

ANNOUNCEMENT: 'Handling Procedures for Cancellation TG918/TG919 London- Phuket-London Flight Cancellations'

DATE: 31st August 2022

Dear Travel Partner,

THAI would like to advise that we have been instructed that we no longer operate a direct service between London and Phuket vv. from October 2022.

All affected flights will be shown as 'UN', and pax can be re-protected via BKK. When domestic flights via BKK have been added, ticket must be re-issued as '**involuntary reroute due to non-operating direct service HKT**'

For passengers wishing to change their travel date:

Reservation change procedures:

- Authority to change date of travel FOC, within the ticket validity (on the same RBD).
- If changed to higher fare, fare differences, taxes, surcharges to be collected due to different RBD are payable upon ticket reissuance).
- Authority to reroute to any sectors, operated by TG 3 (three) digits and/or TG 4 (four) digits operated by WE only.

For passengers wishing to cancel:

- A full refund will be applicable all fees are to be waived
- Refund request must be submitted via BSP link with a remark '**involuntary reroute due to non-operating direct service HKT**'

Thai Airways would like to apologise for any inconvenience it may cause.

Should you need any further assistance please do not hesitate to contact our sales support.

Kind regards,

Thai Airways Sales Team