



## ***Thai Airways International Public Company Limited (THAI) Married Segment Violation Policy***

### **Guidelines for Breaking Married Segments and Penalty Fee Collection**

This is to inform you of an important update regarding the handling of married segments for TG bookings. **Effective February 01, 2025**, if a passenger's itinerary is altered in such a way that it breaks a married segment (i.e., the combination of flights that must remain intact for proper pricing), THAI will collect a penalty fee for this change.

This penalty fee will be processed through an Agency Debit Memo (ADM) via BSP link/ ARC Memo Manager or Invoice issued directly to the travel agency. It is critical that all agencies adhere to the following guidelines to avoid these penalties:

THAI will be enforcing a penalty for any changes that result in the breaking of married segments on bookings issued through your agency. This policy applies to all tickets where segments are linked together as part of a single, integrated fare.

#### **What is a Married Segment?**

A married segment 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.

#### **Examples of Violations Include:**

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. **eRebooking Segments Independently:** Attempting to rebook or change individual segments without considering their relationship to the rest of the itinerary.

#### **Penalty Details:**

- A penalty fee will be imposed for each violation of the married segment rules.
- Penalty charges will be reflected as an ADM issued by THAI.

#### **ADM fee effective 01 February 2025**

First/Business/Premium Economy : One way USD 800, Round trip USD 1500 per passenger

Economy class : One way USD 500, Round trip USD 800 per passenger



We kindly request that you ensure the integrity of all married segments when managing your clients' bookings with THAI. Please review any changes carefully to avoid unnecessary penalties.

If you have any questions or need further clarification regarding this policy, please do not hesitate to contact us.

Thank you for your attention to this matter.

**TERMS & CONDITIONS:**

- THAI 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 above mentioned charges in USD currency will be converted to the corresponding currency for other markets according to the applicable exchange rate.