

ISSUE DATE: 21 February 2020
REF: PG SAL_003 **(REVISED Ver.2)**

Effective Date
21 February 2020 onward

Dear All agents,

Subject: Ticket Handling Procedures for COVID-19 Outbreak Incident

Bangkok Airways would like to announce the procedure of ticket handling for PG document(829-) issued worldwide on/before 21February2020.

Effective routes are to/from Koh Samui-Singapore/Hong Kong/Malaysia and to/From Bangkok-PG All Vietnam routes only.

Reservation Change for FIT booking

Ticket issued on/before 21February2020 with traveling period until 30April2020 are allowed to rebook without fee until 31December2020 for new traveling period.

Reservation Change for GIT booking

Reservation/Deposit made/paid on/before 21February2020 with traveling period until 30April2020 are allowed to rebook without fee until 31December2020 for new traveling period.

Refund Arrangement

Non-Refundable ticket issued on/before 21February2020 for departure until 30April 2020 are allowed to refund with refund fee apply.

Should you require more information, please contact the nearest PG Sales Office.
Thank you for your kind attention.

Best regards,


Sales Department
Bangkok Airways