

POLICY: 'Ticket Handling Policy for Temporarily Suspension Thailand Pass (Omicron Outbreak)'

ISSUE: 1

DATE: **24th December 2021**

Dear Travel Partner,

Reference the announcement of Thailand Centre for Covid-19 Situation Administrator (CCSA) ordered temporarily suspension of the Thailand Pass for all new Test&Go and Sandbox Applications (Except Phuket Sandbox) effective from 22December2021 citing the rising number of Omicron variant cases in Thailand. However, such measures may directly affect passengers traveling with TG.

This Ticket Handling Policy issue in this regard as a result of the ongoing Omicron Outbreak, travel restrictions have been imposed by several countries. The following Ticket Handling options have been invented and applied due to the extraordinary impact of the Omicron Outbreak, THAI extends ability to display and to action (exchange, reissue) ticket beyond the standard ticket validity based on its own business rules.

For All original ticket (217) issued worldwide on/before 21Dec2021 and have a coupon (s) for traveling within 28Feb2022.

1. Reservation Change/ Extend Ticket Validity

- Authorize to change date of travel (same routing/ same RBD) and / or extend ticket validity

with all travel shall be completed by 30Jun2022 without rebooking fee/no show fee. (Any fare differences, taxes, surcharges to be collected due to different RBD are payable upon ticket issuance)

- Notation on the Remark field on the PNR: **"Involuntary change due to temporarily suspension of Thailand Pass"**

2. Rerouting/Reissue

- Authorize to reroute/reissue ticket for travel completed by 30Jun2022 without reissue fee/no show fee.
- Authorize to reroute to any sectors, operated by TG 3 (three) digits and/or TG 4 (four) digits operated by WE, included interline sectors under SPA and Codeshare issued in the same ticket, subject to the concerned interline agreement policy.

Note: Fare owner of the rerouting ticket must be TG carrier fare.

- As a result of route change, any fare difference, taxes, surcharges are payable on reissuing

of new ticket.

- Notation on the Remark field on the PNR:

"Involuntary change due to temporarily suspension of Thailand Pass"

3. Ticket Refund

- Normal Procedure applied.

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

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