

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.

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 / **KUL / PEN / SGN / HAN** (Direct Flights.)
- For Travel during 18FEB2020 – 30APR2020.

1. Reservation Change:

- Authorize to change date of travel (same routing) within ticket validity or extend ticket validity until **15DEC2020** only without fee and surcharges.
- Request of the change must be made on/before **15DEC2020**.

Notation on the Remark field on the PNR:

“Involuntary change due to COVID-19 Outbreak”

2. Rerouting/Reissued:

- Authorize to Reroute/Reissue ticket within its validity or extend ticket validity until **15DEC2020** 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 **15DEC2020**.
- Recalculation shall be corresponding to the original fares and TFCs paid.



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- 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.
