

Dear Thai Smile's Travel Agent

Due to the "Third Covid-19" pandemic in April, 2021, Thai Smile Airways has announced a policy to assist passenger who has been affected, which is effective for WE-909 tickets issues by travel agency as detail below;

- Processing of tickets have to inform Thai Smile completed by May 31, 2021 only.
- Please clarify to cancel flight the original flight more than 24 hours before flight departure.
- For passenger who have issued ticket for travel on WE 3 digits operating flight by WE in order to travel between 08 – 31 May 2021.
- The ticket issued on all domestic route in Thailand.
- Passengers who wish will keep the balance of the ticket in the form of Travel Voucher (EMD) to be use for ticket issuance on the next trip. Passengers can keep the balance for use within 31 December 2021 only. 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 "inter.agencysales@thaismileair.com"
- Keep the original ticket for new travelling date / flight / route: must be made within 31 May 2021, recalculation fare is required, any additional amount to be collected (if any) without fee ,agent must be fill "reissue fee charge waived due to Third Covid-19 Thailand" in Fare Calculation.

Note: Operation and follow details above all the ticket must not have a No Show "Z" status.

Best Regards,

**以下中文翻译内容以上文中的英文原版通知内容为准。**

由于 2021 年 4 月“第三次 Covid-19”大流行, 泰国微笑航空公司宣布了一项政策, 以帮助受到影响的乘客, 该政策对代理人/旅行社的 WE-909 机票问题有效, 详情如下;

- 处理机票必须向泰国微笑航空申请并在 2021 年 5 月 31 日 (含) 之前完成。
- 请在原航班起飞前 24 小时以上确认取消该航班。
- 适用于在 2021 年 4 月 8 日至 5 月 31 日之间旅行, 已签发 WE 3 位数航班号的机票的乘客。
- 所有泰国国内航线的机票。
- 旅客如有需要, 请将剩余票款以旅行代金券形式保存, 以便下次旅行签发机票时使用。乘客仅可保留余款于 2021 年 12 月 31 日 (含) 之前使用。代理商可以通过邮件“[inter.agencysales@thaismileair.com](mailto:inter.agencysales@thaismileair.com)”发送给泰国微笑航空有限公司负责代理的销售分销部。
- 保留原始机票至新的旅行日期/航班/航线:必须在 2021 年 5 月 31 日 (含) 之前操作完成。如需重新计算票价, 其所产生的任何额外的费用(如果有的话)都是需要收取的 (免收改期费), 代理商必须在票价计算中填写“reissue fee charge waived due to Third Covid-19 Thailand”。

**注:操作遵循以上符合条件的机票不能是显示“NoShow”的 Z 状态。**