



# POLICY

SALES TEAM



## POLICY: 'COVID-19 Outbreak and Flight Suspensions Policy'

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Dear Travel Partner,

Due to the ongoing COVID-19 outbreak, and the governmental travel and immigration restrictions imposed by several countries, THAI has been forced to extend the temporary suspension of its flights.

Accordingly, please be advised of the ticket handling procedures for TG documents (217-) issued worldwide on / **before 21SEP20** for travel worldwide to/from any TG destinations - TG 3 digits and TG 4 digits codeshare flights operated by THAI Smile (WE) - **up to 31JAN21.**

### 1.Reservation Change/ Extending Ticket validity:

- Authority to change date of travel (same routing / RBD) – **exemption for domestic Thailand sectors, based on TG operated flights or TG 4-digit flights operated by WE only, where you are allowed to rebook in the lowest available RBD within the same cabin in the same routing. Further authority to extend ticket validity and all travel to be completed by 31DEC22 (same routing / RBD) without rebooking fee and no-show fee (a fare difference to be applied if new date(s) result in difference in RBD, with special exemption for domestic sectors as per above)**
- Recalculation shall correspond to the rules and conditions of the fares paid. Any additional amount in fares are to be collected, and the expenses occurred are payable by the passenger.
- The original travel dates must be cancelled in the PNR before the original travel dates.

Notification on the Remark field on the PNR and / or endorsement and / or fare calculation field:

“Involuntary change / extension 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 and all travel to be completed by **31DEC22** without reissue fee and no-show fee
- Authority to reroute to any sectors operated by TG (TG 3 digits and 4 digits codeshares, including interline sectors under SPA & codeshare issued in the same ticket).
- Recalculation shall be corresponding to the fares and TFCs paid.

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- All any additional amount in fares, surcharges, taxes (if any) are to be collected, the expenses occurred are payable by the passenger.

Notification on Endorsement/fare calculation field:

'Involuntary reissue / reroute due to COVID-19 outbreak'

### 3. Cancellation and/or Refund

3.1 All flights involuntarily cancelled (UN) by THAI (TG) and/or THAI Smile (WE)

**Waiver of the cancellation/refund fee is only possible when flights have been cancelled (UN) by TG.**

All refunds for TG (217) tickets have to be processed by application for refund through the BSP link. No direct refund through GDS is allowed. TG will then approve the refund through the BSP.

Notification to add in the refund remark:

'Involuntary refund due to COVID-19 outbreak – UN TG (flight number) / (flight date)'

**Refund for partially used ticket:**

- For partially used tickets with sectors remaining, the refund charge shall be waived, and the calculation of residue refund value shall be based on involuntary refund procedures. Refund value will be calculated on actual flown segments.

3.2 All flights voluntarily cancelled by the passenger

Refunds to be processed based on the applicable fare rules.

Waiver of refund penalties or the refund of non-refundable tickets is not permitted.

**Refund for partially used ticket:**

Refunds to be processed based on the applicable fare rules.

Waiver of refund penalties or the refund of non-refundable tickets is not permitted.

### 4. Travel voucher (EMD)

- The value of totally unused tickets can be exchanged to be Travel Vouchers (EMD) instead with the validity of 1 year from the date of issue, without fee and surcharge(s).
- Travel vouchers (EMD) can be used as credit towards any future travel on TG 3 digits and TG 4 digits operated by WE.



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- Fare / taxes / surcharges difference may be applied to the new itinerary.
- Travel Vouchers can be transferred with proof of document presented at time of ticketing.
- The Travel Agent or THAI Office will issue a new ticket against EMD before the expiry date as normal practice.
- Travel Vouchers should be issued as EMD type EMD-S, using the RFIC: DDWN/D (Deposit/Down Payment) and RFISC 997. The following remark should be included on all EDMs issued: 'COVID -19 Impact'.
- Travel Vouchers are refundable if not used by the expiry date; however, a refund fee applies if that EMD is issued against tickets with flights not cancelled (UN) by TG
- If the EMD/DDWN is issued against tickets with flights not cancelled (UN) by TG, please include an appropriate remark at the time of issuing, IE. *REFUND FEE GBP XXX.XX* (as per the fare rules of the ticket)
- When the Travel Voucher/EMD is exchanged for future travel, should any residual amount be outstanding, another EMD must be issued using EMD Type – S, RFIC: RSVR/D, RFISC: 996 and with the remark 'COVID -19 Impact'.

**5. This issue is applicable from 1<sup>st</sup> October 2020 onwards and supersedes previous issues/policies regarding the COVID-19 outbreak.**

**Due to high volume of refund requests being received, please be advised that refunds are estimated to take a longer time than usual to be processed.**

Thank you for your continuous support to THAI.

Should you need any further assistance 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. \***