



# POLICY

SALES TEAM



## POLICY: 'Handling Procedures for Industrial action at Heathrow Airport'

ISSUE: 1

DATE: **30<sup>th</sup> March 2023**

Dear Travel Partner,

Unite has confirmed a strike among two groups of Heathrow security officers for 31 March – 9 April. The airport will remain open and operational, but the strikes may affect the journeys of some passengers planning to travel during this period.

We are closely monitoring the situation, and at present all our flights are scheduled to operate as normal, but to minimise the impact and disruption to passengers, THAI is issuing the following advice:

1. Passengers should **arrive at the airport 3 hours prior to their flights at the earliest for their scheduled departure time**. Longer queues are expected at security check-points and congestion around the airport is very likely.
2. Passengers are advised to **check-in online** once this facility opens (**24 hours before departure**) in order to speed up the check-in procedure.
3. Passengers are also strongly advised to **limit their carry-on baggage** as this may help expedite security procedures. Wherever possible, THAI recommends that passengers check in all their luggage (whilst being mindful of their checked baggage allowance).

For passengers wishing to avoid overcrowding at Heathrow Airport, the below guidance applies for flights departing LHR between **31MAR-09APR**.

### **For passengers wishing to change their travel date:**

The following handling procedures should be adhered to with regards to TG documents issued on/before **30MAR23** on affected above flights/dates only.

#### **4. Reservation changes procedures:**

- 4.1 Passengers who wish to travel on different dates (to change their flight outbound 31MAR-09APR23); authority to change outbound and/or inbound travel date within the ticket validity, in same booking class and cabin, this can be done without fee and surcharges.



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4.2 For passengers who wish to rebook, tickets **must be re-issued** as involuntary and endorsed with the following: **'Involuntary change due to Industrial action at Heathrow airport 31MAR-09APR23.'**

4.3 In case of 'No Show', the waiving of fees and surcharges as above will not apply.

## 5. Rerouting procedures:

5.1 Rerouting not permitted

### **For passengers wishing to cancel:**

If passengers wish to cancel their booking, normal rules and conditions of the ticket shall apply.

As stated before, at present none of our flights are affected by this announcement. We remain in close contact with the airport authorities and should any changes occur, we will update you accordingly.

Although this situation is outside THAI's control, we would like to apologise for any inconvenience this may cause to passengers and remain committed to doing everything we can to minimize the disruption this may cause to passengers on the above dates.

Kind regards,

Thai Airways Sales Team