



Thai Airways International Public Company Limited

## Ticketing Procedures for COVID-19

As the coronavirus outbreak in Wuhan, Central of China, continues to evolve and potentially spreads out of the city. A special command center in the city set up contains the momentum of the epidemic spreading. Therefore, all local transportations in/out of Wuhan and other cities nearby Wuhan have been resolutely stopped. Our TG international flights, TG 4-digits operated by WE and Codeshare TG 4-digits operated by ZH in/out the Peoples of China (PRC): BJS / SHA / CAN / KMG / XMN / CTU / CKG / CSX / CGO/ SZX may be affected. 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 (As per CAAC announcement) for travel with TG 3 digits and TG 4 digits operated by WE sectors to/from BJS / SHA / CAN / KMG / XMN / CTU / CKG / CSX / CGO and travel with TG 4-digits operated by ZH sectors to/from ZSX.
- For TG documents (217- ) issued before 28JAN2020 for travel with TG 3 digits and TG 4 digits operated by WE sectors between BKK and Domestic points within Thailand (Ticket issued in conjunction with international ticket to/from China Mainland).
- For Travel during 24JAN2020 – 30APR2020.
- Cancellation of the original flights before the date of departure.

### 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”

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2. Rerouting/Reissued:

- Authorize to Reroute/Reissue ticket within its validity or extend ticket validity until **15DEC2020** only without fee and surcharges.
- The reissued / reroute request must be made on/before **15DEC2020**.
- 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. Refund (Cancellation of the original flights before the date of departure).

3.1 International Ticket for Travel during 24JAN2020 – 29FEB2020

- As per CAAC Announcement, Totally unused of International ticket both refundable and non-refundable.
- Authorize full refund. (Waived of the penalty/ all charges).
- **Submit for refund must be made on/before 31MAR2020.**

3.2 Domestic Ticket issued in conjunction with international ticket for Travel during 24JAN2020 – 29FEB2020

- Totally unused both refundable and non- refundable.
- Authorize full refund. (Waived of the penalty/ all charges).
- **Submit for refund must be made on/before 31MAR2020** and present proof of international ticket.

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### 3.3 For travel during 01MAR2020 – 30APR2020

- 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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