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The current COVID-19 situation has prompted the government to step up measures to further contain the virus' spread. Due to the existing airline's measures and the government's restrictions to mass transport services which can increase the risks of COVID-19 infection, THAI Smile therefore significantly needs to announce the zero operation which means suspending all domestic and international flights with effect from 7 – 30 April 2020, and we will be back in the air on May 1, 2020 or until further notice. THAI Smile facilitates passengers affected by the flight cancellation as follows:

– For EDM Full Refund Request, passengers can obtain a full refund without any charges by yourselves via https://member.thaismileair.com/customerservice/refund by selecting "Refund due to terms and Conditions"
– Passengers who would like to change a travel itinerary and/or reroute can do so without paying a change fee. Terms and conditions apply.

For further information, please contact Smile Service Center nationwide (Suvarnnabhumi Airport, Chiang Mai, Chiang Rai, Hat Yai, Phuket, Surat Thani, Krabi, the Parliament and THAI Smile Head Office (Building 9, 1st Floor Vibhavadi Rangsit Road) during operating hours, sending an email to customer.service@thaismileair.com, or 24-hr Call Center at 1181 or 02-118-8888.