

Ticket handling procedure for tickets issued till 25th March'20 **for reservations of travel between** **28th January 2020 – till 24th October'20**

To support combat COVID-19 and abiding by the directives issued by various countries worldwide, Flights of Thai Airways International are disrupted and cancelled. Thai Airways has implemented temporary measures to support our passengers and industry colleagues.

For passengers holding TG tickets (217) issued till 25th March 2020 for reservations of travel with TG 3-digits flights and TG-4 digits flights operated by Thai Smile to all destinations between 28th January 2020 - till 24th October 2020, please find the enclosed herewith commercial waiver policy for agents/ passengers who need to change tickets issued on Thai Airways.

Re-booking/ Re-route/ Re-issue / Refund policy on tickets issued till 25th March 2020 travel dates between 28th January 2020 till 24th October 2020 as follows:

1. Reservation Changes:

- THAI authorizes to change the date of travel (same routing) for travel to be completed by 31st December 2021 without a fee. Fare difference is applicable in case of higher RBD.
- All/any additional taxes (if any) shall be on the passenger's account.
- Notation in the Remark Field on the PNR and Fare Calculation box:
"DUE TO COVID-19 OUTBREAK"
- Terms and Conditions of the Original fare basis shall apply.

2. Rerouting/Reissue:

- THAI authorizes to Reroute/ Reissue ticket to any sectors for travel to be completed by 31st December 2021 without fee to any sectors operated by TG 3 digit and/or TG 4-digit operated by Thai Smile (WE) including interline sectors under SPA & Code Share issued in the same ticket.
- Fare difference/additional taxes (if any) shall be on passenger's account.
- Notation in the Remark Field on the PNR and Fare Calculation box:
"DUE TO COVID-19 OUTBREAK"
- Terms and conditions of the original fare basis shall apply.

3. Refund policy on tickets issued till 25MAR'2020 and travel between 28JAN-24OCT'2020 as follows:

EMD: Retain value of ticket for future travel date:

- For totally unused tickets can be exchange value to be Travel Voucher (EMD) instead with validity of one 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 flights and TG 4- digits flights operated by WE.
- Thai office will issue a new ticket against EMD expirations as normal practice.
- Travel Voucher can be transferred with proof of document presented at the time of ticketing.
- Fare/taxes/ Surcharges difference may be applied to the new itinerary.

Refund Policy on flights involuntarily cancelled by THAI and THAI SMILE:

Totally Unused tickets:

- In case of ticket cancellation and/or ticket refund, any penalty/charges on the cancellation and/or refund as stated on attached rule will be exempted.

Waiver of refund penalties is permitted.

Partially used tickets:

- The refund for partially used ticket, both refundable & non-refundable is based on the calculation of actual flown segment **without cancellation and/or refund fee.**

Refund Policy on Flights which are voluntarily cancelled by passengers

For both totally unused and partially used tickets, refund will continue to be processed based on the fare rules only. Waiver of refund penalties or refund of non-refundable tickets is not permitted.

RA has to be raised for processing of refunds.

REFUND process will take 180 days or more from the date of submission

Thai Airways reserves the right to change /withdraw waiver at any time. The waiver may change subject to the reassessment of COVID-19 situation.