



Procedures for Thai Airways Ticket Agents

Introduction

The purpose of this document is to inform our travel agencies about Thai Airways Booking, Ticketing and ADM policy for individual and group sales. This policy is issued to support agents in their booking process and should help agents to avoid errors and keep inventory available for future sales.

Thai Airways Booking, Ticketing and ADM policy complies with the IATA Resolutions 850m and 830a, which also cover the obligations of travel agencies. Thai Airways can update this policy without any prior notice.

Booking Procedures

1. FIT (Free Independent Traveler/ FIT) Booking

- Agents can book through their GDS (e.g., 1A /1B/1G/1E/1S/1P/1V).
- Bookings must comply with fare and route conditions and must be issued on TG Plate (217).
- Passenger names must match exactly with their passport or ID card.
- The OID used for booking must be in the same country as the OID used for ticket issuance.
- Reservations and ticketing agents must provide passengers' mobile phone numbers (with country code) and email addresses to Thai Airways. If passengers choose not to share this information, they may not receive updates on flight cancellations or irregularities, and Thai Airways will not be liable for related complaints.
- Fares, taxes, fees, and surcharges must be paid in the currency of the country where the journey starts, converted to the payment country's currency at the Banker's Selling Rate on the ticket issuance date, unless otherwise required. Payment in other currencies may be accepted at the airline's discretion, following local laws.

2. GIT (Group Inclusive Tour/ GIT) Booking

- Tickets must be issued on TG Plate (217) in accordance with the ticketing deadline advised by Thai Airways.
- Group booking is defined as **a minimum of 10 Adult passengers** traveling together.
- Group bookings must be made in the AGM (G3) system using OID: ...TG0365 (e.g., LONTG0365) only.
- Agents must email the Group Request Form with travel details to the Thai Airways sales office.



- Upon receiving a reply with the Group PNR, agents must verify details and pay the deposit as per the Group Deposit Policy.
- If the deposit is not paid on time, the system will automatically cancel the group booking.
- Based Fares, YQ, taxes, fees, charges, and surcharges must be paid in the currency of the country where the journey starts. Based fare and YQ are converted to the payment country's currency at the Banker's Selling Rate on the booking date, while other fees and taxes use the rate on the ticket issuance date. Payments may be accepted in other currencies at the airline's discretion, following local laws. (Refer to email form TG AGM dated 11JUL2025).

Ticket Issuance Procedures

1. FIT Ticket Issuance

- All tickets must be issued on TG plate (217) only by using auto pricing unless the travel agents received authority from Thai Airways to proceed ticket issuance manually.
- Ensure the passenger's name in the PNR matches exactly with their passport or government-issued ID before issuance
- Tickets must be issued within the Ticket Time Limit or the fare validity period.
- Tickets must be issued using the OID registered in each countries.
- Any change to the itinerary after ticket issuance must be handled according to the fare rules.
- Revalidation or reissuance must be done in compliance with Thai Airways' policies.

2. GIT Ticket Issuance

- Group tickets must be issued on TG Plate (217) at the confirmed fare.
- Group travel must include at least 10 adults on Economy Class or 5 adults on Business class (or depending to the group condition), and all tickets must be issued together with consecutive ticket numbers.
- Tickets must be issued by the deadline provided by Thai Airways and before the fare expiration date. Failure to issue within the deadline may result in automatic cancellation of the group booking.
- For group PNR's tickets issued by travel agencies with passive segment using GDS other than Amadeus; revalidation is permitted to associate a ticket number to group PNR. Any ADC collection, ticket has to be reissued adhering to the group policy.
- Group ticket issuance must strictly follow the fare rules and special group contract conditions agreed with Thai Airways.
- Post-ticketing changes (reissuance, rerouting, and name corrections) must comply with group fare conditions and must be coordinated with Thai Airways Group.
- After issuance, agents must notify the sales office to proceed with deposit refund or retention per policy.

Violations of Booking & Ticketing policy

1. FIT Booking & Ticketing Violations

Thai Airways - BIDT - GDS Booking & Ticketing Policy			
Sr.No	GDS violations	Description	Penalty
1.1	Invalid booking class	All Booking PNR's created with unauthorized RBD's are considered as violation.	USD10 - Per pax/segment
1.2	Duplicate Bookings	<p>Booking multiple seats for the same passenger on different flights or in different classes on the same flight is prohibited along with below criteria's:</p> <ul style="list-style-type: none"> - Create duplicate bookings in the same or different GDS for the same passengers. - Duplicate segments in the same booking. - Establish "unusual/fictitious itineraries" for the same passenger, for example, because the scheduled departure and arrival times of various segments overlap, because minimum connection time rules are violated, etc. 	USD10 - per pax/each duplicate
1.3	Churning	<p>It is prohibited to book and cancel a segment repeatedly in one or more PNRs and/or GDS within the same class or different classes,</p> <p>Any cancellations and rebooking made by the travel agent for the same passenger within PNR or across PNRs to circumvent ticketing time limits, more than four times on identical flight and departure date.</p>	USD10 - per pax/segment for churning of more than 4 times
1.4	Fictitious Bookings	<p>The creation of fictitious or speculative bookings, or the issuance of fictitious tickets, which hold slots occupied in the inventory until a sales opportunity arises, increases the airline's GDS costs and reduces the availability of bookings in the market.</p> <p>Therefore, it is totally prohibited to create bookings that are not directly related to a customer's demand intending to buy a ticket or to create bookings with fake or fictitious passenger names. Likewise, it is prohibited to use invalid ticket numbers, understood as restricted, already used, refunded, cancelled, or non-existent ticket numbers.</p>	USD10 - per pax/segment

1.5	Inactive Segments	<p>Inactive segments are those cancelled by the airline with UC/UN/NO/HX status and for which the agency is notified through a queue in their GDS with the following codes:</p> <ul style="list-style-type: none"> - UC: flights impossible to confirm/closed flight - UN: flight impossible to confirm/cancelled flight - NO: no action has been taken - HX: cancelled segment. <p>The agency commits to removing these segments from the booking at least 24 hours before the flight departs.</p>	USD20 - per pax/segment
1.6	Waitlist Bookings	<p>All active un-ticketed PNR Bookings with Waitlist status codes, for which the departure dates have passed are considered as violation.</p> <p>Waitlisted bookings created on the day of the flight are also not allowed.</p>	USD10 - per pax/segment
1.7	Passive Segments	<p>A passive segment is introduced into a GDS with the aim of issuing a booking made in a reservation system. The use of passive segments is only allowed for the purpose of issuing tickets and only when the passive booking synchronizes with an active reservation in the airline's system (same name, itinerary, booking class, and number of passengers).</p> <p>Creation of passive/cloned bookings for proof of booking for visa applications, etc. is not allowed.</p> <p>All Active un-ticketed PNR Bookings with Passive status codes for which the departure dates have passed are considered as violation.</p>	USD10 - per pax/segment
1.8	Married Segment	<p>Refers to the combination of flight segments that must remain intact to ensure proper pricing and booking integrity. Any alteration that separates these linked segments will be considered a violation of the fare rules.</p> <p>Examples of Violations Include:</p> <ol style="list-style-type: none"> 1. Separate Flights for Interconnected Segments: Modifying or canceling one leg of a flight that is part of a married segment pair (e.g., separating a connecting flight within the same itinerary). 2. Changing Departure or Arrival Cities: Adjusting a flight's departure or arrival point in a manner that disrupts the intended sequence of connected flights. 3. Rebooking Segments Independently: Attempting to rebook or change individual segments without considering their relationship to the rest of the itinerary. 	<p>First/Business/Premium Economy: <u>One way USD 800, Round trip USD 1500 per pax</u></p> <p>Economy class: <u>One way USD 500, Round trip USD 800 per pax</u></p>

1.9	Point of Sale (POS) and the Point of Issue (POI)	<p>The Point of Sale (POS) and the Point of Issue (POI) are both located within the same country.</p> <p>Issuing tickets in a different country from where the booking was created particularly to bypass airline controls such as fare availability, conditions, or applicable fees constitutes a violation of our ticketing policy.</p>	USD100 - per pax
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Remarks:

- SrNo.1.1-1.7 ref. [TG - BIDT - GDS Booking Policy EFF: 01JUL2024](#)
- SrNo.1.8 ref. [TG - Married segment Policy EFF: 01FEB25](#)
- SrNo.1.9 ref. [TG Booking Policy EFF: 01SEP25](#)

TERMS & CONDITIONS:

- Thai Airways reserves the right to revise the GDS Policy without prior notice.
- ADM issuance is in compliance with industry standards and are applicable to IATA agents (per IATA Resolution 850m and 830a) and Non-IATA agents.
- All ADM's will be raised and submitted through BSP Link and ARC Memo Manager.
- The ADM's will be issued against the issuing agency and/or responsible for the creation of the booking.
- In case of Non-IATA agents, since debit is not possible via BSP /ARC, TG reserves the right to invoice the travel agent and or inhibit its access to the inventory.
- Admin fee, as applicable, based on airline ADM policy will be charged along with ADM.
- All disputes will have to be resolved through the regular channel of BSP/ARC MM by including all relevant documents supporting each dispute.
- All the below mentioned charges in USD currency will be converted to the corresponding currency for other markets according to the applicable exchange rate.
- Administrative fee associated to ADMs and ACMs — per [Agency Debit Memo Policy](#)

2. GIT Booking Violations

- Repeated cancellations will result in warnings.
- Deposits must be paid in accordance with the established policy.
- Sales must monitor deposit and ticket issuance closely.
- Agents must submit group PNRs for approval before the fare expiration to ensure tickets are issued within the permitted timeframe. Failure to do so may incur ADM charges.

3. Incorrect Fare or Fare Condition

- If incorrect fare or conditions are detected, ADM will be issued.
- If the error is system-related and proven, a credit note may be issued.



4. Credit Card Payments

- Refer to the regulations regarding the acceptability of credit card payments in each country.

5. Other Cases

- If errors are reported before ADM issuance, and proven to be system-related, exemption may be approved.

Agent Ticket Changes by TG

Service Fees for Changes:

- Passengers contacting airline offices within Thailand: THB 1,000 per ticket (from Jan 01, 2022).
- Passengers contacting the Global Call Center or all ticketing offices outside Thailand: USD 50 per ticket (from Aug 01, 2025).

Agents may change travel dates and routes under fare rules:

1. Change of Travel Date (Same Route)

1.1 Same RBD: Reissue ticket, collect fare/tax difference and fee via EMD (code: PNFE).

- Unused tickets: use current fare/tax.
- Partially used: use historical fare/tax.

1.2 Change RBD (Class):

- Upsell: allowed with reissue and fee.
- Downgrade: not allowed per fare rules, unless Irregularity Flights.

2. Rerouting

- **Same Fare:** Reissue, collect tax difference and fee.
- **Higher Fare:** Reissue, collect fare/tax difference and fee.
- **Lower Fare:** Not allowed.

3. Name Correction

- Create new PNR with correct name.
- Reissue ticket referencing the old one, include note in fare calculation.
- Issue EMD-TKAF for name correction fee.
- If original RBD is unavailable, contact sales for confirmation before reissuing.



4. No-Show

- No-show fees apply if cancellation is not made 24 hours (international) or 4 hours (domestic) in advance.
- ATC reissue: fee collected via EMD-PENF.
- Manual reissue: use EMD-NOSF.
- If flight was canceled but ticket not updated, ATC may still apply no-show fee unless manually reissued.

5. Irregularity Flights

- If TG changes or cancels flights, re-accommodation and auto-updates (i.e. UN1/TK1) will apply.
- If passengers decline the new flight, agents must email sales for involuntary reissue (no fee).
- Refunds can be processed with a note that the flight was canceled by the airline.
- In the case of changing to a smaller aircraft, business or premium economy class is not available, request a refund of fare difference after the system has processed the re-accommodation is applied.
- The options may be selected by the customer, provided the "Ticket Handling Procedures for All TG Irregularity Flights", depending on the circumstances.
- In connection with the associated ticket, unutilized ancillary services purchased via Travel Agents, which have been impacted by schedule change situation, may be changed free of charge and EMD re-associated to the new itinerary.

6. Refunds

- Agents may mark refunds per ticket conditions.
- Death of passenger/immediate family: Fee of reissuance or refund may be waived as per authorization by Thai Airways.
- Tax code YR: Non-refundable unless flight canceled.
- Unutilized non-refundable taxes, as well as previously collected rebooking fees and no-show penalties remain non-refundable.
- Group tickets: Only taxes and surcharges (excluding YR) are refundable in accordance with the fare rule.
- The Refundable unutilized value should be calculated based on unused NUC, taxes, fees, charges and surcharges.
- Refunds must be marked within 90 days of ticket expiry.

7. Miscellaneous

- These guidelines cannot be applied if ticket and/or refund validity period is expired.

*****For any questions, concerns, or other special cases, agents are requested to contact sales staff responsible for their account and the Team Support Agent for further assistance.*****