

AKL BKK AKL Schedule Suspended 24Mar-30Jun due COVID-19 & NZ Border Closures

Issued: 20 March 2020

Dear Industry Partners,

With reference to yesterday's announcement from the New Zealand Government advising the New Zealand border would close from 2359, 19 March 2020 (last night), Thai Airways would like to advise it will temporarily suspend ALL flights departing New Zealand between 24 March 2020 – 30 June 2020.

The last departure from Bangkok to Auckland (TG491) will be on the evening of 22 March 2020 and the last departure from Auckland to Bangkok (TG492) will be on 23 March 2020.

Please note there are limited seats available on our remaining flights however there are still some.

Thai Airways Auckland City Ticket Office will be closed effective immediately until further notice. All enquires should be sent to our Reservations email, reservations@thaiairways.co.nz or Sales email, sales@thaiairways.co.nz. Phone lines will remain open however due to significant demand it is recommended you email your queries. Our phone number is 0800 100 992 outside of Auckland and 09 377 3886 within Auckland.

We will continue to monitor the situation and as soon as demand is back so will we be! Our thoughts are with you all during these tough times.

We are currently working through options to ensure we have the most suitable choices available to all our customers holding TG tickets. We appreciate your understanding at this time, and we ask that you give us time to work through the most suitable options. Please standby for this new policy.

Your co-operation and patience in this regard is appreciated. Please accept our apologies for any inconvenience caused to you or your clients, and we thank you for your continued support of Thai Airways.