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Thai Smile Airways - Flight Irregularity (UN/TK) policy update

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Dear Valued Trade Partner,

Flight Irregularity (UN/TK) policy update

8 November 2021

Please be informed for passengers who travelling after 16 October 2021., Flight Irregularity (UN/TK) policy reversed as below:

1. Change date/flight On the same route, the same RBD, as well as accepting a flight that the airline has changed, can be done without fee and no difference in ticket amount 1 time.

Agent can process the ticket reissue by yourself, which must XE flight and add a new flight in the same RBD only in case of changing the date/flight and must put a note in the fare calculation "REISSUE FEE CHARGE WAIVED DUE TO FLIGHT CANCELLATION".

In case of no original RBD or any PNR has been reissued by the airline, Agent must XE flight and add the lowest RBD shown in the system into the PNR by sending information to email:

WE.rnt@pam.com.hk to take the next step.

2. Change the new route in the same RBD without fee and no difference in ticket amount 1 time.

Agent cannot process the ticket reissue by yourself. Agent has to XE flight and add a new route in the original RBD, if no original RBD is available, select the lowest RBD displayed in the system into the PNR by sending information at e-mail:

WE.rnt@pam.com.hk to take the next step.

3. Able to process REFUND without fee.

Agent cancels flight and proceeds with Auto Refund by yourself and must put the Refund remark "FULL REFUND DUE TO FLIGHT CANCELLATION". If any PNR is reissued by the airline, agent must XE flight and send the information to e-mail

WE.rnt@pam.com.hk to proceed in the next step.

Note: Flight Irregularity (UN/TK) conditions

- Flights EARLY more than 15 minutes are subject to conditions 1-3.
- Flight delay between 31 minutes - 1.59 hours, subject to conditions 1-2
- Flight delay more than 2 hours, subject to conditions 1-3.
- UN flights (No flights) in accordance with the conditions 1-3

*We reserve the right to change passenger
names for Irregularity (UN/TK) flights. Should
you have any queries, please contact us at

WE.RNT@pam.com.hk

Thank you for your support.

**For reservations
and ticketing,
please contact
us: Tel:
852-2830-4802
Email: WE.RNT@pam.com.hk**