



Thai Airways –Booking/Ticketing Policy

Subject: Important Notice: Point of Sale and Point of Issue Must Be in the Same Country

Effective 01 September 2025, Thai Airways International Public Company Limited will implement a new ticketing policy requiring that all ticket issuance must occur in the same country where the booking was originally made.

Please ensure that the Point of Sale (POS) and the Point of Issue (POI) are both located within the same country.

Issuing tickets in a different country from where the booking was created particularly to bypass airline controls such as fare availability, conditions, or applicable fees constitutes a violation of our ticketing policy.

THAI will issue an Agency Debit Memo (ADM) for each violation, with a penalty of USD 100 per passenger.

We strongly urge all agents to adhere to this policy to avoid penalties and to preserve a strong, collaborative relationship with our airline.

If you have any questions or require further clarification, please contact your agency support team or local sales representative.

Thank you for your continued cooperation.