

Ticket Handling Procedures for All TG Flight Cancellations due to Middle East Crisis

For passengers holding TG tickets (217-) issued worldwide on or before April 30, 2026, with travel dates on/before May 31, 2026 (including any involved sectors), the following options apply:

Procedures for TG Flight Cancellations

1. Re-accommodation and Ticket Revalidation/Reissue:
 - 1.1 The system will re-accommodate and either revalidate or reissue tickets involuntarily for bookings with an existing ticket number.

Note: For the CSX sector, only a full refund is applicable, including all surcharges (YR/OB).
2. Reservation Changes (After Auto Revalidation by system):
 - 2.1 Passengers are authorized to change their travel dates within the original ticket validity once, or extend ticket validity to complete travel by October 31, 2026.
 - 2.2 All changes must be made on the same route and same booking class (RBD).
 - 2.3 Waive rebooking fee, no-show fee, or agent services fee.
 - 2.4 Original surcharge and YQ fees will remain unchanged.
 - 2.5 For any fare or booking class (RBD) differences, the applicable fare difference will apply, but rebooking fees will still be waived.
 - 2.6 For any subsequent changes beyond the first, standard policies apply by collecting fare differences, taxes, and any applicable fees. All additional expenses incurred will be the responsibility of the passenger.
3. Rerouting/ Reissue
 - 3.1 Involuntary Changes
 - 3.1.1 Authorized to reissue or reroute tickets within the same country and booking class (RBD) for travel completed by October 31, 2026.

3.1.2 All fare differences, fees and surcharges will be waived. Only differences in taxes (e.g., airport taxes, government taxes) are to be collected at the time of ticket issuance.

Examples:

- Sector BKK-KHH-BKK (TG) may be rerouted to BKK-TPE-BKK (TG).
- For multi-destination itineraries within the same country (e.g., FRA, MUC or NRT, HND, KIX, NGO, FUK, CTS), rerouting priority is given within the same country before considering reroutes within the same route area.

3.1.3 For Scandinavian routes (CPH, ARN, OSL), authorize ticket to be reissued or rerouted within the same area and booking class (RBD) for travel completed by October 31, 2026, with fare differences and surcharges waived. Only tax differences apply e.g. Airport taxes, Government taxes.

Examples:

- Sector BKK-OSL-BKK (TG) may be rerouted to BKK-CPH-BKK (TG) or BKK-ARN-BKK (TG).

3.1.4 PNR and Fare Calculation Notation: add the remark: "Involuntary change due to Middle East crisis. waiver code BKKDS 150426 001"

3.1.5 FE Element for Involuntary Changes:

- For flights departing within 48 hours: >FEINVOL-.....
- For flights departing more than 48 hours: >FESKCHG-.....

3.2 Voluntary Changes

3.2.1 Passengers requesting reroutes are authorized one reissue/reroute for travel completed by October 31, 2026.

3.2.2 Any fare differences and surcharges are collectible, but reissue fees, no-show fees, and agent fees will be waived.

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Example:

- Sector BKK-CDG-BKK (TG) may be rerouted to BKK-LHR-BKK (TG).

3.2.3 PNR and Fare Calculation Notation: add the remark: "Voluntary change due to Middle East crisis. waiver code BKKDS 150426 001"

4. Cancellation and/or refund for totally unused ticket or partially used tickets (Applies to both refundable and non-refundable tickets)

Option 1: Refund

4.1 Totally Unused Tickets:

- 4.1.1 Full refund transactions may be processed with all fare rules and conditions waived.
- 4.1.2 All refund penalties, including YR and OB surcharges, are fully exempted.

4.2 Partially Used Tickets:

- 4.2.1 Refund amounts are calculated based on the value of unused coupons or prorated ticket prices plus any unused taxes.
- 4.2.2 No cancellation or refund fees will be charged.

4.3 Fare Calculation Remark:

- 4.3.1 For refunds involving YR tax and OB fee, add the following remark in the fare calculation: >TRFU/RM ADD YR AND OB IN FARE DUE TO TG Flight-Date CNCLD

Option 2: Exchange to EMD (COMP) Instead of Refund

4.4 EMD (COMP) condition

- 4.4.1 The full ticket amount, including YR and OB fees, may be converted to an EMD (COMP) with a validity of one year from the date of issuance.
- 4.4.2 The EMD can be applied as credit for new revenue tickets on TG-operated flights or TG plus other airline interline revenue tickets, in accordance with the fare sheet from BKKRC.
- 4.4.3 The EMD is non-refundable.
- 4.4.4 Name changes are not permitted on exchanges between tickets and EMDs in either direction.

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4.5 EMD Calculation:

- 4.5.1 For totally unused tickets: the full ticket price, including YR and OB fees, will be converted to an EMD (COMP).
- 4.5.2 For partially used tickets: the unused portion, calculated by coupon or prorated fare value, will be converted to an EMD (COMP).

4.6 EMD (COMP) Usage Guidelines:

- 4.6.1 If the EMD value is less than the new ticket price, the EMD (COMP) can be used as partial payment, with the remaining balance paid by cash or credit card.
- 4.6.2 A maximum of two EMDs (COMP - Middle East Crisis) can be applied toward the payment of a new ticket.
- 4.6.3 If the EMD value exceeds the new ticket price, the EMD (COMP) can be used in full. (Please try to offer a new ticket with an equal or higher fare.) The new ticket should be issued using the EMD (COMP) as partial payment, and any residual amount will be issued as an EMD (RSVT) for future air travel.
- 4.6.4 Once the EMD (COMP) has been exchanged for a ticket, the amount becomes non-refundable. This non-refundable status must be noted in the FE element,

Example:

FE THB (EMD amount) - NON REF NON END/FLT/DTE CHANGE REROUTE/
CANCELLATION CHECK FARE

5. Accounting / Audit note: Please refer to policy waiver code BKKDS 150426-001

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Summary table

Refund Policy (for Totally Unused Ticket / Partial Used Ticket (Both refundable and Non-refundable))		
	Totally Unused Ticket	Partially used Ticket
<p>*** Refer Contract of Carriage condition of 90 Days refund allowance after expiry, refund must be processed within 90days from the date of submission</p>	<p>-Refunding transaction can be processed full refund, fare rules and conditions will be exempted Waiver of refund penalte are permitted (including all surcharges YR/OB)</p>	<p>-The refund calculation for partial used ticket applied to both refundable and non-refundable ticket is based on coupon value / prorate value plus unused taxes without cancellation and / or refund fee</p>

EMD Credit Voucher (COMP) for Middle East Crisis		
For Totally Unused Ticket / Partial Used Ticket (Both refundable and Non-refundable Ticket)		
	Totally Unused Ticket	Partially used Ticket
<p>*** Ticket can be exchanged to EMD (COMP) with 1year validity counting from the date of issuance (as normal practice)</p> <p>*** EMD can be used a credited value/amount towards any further travel/transportation on TG operated flights or TG + O/A Interline revenue tickets as per fare sheet from BKKRC</p> <p>*** EMD is Non-refundable *** Name change from TKT to EMD and Name change from EMD exchanged to TKT is not permitted</p>	<p>Calculate full amount (YR/OB are included) of ticket price and exchange to</p> <p>EMD (COMP)</p>	<p>Calculate partial used amount based on coupon value/ prorate value of ticket price and exchange to</p> <p>EMD (COMP)</p>