

Ticketing Procedures – COVID-19 Outbreak ex-Europe

Pertaining to the escalating outbreak of the coronavirus (COVID-19), Governments across Europe have updated their respective travel guidelines with several countries already closing their borders and restricting other nationalities from entering their respective countries.

In this connection, please be advised / notified the ticket handling procedures for TG online passengers holding TG documents (217-) as follows: -

- For TG documents (217-) issued within Europe on / before 11MAR20 for travel with TG 3-digit flights between Europe and any TG online destinations
- For travel during 12MAR20 – 30APR20

1. Reservation Change:

- Authorize to change date of travel (same routing/RBDs) **within its validity or extend ticket validity until 15DEC20 without** fee and surcharge(s),
- For homebound journey **within 30APR20 (same routing)**, authorize to change date of travel back to Europe on the same cabin class irrespective of RBDs, on first come first serve basis.
- Request of the change must be made before original travel date.

Notation on the Remark field on the PNR:

“Involuntary change due to COVID-19 - EU”

2. Reissue/Reroute:

- Authorize to reissue/reroute ticket within its validity or extend ticket validity until 15DEC20 without fee and surcharges for **sectors from/to Europe to** any sectors operated by TG 3-digit and/or TG 4-digit operated by WE.
- The reissued/reroute request must be made before original travel date.
- Recalculation shall be corresponding to the original fares and TFCs paid.
 - i. Any additional amount to be collected (e.g. fares, tax (es),) differences and/or other expenses occurred are on passenger's account.
 - ii. 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 - EU"

3. Cancellation and/or Refund before departure

- If the request or ticket cancellation and/or ticket refund is occurred before departure, any penalty/charges on the cancellation and/or refund will be applied as stated on original fare rule/conditions. Waiver of the penalty/charges is not permitted.