



POLICY: 'COVID-19 Outbreak Policy for Europe'

ISSUE: 1

DATE: 31st March 2020

Dear Travel Partner,

Pertaining to the escalating outbreak of the coronavirus (COVID-19), Governments across the world have updated their respective travel guidelines, with several countries already closing their borders and restricting other nationalities from entering.

Accordingly, please be advised of the ticket handling procedures for TG passengers holding TG documents (217-) as follows:

- For TG documents (217-) issued in the Europe & UK/IRL on / before 25MAR20 for travel worldwide between any TG destinations (3 TG digits and 4 digits codeshare)
- For passengers affected by TG flight cancellations for travel between 18MAR20 and 24OCT20

1.Reservation Change/ Extending Ticket validity:

- Authorise to change date of travel (same routing/RBD) / extend ticket validity and all travel to be completed by 31DEC21 without rebooking fee (Fare difference to be applied if new date(s) result in difference in seasonality, difference in RBD.)
- Recalculation shall correspond to the rules and conditions of the fares paid. Any additional amount in fares, fare changes due to seasonality, surcharges, and taxes (if any) are to be collected, and the expenses occurred are payable by the passenger.
- The request of change must be done by 24OCT20 the latest, however, in such cases, the original travel dates must be cancelled in the PNR before the original travel dates, flight coupons can be left open but rebook/revalidate/reissue to new date has to be done by 24OCT20.

Notification on the Remark field on the PNR and / or endorsement:

"Involuntary change / extension due to COVID-19 – EUROPE"

2. Reissue and Reroute to follow for this policy are as follows:

- Authorise to reissue/reroute ticket within its validity and all travel to be completed by 31DEC21 without change fee on any sectors, operated by TG (TG 3 digits and 4 digits codeshares, including interline sectors under SPA & codeshare issued in the same ticket).



- The request of change must be done by 24OCT20 the latest, however, in such cases, the original travel dates must be cancelled in the PNR before the original travel dates, flight coupons can be left open but rebook/revalidate/reissue to new date has to be done 24OCT20.
- Recalculation shall be corresponding to the fares and TFCs paid.

- All any additional amount in fares, surcharges, taxes (if any) are to be collected, the expenses occurred are payable by the passenger.
- Any residual balance of fares and TFCs, if refundable, shall be issued in connection with EMD.

Notification on Endorsement/fare calculation field:

“Involuntary reissue / reroute due to COVID-19 – EUROPE”

3. Cancellation and/or Refund

- For requests for ticket cancellations and ticket refunds; the cancellation/refund fee applies as stated on original fare rule & conditions. Waiver of the cancellation/refund fee is only possible when the flights have been cancelled (UN) by TG.

All refunds for TG (217) tickets have to be processed by application for refund through the BSP link. No direct refund through GDS is allowed. TG will then approve the refund through the BSP.

Notification to add in the refund remark:

Involuntary refund due to COVID-19 – EUROPE UN TG.../DTE'

Refund for partially used ticket:

- For partially used tickets with sectors remaining, the refund charge shall be waived, and the calculation of residue refund value shall be based on involuntary refund procedures. Refund value will be calculated on 50% of the net fare for partly used tickets.

4. Travel voucher (EMD)

- The value of totally unused tickets can be exchanged to be Travel Vouchers (EMD) instead with the validity of 1 year from the date of issue, without fee and surcharge (s).
- Travel vouchers (EMD) can be used as credit towards any future travel on TG 3 digits and TG 4 digits operated by WE.
- Fare / taxes / surcharges difference may be applied to the new itinerary.
- Travel Vouchers can be transferred with proof of document presented at time of ticketing.
- Travel Agent or THAI Office will issue a new ticket against EMD before EMD expirations as normal practice.

5. No Show

- When a passenger No Shows for a flight and wishes to rebook, THAI will waive the rebooking fee.



Due to high volume of refund requests being received, please be advised that refunds are estimated to take a longer time than usual to be processed.

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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