



ANNOUNCEMENT

SALES TEAM



ANNOUNCEMENT: 'Temporary Suspension of International Flights'

ISSUE: 1

DATE: **24th March 2020**

Dear Travel Partner,

In light of the recent developments with regards to the COVID-19 outbreak worldwide, and given the ever-changing and increasingly restrictive regulations, country lockdowns, lack of demand and travel constraints put in place to combat the spread of the virus, it has become unfeasible for THAI to plan and operate its scheduled route network. As a consequence, THAI has had to make the difficult and unprecedented decision to temporarily suspend most of its international operations until 31st May 2020 as follows:

- a. From 25th March 2020 suspension of flights to: Hong Kong, Taipei, Tokyo (Narita and Haneda), Osaka, Nagoya, Seoul, Phnom Penh, Vientiane, Ho Chi Minh, Hanoi, Yangon, Singapore, Jakarta, Denpasar, Kunming, Xiamen, Chengdu, Beijing, Shanghai, Guangzhou, Karachi, Kathmandu, Lahore, Dhaka, Islamabad, and Colombo. In addition, domestic flights to Chiang Mai, Phuket, and Krabi will be transferred and operated by THAI Smile.
- b. From on 27th March 2020: Brisbane, Sydney, Melbourne, and Perth
- c. From 1st April 2020: THAI will cancel most of its flights to Europe, including London, Frankfurt, Paris, Brussels, Copenhagen, Oslo, Moscow and Stockholm

THAI has previously suspended flights to Sendai, Sapporo, Fukuoka, Busan, Manila, Kuala Lumpur, Rome, Milan, Vienna, New Delhi, Mumbai, Kolkata, Chennai, Bengaluru, Hyderabad, Muscat, Dubai, and Auckland.

Flight Cancellations from London

THAI will be suspending **TG910/911 between 01APR20 and 31MAY20 with suspensions on TG916/917 starting on 29MAR20 and lasting until 24OCT20.**

As a result of this, the following options are available for bookings affected:

1. **Open ticket policy:**

For passengers holding tickets on **TG910/911 between 01APR20-31MAY20** and **TG916/917 between 29MAR20-24OCT20:**

- **Original fare will be honored on same routing with THAI waiving all fees and fare differences**

Temporary Suspension of International Flights



ANNOUNCEMENT

SALES TEAM



- **Should passengers wish to reroute or rebooking/reroute, the applicable fee will be waived but any additional fare and tax difference will apply**
- Travel can be rebooked up to **one year from original departure date**. Valid for bookings **issued in UK and IRL** to any TG/WE destination worldwide, including SPA and codeshare flights issued on the same ticket

The handling procedures for this policy are as follows:

A. Should passengers know their new travel date - reissue the ticket with below remark in the remark field on PNR and on ticket endorsement:

'Involuntary change due UK and IRL TG Open Ticket Policy'

B. Should passengers be unsure of their new travel date or out of system date range, they can rebook up to 1 year based on the original travel date. You should:

- Cancel the original booking prior to departure of their first flight, **ensure the customer retain their E-ticket number for future booking**. (Should original document become lost or mislaid – we cannot guarantee that the original ticket number can be retrieved)
- When passenger provides new travel dates:
 - Create a new PNR. No change fee will apply
 - Reissue the original ticket/s to the new PNR
 - **THAI will not refund the fare difference if the new ticket has a lower value than the original ticket purchased**

- Note in the remark field on PNR and on ticket endorsement:
'Involuntary change due UK and IRL TG Open Ticket Policy'

2. Cancellation of Booking & Refund:

2.1 For passengers holding tickets on **TG916/917 between 29MAR20-24OCT20 and TG910/911 between 01APR20-31MAY20**

- **For completely unused ticket/s**, if passengers no longer wish to travel, their tickets can be cancelled and full refund can be applied for the unused ticket. **Please process refund via your GDS** and in the remarks, please include:

'Refund due to temporary suspension'

- **For partial used ticket/s – please process refund via your BSP link**, please include:

'Refund due to temporary suspension'

Temporary Suspension of International Flights



ANNOUNCEMENT

SALES TEAM



2.2 In addition to the above for any passenger booked on any TG cancelled flight, passengers are entitled to a refund

- **For completely unused ticket/s**, their tickets can be cancelled and full refund can be applied for the unused ticket. **Please process refund via your GDS** and in the remarks, please include:

‘Refund due to flight suspension’

- **For partly used ticket/s**, – **please process refund via your BSP link**, please include:

‘Refund due to flight suspension’

2.3 For any bookings affected by a TG/WE schedule change with 12 hours or more from the point of departure – please apply for full refund, via GDS, please include:

‘Refund due to unacceptable SCH over 12 hours’

Due to high volume of refunds received, please be advised that refunds could take at least 8 weeks to processed.

Thai Airways would like to apologise for any inconvenience this may cause. We will continue to review our policies and operations based on the latest developments.

Thank you for your continuous support and understanding at this challenging time.

Should you need any further assistance please do not hesitate to contact our sales support.

Kind regards,

Thai Airways Sales Team

This document is informative and intended for internal use within your organisation only. Please do not disseminate it to third parties.

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