

# PG SALESNEWSLETTER

[www.bangkokair.com](http://www.bangkokair.com)

ASIA'S BOUTIQUE AIRLINE



ISSUE DATE: 16 April 2020

REF: PG SAL\_003

**(REVISED 6)**

Effective Date  
16 April 2020 onwards

Dear All Agents,

Subject: Ticket Handling Policy both International/Domestic flight for COVID-19 Outbreak Incident

Due to the ongoing COVID-19 outbreak, travel and immigration restrictions have been imposed by several countries which have a reflective impact on Bangkok Airways flights. Passengers, holding PG tickets (829-) issued worldwide on all PG-operated routes, who no longer wish to travel, will have the following options;

Ticket Handling Options	All tickets issued on/before 30 April 2020	All tickets issued on/after 01 May 2020
Reservation Change (Rebook) FIT tickets	Allowed to rebook for a new travelling date up to 31 March 2021 without rebooking fee/no show fee. Fare difference due to different RBD is payable upon reissuance.	Normal ticketing policy applies. The fees for reservation changes, rerouting and refunds will be collected in accordance with the fare rules.  Our sales audits will resume on all tickets issued on 01 May 2020 onwards. Ticketing/fare violations will be ADMs.
Group tickets	Allowed to rebook in the same PNR for a new travelling date up to 31 March 2021 without rebooking fee. Fare difference due to different RBD is payable upon reissuance.	
Group deposits	Deposits shall be kept for group reservations (same PNR) with a new travelling date up to 31 March 2021.	
Route Change (Reroute)	Allowed to reroute for a new travelling date up to 31 March 2021 without rerouting fee. The fare difference, fuel surcharges and taxes are payable on reissuing of new tickets.	
Refund Policy (Full Refund)	Unused tickets can be refunded in full through GDSs. Partially used tickets can be refunded without fee through BSPlink.	

Should you require more information, please do not hesitate to contact our Sales Offices or Representatives for clarification.

Thank you in advance for your kind support.

Best regards,

Sales Department Bangkok Airways