

ISSUE DATE: 06 January 2021  
REF: PG SAL\_003

Effective Date:  
Immediate until Further Notice

Dear All Agents,

**Subject: Ticket Handling Procedures for Involuntary Flight Cancellation**

As a result of current COVID-19 outbreak, the Government's preventive measures have caused travel restrictions impacting our flight operations. In response to this, Bangkok Airways wish to announce the handling procedure assisting our passengers whose reservation are involuntarily cancelled by us.

<b>Ticket Handling Options</b>	<b>All PG-829 tickets when bookings are involuntarily cancelled by Bangkok Airways</b>
<b>Reservation Change (Rebook)</b>	Allowed to rebook for a new travelling date without rebooking fee/no show fee.
FIT tickets	
Group tickets	Allowed to rebook in the same PNR for a new travelling date without rebooking fee.
Group deposits	Deposits shall be kept for group reservations (same PNR) with a new travelling date.
<b>Route Change (Reroute)</b>	Allowed to reroute for a new travelling date without rerouting fee. The fare difference, fuel surcharges and taxes are payable on reissuing of new tickets.
<b>Refund Policy (Full Refund)</b>	Unused tickets can be refunded in full through GDSs. Partially used tickets can be refunded without fee through BSPlink.

Should you require more information, please do not hesitate to contact our Sales Offices or Representatives for clarification.

Thank you in advance for your kind support.

Best regards,



Sales Department  
Bangkok Airways