



EVA NEWSFLASH

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Thai Smile (WE) operating sector BKK-PEN & BKK-KHH will re-accommodate to Thai Airways (TG) Notice

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Dear Agent,

Please be advised, in reference to Thai Airways (TG) and Thai Smile (WE) restructuring, for **BKK-PEN & BKK-KHH v.v.** This sector originally on WE operating flights (WE three digits number) will now be re-accommodated to WE marketing flight which will be operated by TG (WE four digits number) from **15OCT23**.

Any BR tickets on BKK-PEN & BKK-KHH v.v. issued/reissued prior to **14SEP23** will proceed under automatic re-accommodation.

Please follow the instructions as below to protect bookings content **WE BKK-PEN & BKK-KHH v.v.** sector:

1. Please inform passenger's their flight will be re-accommodated by WE from **15OCT23** and will be serviced by TG instead. Check-in of WE's marketing flight on BKK-PEN & BKK-KHH v.v. will be performed by Thai Airways (TG) at TG's check-in counter.
2. Booked WE Economy Class: Please ensure to change flights' with UN/TK status to HK. **Please ensure to Revalidate all tickets prior to TTLs to avoid PNR cancellation.** BR will not be held responsible if PNR cancelled. **For those PNRs tickets have not yet been issued, please ensure to issue it no later than 15OCT23.**
3. Booked WE Premium Economy Class RBD "U" (**EVA Air booked in Premium Economy Class/Royal Laurel Class**) will be re-accommodated to RBD "Z" class: Please ensure to reissue those tickets and insert wordings of "**SCHG REISSUE from RBD U**" in the endorsement box of the new tickets. Please ensure to reissue all tickets prior to TTLs to avoid PNR cancellation. BR will not be held responsible if PNR cancelled.

*TG will operate Economy Class and Business Class for BKK-PEN & BKK-KHH flights.

**EVA Air would like to thank you for your cooperation.

For further assistance, please contact:

Reservations 020 7380 8300; Sales 020 7380 8333