



Subject Ticket Handling Procedure for TG and WE Integration.

Dear Valued Travel Agent

This is mandatory to process through the guidance as follows.

A. Downgrading : U Class to Y class.

Reference is made to CCU, AMD and GAY flights being transferred to Thai Airways (Thai Smile Airways codeshare) with all economy Class operation effective 01Sep2023 onward.

- **Accept downgrading** : Agent is required to contact Thai Smile Airways for involuntary reissue your ticket under accepted status from TK to HK as below ;

Customer service
Email : customer.services@thaismileair.com
Monday - Friday / Time : 08:00 - 17:00 (BKK)
Except Public holidays and Thailand's Official holidays.
Call Center
Tel : (+66)2-118-8888 or 1181
Everyday / Time : 06:00 - 21:00 (BKK)
(Service available until December 31, 2023)

- **Downgrade compensation:** Agent is required to submit your requirement via BSP link with an amount as follows.

Destination	Compensation / Sector	
(India)	THB	INR
CCU	2785	6510
AMD	2900	6825
GAY	2060	4720

B : Full refund on document 909 (WE) including deny downgrading.

- Agent can process full refund through GDS under ticket UN status condition.
- All individual ticket refund submission must be submitted with completed details by December 22, 2023
- EMD group deposit refund via CRM at <https://www.thaismileair.com/en/contact/thaismile> must be submitted with completed details by November 30, 2023.
- In case of system rejection, please submit your requirement within December 22, 2023 to ;

Place of ticket issuance : **All international place except Thailand.**
Email : inter.agencysales@thaismileair.com

C : Reservation / Ticketing changes

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Call Center
Tel : (+66)2-118-8888 or 1181
Everyday / Time : 06:00 - 21:00 (BKK)
(Service available until December 31, 2023)
- Document 217 (TG) : Please contact Thai Contact Center
Email : contact@thaiairways.com
Tel : (+66) 2-356-1111 or Thai Airways in your country area.

THAI Smile Airways reserves the right to refuse, to be liable for any expenses that may be incurred due to your failure to comply with the requirements of this Article.