



# ANNOUNCEMENT

SALES TEAM



## ANNOUNCEMENT: 'Flexible Fare Rules for Rebooking and Rerouting for Europe'

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Dear Travel Partner,

In light of the recent worldwide developments, we understand how important it is to be able to provide greater flexibility to you and our mutual customers in order to deal with the present situation.

As a result, we have amended our flexible fare rules policy to include all existing TG bookings. This flexible policy means that we will waive the applicable change fees for bookings made within this period should passengers wish to postpone their trip. Travel can be rebooked up to **30JUN21**. This will apply to TG PCF and all Net Fares.

Key details about this policy:

- A. Valid for TG bookings / document (217-) issued **on / before 25MAR20**
- B. Travel can be rebooked up to **30JUN21**
- C. Valid for bookings **issued from any European destination** to any TG/WE destination worldwide, including SPA and codeshare flights issued on the same ticket
- D. Applicable change fee waived
- E. **Request must be done the latest by 31JUL20**
- F. Fare difference may apply subject to booking class on the rebooked itinerary
- G. **No Show fees will still apply - only the re-booking fee is waived**
- H. Applicable refund fees will apply as per the ticket conditions
- I. Valid for all TG PCF and all Net Fares
- J. This policy is not retroactive and TG will not refund change fees for bookings where changes have already been made or for bookings, which have expired.

The handling procedures to follow for this policy are as follows:

1. Reservation changes on sectors worldwide must be made up to 48 hours before scheduled departure. THAI will consider any changes requested within 48hrs on a case-by-case basis
  - 1.1. **Bookings issued within Europe, with a travel period between 25MAR20-24OCT20, are permitted to change date of travel (same routing/RBDs) within its validity or to extend ticket validity up to the 30JUN21**
    - 1.2. Normal change fee waived
    - 1.3. Fare difference to be applied for different seasonality and different RBD if applicable
    - 1.4. Recalculation shall correspond to the original fares and TFC's paid

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- 1.5. Any additional amount to be collected (e.g. fares, taxes, surcharges) differences and/or other expenses occurred are on passenger's own expense
- 1.6. Request must be done by latest **31JUL20**, however, in such cases the original date must be cancelled in PNR before original travel dates, flight coupons can be left open, but rebook/revalidate/reissue to new date has to be done latest **31JUL20**
- 1.7. Any residual balance of fares and TFCs, if refundable, shall be issued in connection with MCO/MPD/EMD
- 1.8. Note in the remark field of the PNR:  
**'Involuntary change due to Covid-19 – EU'**.
2. Rerouting/Reissue procedures for bookings in Europe:
  - 2.1. **Bookings issued in Europe, with a travel period between 25MAR20-24OCT20 are permitted to reroute/reissue within its validity or to extend ticket validity up to the 30JUN21, without fee and surcharges for any TG destinations (TG 3 digits and 4 digits codeshare)**
  - 2.2. Request must be done by latest **31JUL20**, however, in such cases the original date must be cancelled in PNR before original travel dates, flight coupons can be left open, but rebook/revalidate/reissue to new date has to be done latest **31JUL20**
  - 2.3. Normal rerouting/reissuing fee will be waived
  - 2.4. Fare difference to be applied for different seasonality and different RBD if applicable
  - 2.5. Recalculation shall correspond to the original fares and TFC's (taxes and surcharges) paid
  - 2.6. Any additional amount to be collected (e.g. Fares, taxes, surcharges) differences and/or other expenses occurred are on passenger's own expense
  - 2.7. Any residual balance of fares and TFCs, if refundable, shall be issued in connection with MCO/MPD/EMD
  - 2.8. Note in the remark field on PNR **based on Europe ticketing policy:**  
**'Involuntary change due to Covid-19 – EU'**

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### 3. Refund for TG Documents issued in Europe:

- 3.1 If the request for ticket cancellation and/or ticket refund is made before departure, any penalty/charges as per the fare rule/conditions will apply. Waiver of the penalty/charges is not permitted.

Waiver of the cancellation/refund fee is only possible when flights have been cancelled by TG.

Notification to add in the refund remark:

**“Involuntary cancel due to COVID-19 – EU UN TG.../DTE...”**

### 4. No Show

- 4.1. When a passenger No Shows for a flight and wishes to rebook, THAI will waive the rebooking fee but the NO SHOW fee will still apply

- 4.2. If the reason for the No Show is because you were unable to assist the passenger in time, THAI will consider waiving the No Show fee on a case-by-case basis with appropriate evidence, such as a screenshot of phone call attempts or emails sent by the passenger to your services.

- 4.3. **For bookings issued to travel during 16-31MAR20, THAI will exceptionally waive the NO SHOW fee.**

Thank you for your continuous support to THAI.

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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