



ANNOUNCEMENT

SALES TEAM



ANNOUNCEMENT: 'Handling Procedures for URT Flight Cancellations'

ISSUE: 1

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Dear Travel Partner,

THAI would like to advise that Thai Smile has suspended flights between BKK and URT from 01 October 2023, the following handling procedures should be adhered to for the affected flight.

- TG2251 BKKURT
- TG2252 URTBKK

PNR's:

Affected PNR's will be shown as 'UN'

For passengers wishing to change their travel date:

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

1. Reservation change procedures:

- Authority to change date of travel (same routing/same RBD) without rebooking fee.
- Rerouting to any Thai Smile/TG operated domestic flight on same RBD.
- Notation on the Remark field on the PNR:
"Involuntary reissued due UN TG2251 / TG2252"

2. Revalidate/Reissue procedures:

- Authority to reroute/reissue ticket for another Thai Smile/TG operated domestic flight on original RBD without reissuing fee.

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- Authority to reroute to another TG 4 (four) digits operated by WE or TG operated flights, included interline sectors under SPA and Codeshare issued in the same ticket, subject to the concerned interline agreement policy.
- 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 UN URT flight”

3. For passengers wishing to cancel:

A full refund will be applicable all fees are to be waived. A notation on the Remark field in the application should include: **“Involuntary change due UN URT flight.”**

Thai Airways would like to apologize 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

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