

Dear Agent,

Please be advised, in reference to Thai Airways (TG) and Thai Smile (WE) restructuring, for BKK-KKC & BKK-CEI & BKK-UBP 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 01JAN24.

Please follow the instructions as below to protect bookings content WE BKK-KKC & BKK-CEI & BKK-UBP v.v. sector:

Any BR tickets on BKK-KKC & BKK-CEI & BKK-UBP v.v. issued/reissued prior to 30NOV23 will proceed under automatic re-accommodation.

1. Please inform passenger's their flight will be re-accommodated by WE from 01JAN24 and will be serviced by TG instead. Check-in of WE's marketing flight on BKK-KKC & BKK-CEI & BKK-UBP 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 01JAN24.
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-KKC & BKK-CEI & BKK-UBP flights.

thank you for your cooperation.