



ANNOUNCEMENT

SALES TEAM



ANNOUNCEMENT: Handling Procedures for LHR closure, BKK-LHR/LHR-BKK Flight Cancellations'

ISSUE: 1

DATE: 21 March 2025

Dear Travel Partner,

Due to a power outage in the London Heathrow area on 21MAR25, London Heathrow Airport is currently closed. The following flights have been cancelled:

- TG911/21MAR LHR-BKK
- TG916/21MAR BKK-LHR
- TG917/21MAR LHR-BKK
- TG910/22MAR BKK-LHR

The following handling procedures should be adhered to with regards to TG documents issued on affected flights/dates only.

1. Reservation changes procedures:

- Authority to change the date of travel within ticket validity (same routing/same RBD) without rebooking fee.
- Notation on the Remark field on the PNR:
"Involuntary reissued due UN TG910/22MAR LHR closure" (respective of affected flight)

2. Revalidate/Reissue procedures:

- Authority to reissue tickets for another TG operated flight on original RBD without reissuing fee.
- If new date result in any fare difference, taxes and/or surcharges, additional amount is payable on reissuing of new ticket.
- Notation on the Remark field on the PNR:
"Involuntary change due UN TG910/22MAR BKK-LHR LHR closure"

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3. For passengers wishing to cancel:

A full refund will be applicable all fees are to be waived. A notation on the Remark field in the application should include: **"Involuntary change due UN TG910/22MAR BKK-LHR LHR closure"**

Thai Airways would like to apologise for any inconvenience it may cause.

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

Kind regards,

Thai Airways Sales Team