

Jakarta, 12 APR 2023
Ref: 07/NEWS/MN/2023

SUBJECT:

Cancellation of BKK – JED – BKK Flight and Ticketing Handling Procedure

Dear Valued Agents,

Please be informed that TG flight BKK-JED-BKK **TG503/504** will be cancelled on **01 – 22MAY23**. For passengers holding TG tickets (217-) issued before **04APR2023** and the travel with TG503/ TG504 on **01 - 22 MAY23** flights are involuntarily cancelled by THAI , will have the following options:

1. Reservation Change.

- Authorize to change date of travel (same routing) within ticket validity without rebooking fee. (Fare difference to be applied e.g. for difference RBD).
- All any additional amount fares, taxes (if any) to be collected, the expenses occurred are on passenger's account.
- For Change request, please send an email to :jkt.reservation@thaairways.com
Notation on the Remark field on the PNR and fare calculation box:
"Flight Suspension by THAI"

2. Cancellation and /or Refund for totally unused Ticket.

If the request or ticket cancellation and/or ticket refund, any penalty/charges on the cancellation and/or refund transaction as stated on attached fare rule/conditions will be exempted (Including YR). For refund request, please send an email to: refund@thaairways.co.id
Please attach all supporting documents such as RA, ticket image with open status and BSP billing.
Notation on the Remark field on the Refund Application Form:
"Flight Suspension by THAI"

3. Refund for partially used ticket.

- Partially used ticket for travel sectors remaining, refund charge shall be waived and calculation of residue refund value shall be based on involuntary refund procedures.
- All any additional amount fares, taxes (if any) to be collected, the expenses occurred are on passenger's account.
- For refund request, please send an email to: refund@thaairways.co.id
Please attach all supporting documents such as RA, ticket image with open status and BSP billing.

Notation on the Remark field on the Refund Application Form:
"Flight Suspension by THAI"

Again, we remind you to always check the Queue system as TG automatically notify the affected PNR to the issuing agent through the Queue system only. Failure to do so, will be under issuing agent's responsibility and/or agent's expenses.

We believe that all of you always check, well understand and expert on how to check the Queue system, if not, please contact GDS help desk for further assistance.

Last but not least, since we are experiencing high volume of incoming emails, causing the processing time to be longer than during normal period, please be assured that we will contact everyone as quickly as possible.

Please DO NOT copy to un-concern email address but just send to ONLY one specific email address that we guide you as above in order to avoid overloaded capacity.

Thank you for your kind attention, cooperation and continuous support.

Stay safe and stay healthy.

Sales Department
Thai Airways International - Indonesia