

Zurich, 27 April 2020

## Coronavirus Impact – ticketing procedures

The recent developments in light of the novel coronavirus outbreak and the ever-increasing travel restrictions in place have had an impact on the aviation industry.

In this connection, please find our ticket handling procedures for passengers holding TG documents (217-) as follows:

- For TG documents (217-) issued within POS Europe on / before 25MAR20 for travel worldwide between any TG destinations (3 TG-digit and 4-digit codeshare)

### Reservation Change

- ✿ Authorize to change date of travel (same routing/RBD) within its validity or extend ticket validity for travel completed by 31DEC21 without rebooking fee/ no show fee.
- ✿ Fare difference (e.g. for different seasonality, different RBD) and new applicable taxes (if any) shall be collected upon reissuance.

Notification: **INVOL CHANGE DUE TO COVID19-EU**

If ticket is revalidated within validity, the notification shall be added in the OSI field of PNR.

If ticket is reissued to extend validity, the notification shall be added in the endorsement field of ticket.

### Rerouting

- ✿ Authorize to reroute ticket for travel completed by 31DEC21 without rebooking/ no show fee.
- ✿ Authorize to reroute to any sectors, operated by TG 3-digit and/or TG 4-digit flight (WE), included interline sectors under SPA & codeshare agreements issued in the same ticket.
- ✿ If the new itinerary results in a higher fare, the difference shall be collected upon reissuance.
- ✿ New applicable taxes (if any) shall be collected upon reissuance.
- ✿ If the new itinerary results in a lower fare, any residual balance shall be issued in connection with a refundable EMD. **RFIC: RSVR/D, RFISC: 996**

Notification in the endorsement field of reissued ticket: **INVOL CHANGE DUE TO COVID19-EU**

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## Travel Voucher (EMD) or PNR Retention Segment

- ✿ The value of totally unused tickets can be exchanged to a Travel Voucher (EMD) with a validity of one year from the date of issuance.
- ✿ Travel Voucher (EMD) can be used as a credit towards any future travel on TG 3-digits and TG 4-digits (WE) flights.
- ✿ Fare, tax differences and surcharges (if any) may be applied to the new itinerary and shall be collected upon issuance of the new ticket.
- ✿ Travel Voucher can be transferred with proof of document presented at the time of ticketing

### Procedures for Amadeus users:

Travel Voucher (EMD) issuance in exchange of the original ticket:

EMD Type: EMD-S

**RFIC: DDWN/D**

**RFISC: 997**

Conditions: Refundable, Exchangeable.

Book: SVC

EMD Remark: COVID -19 Impact

If the value of the new ticket is lower than the value of the EMD, an EMD for the refundable balance shall be issued. This EMD can be refunded.

EMD Type: EMD-S

**RFIC: RSVR/D**

**RFISC: 996**

Conditions: Refundable only

Book: SVC

EMD Remark: COVID -19 Impact

### Procedures for Travelport (Galileo or Worldspan) users:

Due to technical reasons, the travel voucher option is only available for Amadeus users. Instead of issuing a Travel Voucher (EMD), Travelport users may use the existing PNR to reissue and extend the original ticket later on.

Please insert a PNR retention segment in the current booking in order to keep the original PNR available for further handling. This will maintain a link to the original ticket and retain all administrative information recorded in the PNR.

Galileo: **RT.T/15MAR\*PNR RETENTION DUE TO COVID 19 IMPACT**

Worldspan: **TNZZMK1MIS15MAR/AN- PNR RETENTION DUE TO COVID 19 IMPACT**

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## Cancellation and/or Refund

Flights involuntarily cancelled by THAI and THAI Smile:

- ✿ For totally unused ticket, any penalty/charges and refund transactions will be exempted.
- ✿ For partially used ticket, calculation and reduction of actual flown segment apply.
- ✿ Any penalty is waived.

For a full refund (in case flight NOOP), please send a BSP Refund Application with following remark and add flight number and travel date: **INVOL FLT CANCELLATION DUE TO COVID 19-EU**

Flights voluntarily cancelled by passenger and flight still operating:

- ✿ For totally unused and partially used ticket, refunds will be processed in accordance to the fare rules and regulations.
- ✿ Waiver of refund penalty or refund of non-refundable ticket is not permitted.

THAI AIRWAYS, Zurich

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