

Dear Travel partner,

Thai Airways regrets to inform you that flight TG917 today, 21 November from London Heathrow to Bangkok is unavoidably delayed due to operational requirement and airport curfew at Heathrow airport.

As a result, TG917 will now depart tomorrow 22 November at 1600 local time, arriving Bangkok on 23 November at 1025 local time. Please note that the new flight number is TG9179 and check-in for this flight will open on 22 November at 1200 local time from London Heathrow Terminal 2.

1. PNR's: Affected PNR's are now being schedule changed according to the adjustment that might be necessary. If your passengers accept the revised PNR change, there is no need to re-issue or revalidate, as the original coupons will be uplifted.
2. PNR'S: Cases where flight has not been yet re-protected, passengers who still want to travel on the same routing on an earlier or later date (24h before or after original departure only) are permitted to re-book within the same RBD FOC on TG 3 digit flights or TG 4 digit codeshare flights operated by THAI Smile (WE) only.

For passengers who wish to re-book, tickets must be re-issued as involuntary and endorsed with the following:

'Reissue as invol due flight delay TG917/21NOV22' (Outbound and Inbound flights must be re-issued at the same time)

3. Cancellation of Booking & Refund:

For passengers holding tickets on TG917/21NOV, that no longer wish to travel, their tickets can be cancelled and full refund can be applied for the unused ticket. Please process refund via your BSP link and in the remarks, please include:

'Refund due to flight delay/cancelled TG917/21NOV22'