

泰国国际航空公司- 关于针对新冠病毒疫情，特殊处理 机票改签的通知（2020-3-10）



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(2020年3月10日)

尊敬的泰航乘客，

鉴于 COVID-19 新冠病毒疫情蔓延，泰国国际航空（泰航）将对持有泰航机票（217 客票）的乘客提供特殊退改签服务，具体如下：

适用机票范围（须全部符合以下情况）：

- 2020年2月26日-4月30日全球范围内出具的泰航机票（号码为217开头的客票），航班号为TG三位数和TG四位数的由泰航和泰国微笑航空运营的航班
- 原机票旅行日期：2020年2月26日-12月15日

1. 改期：

- 相关航段可免费改期，在2020年12月15日或之前使用。如果因淡旺季、舱位代码不同而产生差价，乘客须补足差价。
- 机票目的地最长停留期限保持不变。
- 须根据原票价计算机票差价。
- 如产生票价差额、税费差额需要补足的，由乘客承担费用。
- 乘客须于原机票旅行日期前提出改期申请。
- 泰航工作人员及相关机票代理商须在预定记录中标注“Flexible rules - due to COVID-19 Outbreak”。

2. 更改路线/换开机票：

- 旅行日期在 2020 年 12 月 15 日或之前的相关机票可在机票有效期内更改路线/换开机票，换开后的航班必须是航班号为 TG 三位数和 TG 四位数的由泰航和泰国微笑航空运营的航班，或是和泰航有 SPA 协议或代码共享协议的航空公司航班，且必须在同一张机票上。
- 须根据原票价计算机票差价。
- 如产生票价差额、税费差额需要补足的，由乘客承担费用。
- 乘客须于原机票旅行日期前提出更改路线/换开申请。
- 泰航工作人员及相关机票代理商须在预定记录和机票运价构成中标注“Flexible rules - due to COVID-19 Outbreak”。

3. 退票 (须在出行前取消航班预定) :

- 完全未使用的机票，如乘客在出行前取消行程预定的，根据原机票规则收取退票费用。

请需要更改或取消航班预定的乘客联系为您出票的机票代理商或联系泰航曼谷服务中心热线电话：(662)3561111，也可联系泰航大陆地区办事处票务部门的电子信箱(根据机票始发地就近原则)：

北京: reservation.bjs@thaiairways.com.cn; ☎: 010-85150088

上海: reservation.sha@thaiairways.com.cn; ☎: 021-33664000

广州: reservation.can@thaiairways.com.cn; ☎: 020-83652333

昆明: reservation.kmg@thaiairways.com.cn; ☎: 0871-63511515

成都: reservation.ctu@thaiairways.com.cn; ☎: 028-86667171; 028-86667575

厦门: reservation.xmn@thaiairways.com.cn; ☎: 0592-2261688



Flexible Fare Rules for Rebooking / Rerouting

Mar 10, 2020

In view of critical situation during COVID-19 outbreak, please be advised / notified the flexible fare rules for rebooking / rerouting on TG documents (217-) details as follows:

- For TG documents (217-) issued worldwide on / after 26FEB2020 and on/before 30APR2020 for travel with TG 3 digits and TG 4 digits operated by WE to all destination worldwide.

- The original ticket for travel during 26FEB2020 – 15DEC2020.

1. Reservation Change:

- Authorize to change date of travel (same routing) until 15DEC2020 **without rebooking fee**. (Fare difference to be applied e.g. for difference seasonality, difference RBD.)
- Minimum / Maximum Stay remain as per original ticket.
- Recalculate shall be corresponding to the original rules and conditions of the fares paid.
- All any additional amount fares, taxes (if any) to be collected, the expenses occurred are on passenger's account.
- Request of the change must be made before original travel date.

Notation on the Remark field on the PNR:

"Flexible rules – due to COVID-19 Outbreak"

2. Rerouting/Reissue:

- Authorize to Reroute/Reissue ticket within its validity until 15DEC2020 **without fee** to any sectors, operated by TG 3 digits and / or TG 4-digits operated by WE, included Interline sectors under SPA & Codeshare issued in the same ticket.
- Recalculation shall be corresponding to the original rules and conditions of the fares paid.
- All any additional amount fares, taxes (if any) to be collected, the expenses occurred are on passenger's account.
- The reissued / reroute request must be made before original travel date.

Notation on the Remark field on the PNR and fare calculation box:
"Flexible rules – 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.

For assistance, please contact your ticket issuing agent or Thai Airways 6 reservation offices via telephone or email (according to your ticket origin city):

Beijing: reservation.bjs@thaiairways.com.cn; TEL: 010-85150088;

Shanghai: reservation.sha@thaiairways.com.cn; TEL: 021-33664000;

Guangzhou: reservation.can@thaiairways.com.cn; TEL: 020-83652333;

Kunming: reservation.kmg@thaiairways.com.cn; TEL: 0871-63511515;

Chengdu: reservation.ctu@thaiairways.com.cn; TEL: 028-86667171; 028-86667575

Xiamen: reservation.xmn@thaiairways.com.cn; TEL: 0592-2261688

or contact Thai Airways Contact Center in Bangkok, Tel: (662)3561111.
