

Ticket Handling Policy for COVID-19 Pandemic Impact and flight suspension # 3

This Ticket Handling Policy supersedes all previous policy issued in this regard as a result of the ongoing COVID-19 outbreak, travel and immigration restrictions have been imposed by several countries and THAI has suspended its operations for a certain period.

As regards to THAI Policy, the following Ticket Handling Options have been invented and applied due to the extraordinary impact of the COVID-19 pandemic, THAI extends ability to display and to action (exchange, reissue, refund) tickets beyond the standard ticket validity based on its own business rules. Such extension will not persist beyond our stated policy.

There are **FOUR** main solutions:

1. Reservation Change/extend ticket validity
2. Reissued/Rerouting Ticket
3. Exchanging tickets for EMDs and another one is transferred interlineable value/amount to our own unique documents, THAI Travel Voucher
4. Refunding

General Application:

- Passengers holding TG tickets (217) issued worldwide,
- Such ticket (217) contains a coupon(s) validated for travelling with TG 3 (three) digits flight numbers and / or TG 4 (four) digits flight numbers operated by WE to all destinations worldwide including Domestic destinations in Thailand.

Ticket Handling Options for.....	All original tickets issued on/before 11JUL21 and have a coupon(s) validated for travelling within 30OCT21 , with TG 3 (three) digits and/or TG 4 (four) digits operated by WE.
1. Reservation Change /Extend Ticket Validity	<ul style="list-style-type: none"> ➤ Authorize to: <ul style="list-style-type: none"> - change date of travel (same routing / same RBD), and / or - extend the ticket validity with all travel shall be completed by 31DEC22 without rebooking fee / no show fee. (Any fare differences, taxes, surcharges to be collected due to different RBD are payable upon ticket reissuance.) ➤ Notation on the Remark field on the PNR & Fare Calculation box: "Involuntary Change Due to COVID-19 outbreak"

Ticket Handling Options for.....	All original tickets issued on/before 11JUL21 and have a coupon(s) validated for travelling within 30OCT21 , with TG 3 (three) digits and/or TG 4 (four) digits operated by WE.
2. Reissued/Rerouting Tickets	<ul style="list-style-type: none"> ➤ Authorize to reissued/reroute ticket for travel completed by 31DEC22 without reissue fee / no show fee ➤ Authorize to reroute to any sectors, operated by TG 3 (three) digits and / or TG 4 (four) digits operated by WE, included Interline sectors under SPA and Codeshare issued in the same ticket, <u>subject to the concerned interline agreement policy.</u> <p>Note: Fare owner of the rerouting ticket must be TG carrier fares.</p> <ul style="list-style-type: none"> ➤ As a result of route change, any fare difference, taxes, surcharges are payable on reissuing of new tickets. ➤ Notation on the Remark field on the PNR & Fare Calculation box: "Involuntary Change Due to COVID-19 outbreak"

Ticket Handling Options for.....	<p>All original tickets issued on/before 11JUL21 and have a coupon(s) validated for travelling within 30OCT21, with TG 3 (three) digits and/or TG 4 (four) digits operated by WE.</p> <p>Submission date for Refund :</p> <p>AREA THAILAND : 01JAN20 – 31JUL21</p> <p>STATION ABOARD : 29MAR20 – 31JUL21</p>
3. EMD and/or THAI Travel Voucher	<ul style="list-style-type: none"> ➤ Interlineable Value/Amount for Totally unused tickets can be exchanged to be either; <ul style="list-style-type: none"> o An EMD with 1 (one) year validity counting from the date of issuance (as normal practice) or o THAI Travel Voucher valid until 31DEC22 (TG Internal Process) without fee and surcharge(s) for an EMD(s) or THAI Travel Voucher Issuance. ➤ Either an EMD or THAI Travel Voucher can be used as credited value/amount towards any further travel / transportation on TG 3 (three) digits and/or TG 4 (four) digits operated by WE. ➤ THAI Office will issue a new ticket against an EMD or THAI Travel Voucher before its expiration as normal practice. ➤ THAI Travel Voucher can be transferred with a proof of document presented at the time of ticketing. <ul style="list-style-type: none"> - Any Fare / taxes / surcharges differences may be applied to the new itinerary. - All applicable fees, which may be collected whenever such EMDs and/or THAI Travel Voucher are exchanged for further transportation with TG 3 (three) digits and/or TG 4 (four) digits operated by WE, can be waived.

Ticket Handling Options for	All original tickets issued on/ before 11JUL21 and have a coupon(s) validated for travelling within 30OCT21 , with TG 3 (three) digits and/or TG 4 (four) digits operated by WE.	
4. Refund Policy** **Refund process will take time 180 days or more from the date of submission. * Due to Covid19 Pandemic impact, Contract of Carriage condition of 90 days refund allowance after expiry will be extended to 365 days until 30JUN22.	4.1 All original flight(s), shown on the refunding ticket(s), are involuntarily cancelled by THAI and THAI Smile.	
	<u>Totally unused ticket</u> • 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 rules /conditions will be exempted. <u>Waiver of refund penalties are permitted.</u>	<u>Partially used ticket</u> • The refund calculation for partially used ticket applied to both refundable and nonrefundable is based on coupon value / prorate value plus unused taxes <u>without cancellation and /or refund fee.</u>
	4.2 All original flight(s), shown on the refunding ticket(s), are voluntarily cancelled and voluntarily requested by passengers.	
	<u>Totally unused ticket</u> • Refunding transaction shall be processed based on its attached fare rules and/or conditions, <u>waiver of either refund penalties or refund of non-refundable tickets is not permitted.</u>	<u>Partially used ticket</u> • Refunding transaction shall be processed based on its attached fare rules and/or conditions, <u>waiver of either refund penalties or refund of non-refundable tickets is not permitted.</u>

Please refer to TMM (Thai Marketing Manual) and PHM (Passenger Handling Manual) for any other scope of authority and smooth passenger handling.
