

**ADVISORY: Refund via GDS from 18<sup>th</sup> October 2022****DATE: 07<sup>th</sup> October 2022**

Dear Travel Partner,

**Subject: Open ticket refund system via Amadeus (1A) only, effective 18<sup>th</sup> October 2022.**

Thai Airways International Public Company Limited shall open an AUTO Refund System from 18<sup>th</sup> of October 2022. Please kindly follow the conditions as below:

- Tickets are allowed to be refunded through Amadeus system based on the conditions specified on the tickets. This process will only be allowed for tickets issued on/after 15<sup>th</sup> of October 2021 onwards.
- In case, TG finds that tickets which have been refunded do not meet the conditions. ADM will be charged based on the ticket value with an additional fine of USD100 per ticket.
- In case of any special waivers like Medical Certificates/Death Cases etc., such Refund Application is to be submitted via BSP link and cannot be processed via GDS directly.
- Currently the Auto refund can only be processed through Amadeus only, for other GDS a date will be advised later.

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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