

# THAI Smile Assist Passengers Affected by Travel Restrictions Due to COVID 19-Outbreak



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THAI Smile Airways has expressed readiness to assist passengers affected by travel restrictions due to the COVID-19 outbreak by extending a period of free itinerary changes.

Mrs. Charita Leelayudth, CEO of THAI Smile Airways, said as COVID-19 continues to spread, THAI Smile realizes the inconvenience for our passengers. We therefore assist passengers with THAI Smile air tickets by extending a period of free ticket and/or route changes on the following routes: Return flights on Chongqing, Changsha, Zhengzhou, Hong Kong, and Kaohsiung with tickets issued before 18 February 2020 and/or with a travel period between 18 February to 30 April 2020. Passengers can change their journeys and/or routes within the ticket validity or extend the travel period until 15 December 2020 without paying any fee. Any change to a travel itinerary must be made before the travel date on the ticket. T&C apply.

In light of the COVID-19 outbreak, THAI Smile cancels inbound and outbound flights to China on all three return routes including Chongqing, Changsha, and Zhengzhou from now until 31 May 2020. Passengers of the cancelled flights are entitled to full refunds without fees. Passengers who still wish to travel during such period will be transferred to flights operated by our partner airlines. Passengers can change their tickets at any Smile Service Center or Smile Travel Agent. For more information, please contact our 24-hr Call Center 1181 or 02-118-8888 or send your inquiries to [customer.service@thaismileair.com](mailto:customer.service@thaismileair.com).

"THAI Smile send our support to medical and public health personnel, the affected people, and everyone involved in the prevention of COVID-19. If the outbreak does not end soon and tends to worsen, we will increase measures to tackle the situation. Further updates will be provided," said

Mrs. Charita.