

Dear Industry Colleagues,

Greetings from Thai Airways International!

In view of critical situation during COVID-19 outbreak, please be advised / notified about the flexible fare rules for rebooking / rerouting on TG documents (217-) ; details are as follows:

Flexible Fare Rules for Rebooking / Rerouting

- For TG documents (217-) issued in India **on / after 28JAN2020** and on/before 30APR2020 for travel with TG 3 digits and TG 4 digits operated by WE to all destination worldwide.
- The original ticket for travel during **26FEB2020– 15DEC2020**.

1. Reservation Change:

- Authorize to change date of travel (same routing) until 15DEC2020 **without rebooking fee.** (Fare difference to be applied e.g. for difference seasonality, difference RBD.)
- Minimum / Maximum Stay remain as per original ticket.
- In case of additional amount applicable due to RBD/fare difference & taxes (if any) is payable by passenger.
- Recalculation shall be corresponding to the original rules and conditions of the fares paid.
- Request of the change must be made before original travel date.

Notation on the Remark field on the PNR:

“Flexible rules – due to COVID-19 Outbreak”

2. Rerouting/Reissue:

- Authorize to Reroute/Reissue ticket within its validity until 15DEC2020 **without fee** to any sectors, operated by TG 3 digits and / or TG 4-digits operated by WE, included Interline sectors under SPA & Codeshare issued in the same ticket.
- Recalculation shall be corresponding to the original rules and conditions of the fares paid.
- In case of additional amount applicable due to RBD/fare difference & taxes (if any) is payable by passenger.
- The reissued / reroute request must be made before original travel date.

Notation on the Remark field on the PNR and fare calculation box:

“Flexible rules – due to COVID-19 Outbreak”

3. Cancellation and /or Refund before departure Applied

If the request or ticket cancellation and/or ticket refund is occurred before departure, any penalty/charges on the cancellation and/or refund transaction as stated on attached fare rule/conditions are applied.

Waiver of the penalty/charges is not permitted.

We look forward for your support and cooperation in disseminating the information to all concerned.

For any further queries, you may contact us at 41497777 /41496100.

Confirmation subject to availability of seats. THAI reserves the right to change or withdraw above mentioned gratis changes without prior notice.