

# 泰国国际航空公司- 关于新冠病毒疫情期间航班取消的票务安排 ( 2020-3-27 )

泰国航空今天



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）被迫于 2020 年 3 月 25 日-5 月 31 日暂停航班运营。泰航将对符合以下条件的机票提供特殊票务安排：

**适用机票范围（须同时满足以下 2 个条件）：**

1. 全球范围内 2020 年 3 月 25 日之前出具的泰航机票（机票号码 217 开头）
2. 行程日期在 2020 年 3 月 25 日-5 月 31 日（包括泰航 TG 三位数航班和 TG 四位数由泰国微笑航空运营的航班）

具体选择如下：

**1. 改期/延期：**

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相关航段可免费改期或延期，路线保持不变，机票须在 2021 年 12 月 31 日或之前使用完毕。如果因舱位代码不同而产生差价，乘客须补足差价。

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机票差价根据原票价规则计算。

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如产生票价差额、税费差额需要补足的，由乘客承担费用。

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泰航工作人员及相关机票代理商须在预定记录中标注 “Flight Suspension - due to COVID-19 Outbreak” 。

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## 2. 更改路线/换开机票：

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允许在有效期内免费更改路线/换开机票，机票须在 2021 年 12 月 31 日或之前使用完毕，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，且须在同一张机票上。

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须根据原票价规则计算机票差价。

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如产生票价差额、税费差额需要补足的，由乘客承担费用。

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- 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 “Flight Suspension - due to COVID-19 Outbreak” 。

### 3. 兑换旅行券（EMD）：

- 完全未使用的机票，可以免费兑换和机票价值等值的旅行券（EMD），旅行券自开具之日起有效期一年。

- 旅行券（EMD）可以兑换 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机票。

- 在 EMD 有效期内，泰航办事处可以将 EMD 换开成新的机票。

- 如果新的机票产生票价/税费/附加费等差额，换开时由乘客补足。

- 旅行券可以转让给他人使用，但在换开机票时须提供相关书面证明。

### 4. 部分退票：

- 部分行程已经使用的机票，泰航将根据非自愿退票流程，计算剩余价值，退还给乘客，免收退票手续费。

- **系统支持：**

**泰国境内出具的泰航机票**

\*延期/兑换旅行券（EMD）/部分退票：乘客可以在泰航官网 [thaiairways.com](http://thaiairways.com) 以下链接在线填写申请：

[https://www.thaiairways.com/en\\_TH/contact\\_us/thai\\_special\\_assistance\\_form.page](https://www.thaiairways.com/en_TH/contact_us/thai_special_assistance_form.page)

- 系统将自动提供延期服务
- 系统将自动出具旅行券（EMD）并通过电子邮件发送给乘客，团队机票/已经换开过的机票除外。
- 收到部分退票申请后，系统将发送邮件至原机票始发地泰航办事处进行退票流程。

**泰国以外出具的泰航机票**

\*机票延期：乘客可以在泰航官网 [thaiairways.com](http://thaiairways.com) 以下链接在线填写申请：

[https://www.thaiairways.com/zh\\_CN/contact\\_us/thai\\_special\\_assistance\\_form.page](https://www.thaiairways.com/zh_CN/contact_us/thai_special_assistance_form.page)

- 系统将自动提供延期服务。

## **5. 完全未使用的机票退票**

- 完全未使用的机票，如果乘客要求退票，泰航将免收退票手续费。请通过原购票渠道办理退票。

如需协助，请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(根据机  
票始发地就近原则)：

北京: [reservation.bjs@thaairways.com.cn](mailto:reservation.bjs@thaairways.com.cn); ☎: 010-85150088

上海: [reservation.sha@thaairways.com.cn](mailto:reservation.sha@thaairways.com.cn); ☎: 021-33664000

广州: [reservation.can@thaairways.com.cn](mailto:reservation.can@thaairways.com.cn); ☎: 020-83652333

昆明: [reservation.kmg@thaairways.com.cn](mailto:reservation.kmg@thaairways.com.cn); ☎: 0871-63511515

成都: [reservation.ctu@thaairways.com.cn](mailto:reservation.ctu@thaairways.com.cn); ☎: 028-86667171; 028-86667575

厦门: [reservation.xmn@thaairways.com.cn](mailto:reservation.xmn@thaairways.com.cn); ☎: 0592-2261688



## Ticket Handling Policy for Flight Suspension

Mar 27, 2020

With regards to THAI has temporarily suspended its operations from 25 March 2020 until 31 May 2020, for passengers holding TG tickets (217-) issued worldwide before 25 March 2020 and the reservations for travel with TG 3 digits and TG 4 digits operated by WE to all destinations worldwide during 25 March 2020 until 31 May 2020 and all flights are involuntarily cancelled by THAI, will have the following options :

### 1. Reservation Change / Extend ticket validity:

- Passengers can change date of travel (same routing) / extend ticket validity and **all travel completed by 31 DEC 2021** without **rebooking fee**. (Fare difference to be applied e.g. for difference RBD).
- 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.

### Notation on the Remark field on the PNR:

"Flight Suspension – due to COVID-19 Outbreak"

### 2. Rerouting/Reissue:

- Passengers can request to Reroute/Reissue ticket within its validity and **all travel completed by 31 DEC 2021 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

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expenses occurred are on passenger's account.

**Notation on the Remark field on the PNR and fare calculation box:**  
"Flight Suspension – due to COVID-19 Outbreak"

### **3. Travel voucher (EMD):**

- For totally unused tickets can be exchange value to be Travel Voucher (EMD) instead with validity 1 year from the date of issue without fee and surcharge (s).
- Travel Voucher (EMD) can be used as credit towards any future travel on TG 3 digits and TG 4 digits operated by WE.
- THAI Office will issue a new ticket against EMD before EMD expirations as normal practice.
- Fare / taxes / surcharges difference may be applied to the new itinerary.
- Travel Voucher can be transferred with proof of document presented at time of ticketing.

### **4. Refund for partially used ticket:**

- Partially used ticket for travel sectors remaining, refund charge shall be waived and calculation of residue refund value shall be based on involuntary refund procedures.

### **Support by system:**

#### **Ticket issued in THAILAND**

\*Extend ticket validity / Travel Voucher (EMD) / Refund for partially used ticket: Passengers fill in the form on [thairways.com](https://www.thairways.com) details as link below:

[https://www.thairways.com/en\\_TH/contact\\_us/thai\\_special\\_assistance\\_form.page](https://www.thairways.com/en_TH/contact_us/thai_special_assistance_form.page)

- System will automatically extend ticket validity.
- System will automatically issue EMD and send email back to passengers except: Group ticket / Reissuance Ticket.

- Refund for partially used ticket, when passengers submit, the system will be generated details send to Issuing Office for calculate residue refund value as normal practice.

**Ticket issued outside of Thailand**

\* Extend ticket validity: Passengers fill in the form on **thaiairways.com** details as link below:

[https://www.thaiairways.com/en\\_CN/contact\\_us/thai\\_special\\_assistance\\_form.page](https://www.thaiairways.com/en_CN/contact_us/thai_special_assistance_form.page)

- System will automatically extend ticket validity.

**5. Cancellation and /or Refund for totally unused Ticket**

• If the request or ticket cancellation and/or ticket refund, any penalty/charges on the cancellation and/or refund transaction as stated on attached fare rule/conditions will be exempted. Waiver of the penalty/charges is 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](mailto:reservation.bjs@thaiairways.com.cn); TEL: 010-85150088;

Shanghai: [reservation.sha@thaiairways.com.cn](mailto:reservation.sha@thaiairways.com.cn); TEL: 021-33664000;

Guangzhou: [reservation.can@thaiairways.com.cn](mailto:reservation.can@thaiairways.com.cn); TEL: 020-83652333;

Kunming: [reservation.kmg@thaiairways.com.cn](mailto:reservation.kmg@thaiairways.com.cn); TEL: 0871-63511515;

Chengdu: [reservation.ctu@thaiairways.com.cn](mailto:reservation.ctu@thaiairways.com.cn); TEL: 028-86667171; 028-86667575

Xiamen: [reservation.xmn@thaiairways.com.cn](mailto:reservation.xmn@thaiairways.com.cn); TEL: 0592-2261688

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

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