



**POLICY: 'Book THAI with Confidence – Flexible Options for New Bookings'**

ISSUE: 1

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Dear Travel Partner,

In light of the recent worldwide developments, we understand how important it is to be able to provide greater flexibility to you and our mutual customers in order to deal with the uncertainty surrounding the Covid-19 outbreak.

As a result, we are re-introducing a flexible policy whereby we will waive the applicable change fees for new tickets issued between 22JUN20 and 31OCT20, with flights scheduled up to 30APR21, should passengers wish to rebook or reroute their ticket(s). Flights can be rebooked up to 31DEC21.

Key details about this policy:

- A. Valid for TG for new tickets issued between 22JUN20 and 31OCT20
- B. Travel can be rebooked up to 31DEC21
- C. Valid for new tickets with flights operated by THAI (TG) or THAI Smile (WE) to any destination worldwide (international routes, domestic routes in Thailand)
- D. Applicable change fee waived
- E. Changes must be made before the original date of departure
- F. Fare difference may apply subject to booking class on the rebooked itinerary
- G. Any additional amounts resulting from the rebooked itinerary are payable by the passenger
- H. No Show fees will still apply - only the change fees are waived
- I. Applicable refund fees for voluntary cancellation will apply as per the ticket conditions
- J. This policy does not invalidate our policies in place due to flight suspensions in light of the current Covid-19 outbreak.

**1.Reservation Change**

- Authority to change date of travel (same routing) up to 31DEC21 without rebooking fee. Fare difference is to be applied if new travel date(s) result in difference in RBD, different seasonality, etc.
- Minimum/maximum stay remain as per the original ticket
- Recalculation shall correspond to the rules and conditions of the fares paid.
- Any additional amount in fares, taxes (if any) are to be collected, and the expenses occurred are payable by the passenger.



- Changes must be made before the original travel date.

Notification on the Remark field on the PNR:

'Flexible rules - due to COVID-19 outbreak'

**2. Reissue and Reroute to follow for this policy are as follows:**

- Authority to reissue/reroute ticket within its validity up to 31DEC21 **without reissuing fee.**
- Authority to reroute to any sectors operated by TG 3-digit flights and/or 4-digit flights operated by WE, including interline sectors under SPA & codeshares issued on the same ticket).
- Recalculation shall correspond to the rules and conditions of the fares paid.
- Any additional amount in fares, taxes (if any) are to be collected, and the expenses occurred are payable by the passenger.
- Changes must be made before the original travel date.

Notification on the remark /fare calculation field:

'Flexible rules - due to COVID-19 outbreak'

**3. Cancellation and/or Refund before departure**

If the passenger chooses to voluntarily cancel their ticket(s) and apply for a refund before departure, any penalties/charges related to the cancellation and/or refund as per the fare rules and conditions are to be applied. Waiver of the penalties/charges is not permitted.

Should you have any questions in related to the above, please do not hesitate to contact our sales support.

Kind regards,

Thai Airways Sales Team

**\* This document is informative and intended for internal use within your organisation only. Please do not disseminate it to third parties. \***