



Thai Airways International Public Company Limited

Ticket Handling Policy for COVID-19 Outbreak & Flight Suspension

This ticket handling policy supersedes all previous policy issued in this regard, due to the ongoing COVID-19 outbreak, travel and immigration restrictions have been imposed by several countries and THAI has suspended its operations. For passengers holding TG tickets (217-) issued worldwide and have a coupon validated for travel with TG 3 digits and TG 4 digits operated by WE to all destinations worldwide include Domestic in Thailand, will have the following options:

Ticket Handling Options	All original tickets issued before 25 March 2020 and have a coupon validated for travel with TG 3 digits and TG 4 digits operated by WE
Reservation Change /Extend Ticket Validity	<ul style="list-style-type: none">● Authorize to change date of travel (same routing / same RBD) / Extend ticket validity and all travel completed by 31 DEC 2021 without rebooking fee/ no show fee. (Fare difference due to different RBD is payable upon reissuance.) <p><u>Notation on the Remark field on the PNR & Fare Calculation box:</u> "Due to COVID-19 outbreak"</p>
Rerouting	<ul style="list-style-type: none">● Authorize to reroute ticket for travel completed by 31 DEC 2021 without reissue fee / no show fee.● Authorize to reroute 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.● For route change, the fare difference, taxes, surcharges are payable on reissuing of new tickets. <p><u>Notation on the Remark field on the PNR & Fare Calculation box:</u> "Due to COVID-19 outbreak"</p>

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Ticket Handling Options	All original tickets issued before 25 March 2020 and have a coupon validated for travel TG 3 digits and TG 4 digits operated by WE	
Travel Voucher (EMD)	<ul style="list-style-type: none"> 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. 	
Refund Policy **Refund process will take time 180 days or more from the date of submission	All flights are involuntarily cancelled by THAI and THAI Smile	
	<p style="text-align: center;"><u>Totally unused ticket</u></p> <ul style="list-style-type: none"> 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. <u>Waiver of refund penalties is permitted.</u> 	<p style="text-align: center;"><u>Partially used ticket</u></p> <ul style="list-style-type: none"> The refund for partially used ticket both refundable & non-refundable is based on calculation of actual flown segment <u>without cancellation and/or refund fee.</u>
	All flights are voluntarily cancelled by passengers (Passengers still insists refund) for travelling date on/ after 01 June 2020	
	<p style="text-align: center;"><u>Totally unused ticket</u></p> <ul style="list-style-type: none"> Refunds will continue to be processed based on fare rules only, <u>Waiver of refund penalties, or refund of non-refundable tickets, is not permitted.</u> 	<p style="text-align: center;"><u>Partially used ticket</u></p> <ul style="list-style-type: none"> Refunds will continue to be processed based on fare rules only, <u>Waiver of refund penalties, or refund of non-refundable tickets, is not permitted.</u>

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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