



Greetings from the Reservations HelpDesk.

Please see below for latest policy. There are other variations depending on ticketed travel date and flight status. If you have a specific situation, please send to supervisor@thaairways.us

Procedures for TG/217 tickets issued in U.S.A. for travel between March 25 and May 31, 2020 where a flight has been cancelled (UN status in the PNR for TG flights) and no alternative space is booked

Travel Credit (Preferred) / partially used tickets:

- **THAI will allow the value of a fully unused 'International Route' ticket to be extended for travel through Dec 31, 2021.** For rebooking over the same routing and booking class, this can be done without fee. Endorsement: **INVL SUSP COVID-19**. For changes to routing, booking class or season, a fare difference may apply. Customers may also register their own tickets directly at the following link using THAI booking details - https://www.thaairways.com/en/contact_us/thai_special_assistance_form.page
- **In most cases, partially used tickets can be rebooked for travel to be completed by Dec 31, 2020.** The change fee will be waived. Fare difference may apply to change in routing, booking class or season. Endorsement: **FLEX COVID-19**

Refunds

If customer requests a refund, these are allowed per THAI's Conditions of Carriage. You can apply normal endorsement: **REF xxx/dteCXL** where xxx/dte are replaced by specific flight number and date

NOTE: As of April 6, automated GDS refunds for ARC have been suspended. We are waiting for further advise from head office on how these tickets will be processed. Any updates to policy will be updated to THAI's travel agent website – www.thaairwayssupport.com

- **Partial use ticket refunds** – These are allowed with refund fee waived. However, Flown coupons will need to be re-calculated based on applicable one-way fares in effect at time of ticket issuance. This may result in a small refund or return of unused taxes only
- **Recall commission** – For all tickets where a base fare amount is refunded, you must recall the applicable commission or when processing the refund.