

泰国境内航班更新的退改通知

As of the new COVID-19 outbreak situation, it has spread rapidly in many provinces. Thai Smile Airways Company Limited would like to inform you the guidelines for helping passengers affected by the new epidemic situation by using this operation in place of all other previous issues as follows:

由于新冠肺炎疫情暴发，疫情在泰国多个省份迅速蔓延。泰国微笑航空公司向您提供以下指引，以帮助受新疫情影响的旅客，以此操作代替之前的所有问题：

1. Passengers who hold a Thai Smile Airline ticket (Number 909-)
持有泰国微笑航空客票（票号 909 开头）的旅客。
2. Processing about tickets must be processed within 28 February 2021 only.
完成操作时间必须在 2021 年 2 月 28 日（含）以前。
3. Please notify the cancellation of the original flight no less than 4 hours before departure.
请务必在航班起飞前 4 小时以外取消并重新预定。
4. For passengers who issued a Thai Smile ticket on / before 21 December 2020 for travel on / after 22 December 2020 and on / before 28 February 2021
机票出票日期在 2020 年 12 月 21 日（含）以前的，旅行日期在 2020 年 12 月 22 日（含）以后至 2021 年 2 月 28 日（含）以前的。
5. The ticket is a travel with Thai Smile on all Domestic routes in Thailand
所有使用泰国微笑航空公司在泰国境内的航线。
6. Change of travel date by proceed changes before the expiration of the ticket and / or proceed within 28 February 2021 as determined by which day will come first. With details as follows:
在客票有效期到期前或在 2021 年 2 月 28 日以前更改旅行日期，具体日期以哪一天先到为准。详情如下：
 - If the journey is new within the validity of the original ticket It is the same route / or original RBD, use the same fare. Without fee.
如果行程在原始客票的有效期内且使用相同的路线或原始的舱位等级,则可以使用相同的票价。免收换开费用。
 - If the new journey is not within the validity of the original ticket, even if the journey is the same route / or original RBD, recalculation fare is required, any additional amount to be collected (If any). Without fee.
如果新的行程不在原始客票的有效期内，即使该行程是相同的路线或使用原始的舱位等级，也需要重新计算票价，如有额外费用须收取。免收换开费用。
 - If the new journey has changed to higher RBD (same route) or changed the route. Whether traveling within the original ticket validity or not traveling within the original ticket validity to recalculate the fare, any additional amount to be collected (If any). Without fee.
如果新的行程改到了更高的舱位等级(相同的路线)或改变了路线，不论是否是在原始客票有效期内旅行，均需要重新计算票价，如有额外费用须收取。免收换开费用。
7. Refunding transaction shall be processed based on its attached fare rule, and / or condition.
退款必须根据所附票价规则及/或条款处理
8. The agent can proceed reissue the ticket according to the conditions above guidelines by

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input details in the Fare calculation as follows:

代理人可按上述条件换开客票，在计算票价时输入详细信息如下：

“reissued fee charge waived due to covid-19 in SAMUT-SAKORN”

9. ** Passengers who wish will keep the balance of the ticket in the form of Travel Voucher (EMD) to be used for ticket issuance on the next trip. Passengers can keep the balance for use within 120 days from the date of issue of Travel Voucher (EMD). Passengers can submit their request through the website by themselves at <http://member.thaismileair.com/customer service/refund> and select another cause for request, specify Covid-19 or the agent can send the matter to the Sales and Distribution Department of Thai Smile Airways Co., Ltd. that takes care of the agent via email at agency.sales@thaismileair.com
- 旅客如有需要，可将剩余票款以旅行代金券形式保存，以便下次旅行时购买客票使用。旅客可于旅行代金券签发之日起 120 天内使用该余额。旅客可以通过网站 <http://member.thaismileair.com/customer service/refund> 提交申请或选择另外一个理由申请，即指定 Covid-19，或代理人可以将此申请发邮件至负责代理的泰国微笑航空有限公司销售分销部：agency.sales@thaismileair.com

Note: Operation and follow details above all The ticket must not have a No Show "Z" status, that is, the passenger must cancel the original flight no later than 4 hours prior.

注:以上所有机票的操作和相关事宜处理均不得处于“No Show”状态，即旅客必须在不晚于 4 小时前取消原航班。

以上通知内容以英文为准，中文仅供参考。