITH 74N/F9 C40 Y325 ISO 380

CC TG672/673 ON 01/02/03/04/05/06/07/08/09/10/11/12/13/
14/15/16/17/18/19/20MAR20
OPS WITH 777/C30 Y279 ISO 77B

DD TG556/557 ON 02/04/06/08/09/11/13/15/16/18/20MAR20
OPS WITH 77E/C30 Y262 ISO 33R

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