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Mrs. Charita Leelayudth, Chief Executive Officer of THAI Smile Airways, stated that the coronavirus (COVID-19) outbreak continues to escalate, coupled with the notification of the Civil Aviation Authority of Thailand (CAAT) on practical guideline for the air operators relating to the service to be provided in the territories outside the Kingdom of Thailand defined as disease infected zones of the Coronavirus Disease (COVID – 19) outbreak, as announced by the Ministry of Public Health, has affected the decisions making of both inbound and outbound passengers. We at THAI Smile consider that in order to prevent the spread of the COVID-19 and for the utmost safety for the passengers as well as the employees involved, we therefore have to temporarily cancel flights to and from Hong Kong Special Administrative Region. Details of round-trip routes are as follows:
• Phuket – Hong Kong route. WE608 / WE609 (codeshare TG2608 / 2609) flights, effective from March 13 – 28, 2020.
• Bangkok-Hong Kong Route. WE630 / WE631 (codeshare TG2630 / 2631) flights, effective from March 16-28, 2020 or until further announcement from THAI Smile is made.
For passengers affected by flight cancellations on that date, THAI Smile will offer a full refund, without additional cost. Passengers who still wish to travel during such period will be transferred to Thai Airways flights. For passengers wishing to change their trip and / or change routes, they can do so within the ticket validity or extend the traveling period up to December 15, 2020, where fees will be exempted. The change must be made before the date of travel as specified on the ticket, in accordance with the conditions set by the company. Passengers can contact any of 13 Smile Service Center nationwide in operating hours or Call Center 1181 or 02-118-8888 for 24 hours.