

POLICY: 'COVID-19 Outbreak and Flight Suspensions Policy'

ISSUE: 13

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Dear Travel Partner,

As a result of the ongoing global pandemic and the governmental restrictions still in place, and to match demand, THAI will only be able to operate a reduced flight schedule in the coming months. Regrettably, this will result in a number of changes to flights, including cancellations.

Accordingly, please be advised of the ticket handling procedures for TG documents (217-) issued in the UK or Ireland on/before **11JUL21** for travel worldwide to/from any TG destinations (on TG 3 digits and TG 4 digits codeshare flights operated by THAI Smile/WE), up to **30OCT21**.

1.Reservation Change/ Extending Ticket validity:

- Authority to change date of travel (same routing / RBD). Further authority to extend ticket validity and all travel to be completed by 31DEC22 (same routing / RBD) without rebooking fee and no-show fee (a fare difference to be applied if new date[s] result in difference in RBD).
- Recalculation for the same routing / RBD shall correspond to the rules and conditions of the fares paid. Should the new date(s) result in a difference to RBD(s), then the current fare applies, with fare difference, taxes and surcharge to be collected, and the expenses incurred are payable by the passenger.
- The original travel dates must be cancelled in the PNR before the original travel dates.

Should assistance be required to rebook in the original RBD (only on UN flights), please contact the Sales Team who will endeavour to assist.

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

"Involuntary change / extension due to COVID-19 outbreak"

2. Reissue and Reroute:

- Authority to reissue/reroute ticket within its validity and all travel to be completed by **31DEC22** without reissue fee and no-show fee
- Authority to reroute to any sectors operated by TG (TG 3 digits and 4 digits codeshares, including interline sectors under SPA & codeshare issued in the same ticket, subject to the relevant interline agreement policy.

- Recalculation for rerouting shall correspond to current fare and TFCs.
- All any additional amount in fares, surcharges, taxes (if any) are to be collected, the expenses incurred are payable by the passenger.

Notification on Endorsement/fare calculation field:

'Involuntary reissue / reroute due to COVID-19 outbreak'

3. Cancellation and/or Refund

3.1 All flights involuntarily cancelled (UN) by THAI (TG) and/or THAI Smile (WE)

Waiver of the cancellation/refund fee is only possible when 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 outbreak – UN TG (flight number) / (flight date)'

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 actual flown segments.

3.2 All flights voluntarily cancelled by the passenger

Refunds to be processed based on the applicable fare rules.

Waiver of refund penalties or the refund of non-refundable tickets is not permitted.

Refund for partially used ticket:

Refunds to be processed based on the applicable fare rules.

Waiver of refund penalties or the refund of non-refundable tickets is not permitted.

4. Travel voucher (EMD)

Travel Vouchers are only available when one or more flights, operated by THAI (TG 3 digits flight number) and/or THAI Smile (TG 4 digits flight number) have been cancelled (UN) by TG.

- 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.
- The Travel Agent or THAI Office will issue a new ticket against EMD before the expiry date as normal practice.
- Travel Vouchers should be issued as EMD type EMD-S, using the RFIC: DDWN/D (Deposit/Down Payment) and RFISC 997. The following remark should be included on all EDMs issued: 'COVID -19 Impact'.
- Travel Vouchers are refundable if not used by the expiry date; however, a refund fee applies if that EMD is issued against tickets with flights not cancelled (UN) by TG
- If the EMD/DDWN is issued against tickets with flights not cancelled (UN) by TG, please include an appropriate remark at the time of issuing, IE. *REFUND FEE GBP XXX.XX* (as per the fare rules of the ticket)
- When the Travel Voucher/EMD is exchanged for future travel, should any residual amount be outstanding, another EMD must be issued using EMD Type – S, RFIC: RSVR/D, RFISC: 996 and with the remark 'COVID -19 Impact'.

5. This issue is applicable from **23rd July 2021** onwards and supersedes previous issues/policies regarding the COVID-19 outbreak.

Please note that refunds are currently taking longer 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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