Unofficial English Translation
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สำนักงานการบินพลเรือนแห่งประเทศไทย
The Civil Aviation Authority of Thailand

# Passenger Rights Protection Guidance Material

CAAT-GM-ERD-PRP

Revision: 00

Date: 22 April 2025

Approved by

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# 0. Introduction

## 0.1 Background

The Air Navigation Act B.E. 2497 (1954) as amended by the Air Navigation Act (No. 14) B.E. 2562 (2019) Section 41/134, paragraph one provides that In the interest of the public and for the protection of passenger rights, the Civil Aviation Board shall have the authority to issue regulations prescribing measures for the protection of passenger rights on both domestic and international scheduled flights. Accordingly, the Civil Aviation Board has issued Regulation of the Civil Aviation Board No. 101 on Measures to Protect Passenger Rights on Domestic and International Scheduled Flights with the purpose of establishing measures to ensure the protection of such passenger rights.

## 0.2 Objective

To provide operational guidelines for airlines in managing situations involving flight delays, cancellations, and denied boarding, in accordance with the Regulation of the Civil Aviation Board No. 101 on Measures to Protect Passenger Rights on Domestic and International Scheduled Flights and to ensure accurate, standardized, and consistent implementation aligned with the Regulation's intent from 20 May 2025 onward, the Civil Aviation Authority of Thailand (CAAT) has developed a comprehensive set of Passenger Rights Protection Guidelines for airlines to adopt as a unified operational standard.

## 0.3 Scope of the Guidance

The development of the Protect Passenger Rights Protection Guidance Material (CAAT-GM-ERD-PRP) is intended to serve as a practical reference for both Thai and foreign airlines in providing care to passengers in the event of flight delays, flight cancellations, and denied boarding, in accordance with Regulation of the Civil Aviation Board No. 101 on Measures to Protect Passenger Rights on Domestic and International Scheduled Flights, effective from 20 May 2025 onwards. This specific regulation applies to both Thai and foreign airlines operating domestic and international scheduled flights. For international flights, the regulation applies only to those departing from Thailand. All airlines are required to comply with Regulation of the Civil Aviation Board No. 101. This document serves as a supporting guidance and does not replace the official provisions contained in the regulation.

## 0.4 References (Laws, Regulations, and Related Requirements)

0.4.1 The Air Navigation Act B.E. 2497 (1954) amended by the Air Navigation Act (No.14) B.E. 2562 (2019)

0.4.2 Regulation of the Civil Aviation Board No.101 Measures to Protect Passenger Rights on Domestic and International Scheduled Flights

0.4.3 Regulation of the Civil Aviation Board No. 97 Granting Licensing to Civil Aviation Business Commercial Air Transport and Aerial Work

## 0.5 Definitions

| Term | Definition |
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| *Regulation* | Regulation of the Civil Aviation Board No. 101 on Measures to Protect Passenger Rights on Domestic and International Scheduled Flights |
| *Airline* | An operator providing commercial air transport services, including both Thai and foreign air operators |
| *Thai Airline* | An operator providing commercial air transport services under Thai registration |
| *Foreign Airline* | A foreign air operator conducting air transport services |
| *Passenger* | A person using air transport services provided by an airline operator |
| *Scheduled Flight* | The operation of transporting passengers, cargo, and mail by aircraft offered to the public on a regular basis between two or more points, according to a published schedule or with such regularity as to be easily recognizable as a consistent service |
| *Domestic Route* | Airline services operating on routes within the territory of the Kingdom of Thailand |
| *International Route* | Airline services operating on routes between Thailand and other countries |
| *Guidance* | Passenger Rights Protection Guidance Material (CAAT-GM-ERD-PRP Revision: 00), which serves as an operational guideline for protecting passenger rights |

## 0.6 Abbreviation

| Abbreviation | Meaning |
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| *CAAT* | Civil Aviation Authority of Thailand |
| *ERD* | Economic Regulation Department, Civil Aviation Authority of Thailand |
| *ERD Officer* | Consumer Protection Division Officer, Economic Regulation Department, Civil Aviation Authority of Thailand |
| *Air Navigation Act.* | The Air Navigation Act B.E. 2497 (1954) and its amendments |
| *ECMS* | Economic Compliance Monitoring System |

# 1. Implementation details of the Guidelines

## 1.1 Delay

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| Regulation<br>Article 4<br>Article 10 (3)<br>Article 11<br>Article 12<br>Article 13 | **"Delay"** mean a flight operated later than that announced in the published operating schedule or the permission of an extra flight. |
| Explanation | **- Delay** under this regulation will be counted from the departure time only (Delay at departure).<br>- **Published flight schedule, based on the time approved for the flight** under this Regulation refers to the scheduled time approved by the Civil Aviation Authority of Thailand (CAAT) or the time communicated to the passenger at the initial point of ticket purchase.<br>- In case of **a delayed flight while the aircraft is still on the ground and passengers are on board**, the airline must provide care for the passengers as a delayed flight and provide care according to Article 13 under this regulation.<br>- In case of **passengers are re-scheduled by the airline for more than 5 hours** from the departure time specified in the published schedule or **the flight that passengers reserved is cancelled**, the airline must provide care for the passengers as a delayed or cancelled flight according to each case and provide appropriate assistance accordingly. |
| Operational Guidelines | - **Guideline for calculating delay time in general flight delay,** the calculation of a general flight delay shall begin from the scheduled departure time approved by the Civil Aviation Authority of Thailand (CAAT) or the time communicated to the passenger at the initial point of ticket purchase or the revised time that was notified at least 24 hours in advance in cases where the flight schedule has been changed. The delay period shall end at the time the aircraft door is closed ("door closed") |

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| Operational Guidelines (Cont.) | as events occurring thereafter are considered beyond the airline's control.<br><br>**- Guideline for calculating delay time when aircraft is on the ground with passengers onboard (Tarmac Delay),** the delay time starts when the aircraft door is closed until the aircraft takes off. If the delay exceeds 3 hours and there is no scheduled take-off time, the airline must allow passengers to disembark, except in cases where it may affect safety, security, or air traffic management. The airline must provide care for passengers as in the case of flight delays or cancellations, as applicable. The procedures for counting flight delays in this case should follow the general flight delay time calculation guideline.<br><br>- **Re-scheduling** means that the airline informs passengers of a change to the flight schedule at least 24 hours prior to the scheduled departure time, based on the flight schedule approved by CAAT or the time initially communicated to the passengers at the time of ticket purchase.<br><br>- **If the rescheduling is more than 5 hours earlier or later than the original time**, the airline must provide care for the passengers as a delayed or cancelled flight according to each case.<br><br>- **If the rescheduling is not more than 5 hours from the original time**, the airline shall provide care according to its own procedures.<br><br>- In cases where the airline notifies passengers of a flight schedule change less than 24 hours before the scheduled departure time approved by CAAT or the time passengers were informed when purchasing the ticket initially, and if the delay more than 2 hours or the flight is cancelled, the airline shall provide care as a delayed or cancelled flights according to each case. If the delay is less than 2 hours or the flight is re-scheduled to an earlier time, the airline should follow its own procedures. |

## 1.2 Re-routing

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| Regulation<br><br>Article 4<br><br>Article 11 (2) 2) , (3) 2)<br><br>Article 12 (3) (e) 2)<br><br>Article 15 (3) (b) | **"Re-routing"** means an arrangement made to facilitate a passenger's travel on other flights, either conducted by the same carrier or by other carriers.<br><br>"re-routing the flight to the destination as specified in the ticket or to the alternative destination close to the original destination at the earliest opportunity on the same day, the following day or on a later date, depending on the passenger's voluntarily decision, and availability of seats that the carrier is able to provide. The passenger can travel by the original carrier whose ticket has been reserved or by others. The carrier shall not impose any additional payment except when the re-routing of flight results in the lower air fare and fees than the amount the passenger paid in the first place, the carrier shall reimburse the difference to the passengers. In case where the carrier offers to re-routing the flight to the alternative airport close to the original destination, the carrier shall bear the transport costs from the alternative airport to the original destination airport for the passenger; or…" |
| Explanation | - **Re-routing** under the regulations means changing the flight of the airline or another airline to allow passengers to travel on the same route or a nearby route as soon as possible on the same day, the next day, or another day.<br><br>- Re-routing must be voluntary for the passengers and based on available seats that can be provided by the same airline or another airline.<br><br>- The airline must not charge any additional fees under any circumstances.<br><br>- **The airline must reimburse the difference** if the re-routing results in a fare and other fees lower than the amount already paid by the passenger.<br><br>- If the airline offers re-routing to another airport close to the original destination, the airline must cover the transportation |

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| Explanation (Cont.) | expenses from the new airport to the original destination airport for the passengers.<br><br>- If the airline offers a re-routing to the passenger to travel to the destination, but the passenger wishes to change their destination to another airport, the airline shall not be responsible for any additional travel expenses incurred. |
| Operational Guidelines | - For the payment of the difference, the airline must reimburse the amount by calculating the difference between the new fare and other fees on the date that the airline made the flight change for the passenger and the original fare paid by the passenger.<br><br>- In case of re-routing, the airline should have evidence of the passenger's consent, as the rights received by the passenger must result from their consent and it must be provable that the passenger has agreed to accept the rights from the airline.<br><br>- In the case where the airline has a Flight Interruption Manifest agreement (FIM) with another airline, it can consider changing the flight under the FIM first before other airlines without an FIM. However, the airline must change the flight under the conditions of "the passenger's consent and available seats that can be provided by the same airline or another airline."<br><br>- The fare difference in the case where the passenger purchased the ticket through a Travel Agent (TA) shall be in accordance with the agreement between the airline and the travel agent.<br><br>- The airline may refer to the information regarding the timeframe for refunds of airfares, other fees, or fare differences, as specified in the Compensation and Reimbursement of Airfare, Other Fees, and Differences Table under topic 2 of the Protect Passenger Rights Guidance Material provided in this document. |

## 1.3 Flight Cancellation

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| Regulation<br>Article 4<br>Article 15 | "Cancellation" means a cancellation of a flight from the published operating schedule or the permission of an extra flight and includes the case in which an aircraft has departed but is required to return to the original departure airport in specific event and cease flight operation or the passenger of the concerned flight are transferred to the other flight instead or transferred to other means of transportation. |
| Explanation | In cases where a flight is officially cancelled and will no longer be operated under the same flight number, including situations where a flight has already departed but returns to the original airport and will not operate that flight again. |
| Operational Guidelines | - The airline must comply with Article 15.<br>- Airlines are required to notify the Regulation to their ticketing agents (Travel Agent – TA) for strict compliance. Additionally, CAAT recommends that airlines incorporate this regulation as a contractual condition between the airline and the travel agents. |

## 1.4 Denied Boarding

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| Regulation<br><br>Article 4<br><br>Article 15 | **"Denied boarding"** means a refusal to carry passengers who have presented themselves for boarding at the time specified by the carrier, or, if no such time has been established by the carrier, at the time specified in this regulation. This includes instances where passenger have overbooked the flight beyond its seating capacity, as well as cases where the carrier changes the aircraft type, resulting in a reduction in the number of available seats, except where there are reasonable grounds to deny boarding, as stipulated under section 41/133 of the Air Navigation Act B.E. 2497, as amended by the Air Navigation Act (No. 14) B.E. 2562 |
| Explanation | According to these regulations, denied boarding can be divided into two cases:<br><br>1. Overbooking – The airline has sold more tickets than the number of available seats on the flight.<br><br>2. Aircraft Substitution – The airline has changed the aircraft type, resulting in a reduced number of passenger seats. |
| Operational Guidelines | See details in topic 1.6 regarding the case of passengers presenting themselves exceeding the number of seats in this document. |

## 1.5 Extraordinary Circumstances

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| Regulation<br>Article 4<br>Article 16 (3)<br>Article 17 | **"Extraordinary circumstances"** means external events that are unforeseeable and unavoidable, even after the carrier has taken all reasonable measures to prevent them. |
| Explanation | Extraordinary circumstances refer to external events that are unforeseeable and unavoidable, even if the airline has taken preventive measures. The following events are also considered extraordinary circumstances:<br>(1) Bird strike.<br>(2) Natural events or adverse weather conditions, such as floods, smog, volcanic eruptions, earthquakes, meteor strikes, tsunamis, volcanic ash, strong winds, snow, or other natural phenomena that obstruct flight operations at any of the relevant airports. this also includes situations where natural events result in the closure of airports, airport access routes, or restricted access to the airspace of the airport, whether in whole or in part.<br>(3) General prohibition orders preventing the aircraft type from operating or orders prohibiting the use of the aircraft's engine type.<br>(4) Airport or airspace closures, or blocked access routes to airports due to war or terrorism that endanger airport infrastructure, or disturbances that obstruct access to airport infrastructure, such as airport seizures or blockades of entry-exit points.<br>(5) Significant airport infrastructure or infrastructure affecting access to airports, such as collapsed bridges or closed tunnels that are damaged and cannot provide services, including runways or taxiways that cannot provide services. |

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| Explanation (Cont.) | (6) Accidents or obstacles caused by human actions that result in airport closures or blocked access routes to airports.<br><br>(7) Strikes, work stoppages, or lockouts by employees or workers of other agencies related to airline services, excluding employees or workers of the airline and contract representatives (Outsource).<br><br>(8) Prohibition of entry or exit from the country, blockades, or political instability affecting aviation services.<br><br>(9) Outbreaks of serious diseases affecting domestic or international travel.<br><br>(10) A passenger or a crew member performing duties experiences a sudden illness or injury, resulting in a flight delay or flight cancellation.<br><br>If extraordinary circumstances have passed but continue to impact flight operations for an extended period, even if the airline has taken all measures to avoid such events, the extraordinary circumstances are still considered to exist during the affected period. |
| Operational Guidelines | - If the disruption is caused by extraordinary circumstances, the airline must still take care of the passengers, but is not required to pay compensation.<br><br>- Aircraft malfunctions caused by the airline's fault or negligence, or that of its agents or employees, are not considered "extraordinary circumstances."<br><br>- For an **aircraft malfunction** to be considered an "extraordinary circumstance," the airline must provide evidence to prove and confirm the malfunction for CAAT to review and consider. If it is found that the airline did not maintain the aircraft according to the maintenance manual and relevant regulations, it will not be considered an "extraordinary circumstance." |

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| Operational Guidelines (Cont.) | - In the event of a flight delay or cancellation caused by an aircraft malfunction, the flight report must clearly specify the aircraft registration number and include detailed evidence to prove and verify the malfunction. This information must be submitted to CAAT immediately within 48 hours after the incident.<br><br>- If extraordinary circumstances occur and result in **consequent delays**, such delays shall be considered as an impact of the extraordinary circumstances only for the consecutive flights directly following the single flight in which the incident initially occurred.<br><br>- The airline must have contingency plans and appropriate measures to handle "extraordinary circumstances" that arise, such as seasonal haze issues. The airline may implement measures to adjust flight schedules in the next season to mitigate the problems. |

## 1.6 Passengers presenting themselves exceeding the number of seats

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| Regulation<br><br>Article 14<br><br>Article 20 (2) | Article 14 In case where the number of passengers presenting themselves exceeds the available seats on any flight, the carrier will firstly seek passengers to relinquish their seats voluntarily, in exchange for benefits and upon conditions as agreed by passengers and the carrier. Also, the carrier shall accommodate the passengers with measure according to Article 15. Such passengers shall also be entitled to benefits and upon conditions as agreed upon, and the carrier shall assure such exchange of benefits and upon conditions as agreed in written and handed over to such passengers prior to flight departure.<br><br>If the number of voluntary passengers is inadequate in comparison with the number of excessive passengers and the carrier must select passengers who will not be able to travel on that flight, the carrier shall immediately pay compensation and take care of affected passengers in accordance with the passenger protection measures for a case of denied boarding as specified in Article 15. |
| | Article 20 The carrier is obligated to inform the passenger of their rights as follow:<br><br>(2) the carrier that denied boarding or cancelled a flight shall inform the affected passengers in writing, specifying the rules for compensation and measures as stipulated in this Regulation. Additionally, the carrier shall notify each passenger affected by a delay of more than two hours in the same manner. The carrier is also required to provide written details of contact information and complaint channels of both the carrier and the Civil Aviation Authority of Thailand. |
| Explanation | In case of passengers presenting themselves exceeding the number of seats, whether due to the airline overbooking (selling more tickets than the number of available seats on the flight) or changing the aircraft type, which affects the number of passenger seats, the airline must proceed as follows: |

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| Explanation (Cont.) | 1. To offer benefits and conditions to the passenger in exchange for a voluntary arrangement between the passenger and the airline.<br><br>2. Airlines must immediately compensate passengers for denied boarding due to overcapacity, on both domestic and international routes.<br><br>3. Provide assistance to passengers equivalent to that offered in the case of flight cancellation.<br><br>4. Prepare documentation detailing the airline's passenger care in accordance with these regulations to inform passengers of their rights (see details in Topic 1.15 of Passenger Rights Protection Manual and documents detailing the explanation of passenger rights, the procedures for passenger care, and the notification of passenger rights. according to this document).<br><br>The airline must fully comply with all four points for both passengers who voluntarily and involuntarily give up their reserved seats. |
| Operational Guidelines | - The airline must prepare a written document of the agreed benefits and conditions to be given to passengers prior to flight departure.<br><br>- The document under this regulation must include at least the agreed benefits and conditions between the airline and the passengers, the rights to which passengers are entitled, details of passenger care, compensation, and channels for complaints to the airline and CAAT. The purpose of this is to serve as evidence of the passenger's acceptance of the benefits and conditions offered by the airline, and to inform the passenger of the rights to which they are entitled.<br><br>- The document required under this regulation may be provided in the form of a QR code, E-mail attachment, SMS, or any other suitable format.<br><br>- The airline may offer compensation in alternative forms specific to each airline; however, the value must not be less than the |

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| Operational Guidelines (Cont.) | equivalent cash compensation. All terms and conditions of use must be clearly specified, and the passenger's prior consent is required.<br><br>- The airline may refer to the Compensation and Reimbursement of Fares, Other Fees, and Differences Table under Topic 2 of the Passenger Rights Protection Guidance Material as specified in this document. |

## 1.7 Providing Information while selling the ticket

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| Regulation<br><br>Article 7 | While selling the ticket, the carrier shall generally publicise at least the following information to a person intending to enter into a contract of carriage by air:<br><br>(1) total price presented in Thai Baht or the currency of the country in which the ticket is purchased, and consisting of the list of the following:<br><br>(a) air fare;<br><br>(b) tax e.g. value-added tax (VAT);<br><br>(c) fees e.g. credit card fee;<br><br>(d) charges e.g. passenger service charge;<br><br>(e) surcharges;<br><br>(f) ancillary charges e.g. baggage service charge or insurance fee of a passenger's own choice;<br><br>(2) general conditions applying to the fare;<br><br>(3) conditions of carriage;<br><br>(4) quantity, weight and dimension of allowed baggage;<br><br>(5) the operating carrier. |
| Explanation | - The airline must provide information during ticket sales through all of its sales channels, including the airline's website, mobile application, ticketing offices, or any other direct sales channels operated by the airline.<br><br>- The information to be provided shall include at least items (1) - (5) in Article 7. |
| Operational Guidelines | - The airline may present the information listed in items (a) - (f) under item (1) as sub-items beneath the total price.<br><br>- The items listed in (a) - (f) are intended to inform passengers of the components that make up the total price. Therefore, in accordance with Civil Aviation Board Regulation No. 103 on the |

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| Operational Guidelines (Cont.) | Criteria, Calculation Methods, and Maximum Rates of Airfares and Freight Charges for Transport Aircraft, Article 6 (5), which requires airlines to display the total price inclusive of all cost components, there is no inconsistency with this requirement. |

## 1.8 Reimbursement of Airfare in case of downgrading

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| Regulation<br><br>Article 9 | Upgrading and downgrading the class must be agreed upon by the passenger. The carrier shall comply with the following requirements:<br><br>(1) in the event that the carrier accommodates a passenger to a higher class than the class specified on the purchased ticket, the carrier shall not impose or request any additional air fare, fee or any supplementary payment;<br><br>(2) in the event that the carrier accommodates a passenger to a lower class than the class specified on the purchased ticket, the carrier shall reimburse a proportional amount of the air fare paid by the passenger, according to the procedures and within the timeframes as specified in Articles 18 or 19, as the case may be, as follows:<br><br>(a) 30 per cent for flights with a distance of 1,500 kilometers or less;<br><br>(b) 50 per cent for flights with a distance greater than 1,500 kilometers but not exceeding 3,500 kilometers;<br><br>(c) 75 per cent for flights with a distance greater than 3,500 kilometers. |
| Explanation | If the airline needs to upgrade or downgrade the service class, such as changing the aircraft type or overbooking (selling more tickets than the number of available seats on the flight), it must proceed as follows:<br><br>1. The airline must obtain the passenger's consent.<br>2. In the case of an upgrade to a higher service class, the airline shall not charge the passenger any additional fees or expenses.<br>3. In the case of downgrading to a lower service class, the airline must reimburse the fare proportionally as specified in the regulations. |

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| Operational Guidelines | - The calculation of fare reimbursement in the case of a downgrade must be based solely on the airfare, excluding any other charges or fees.<br><br>- In cases where passengers hold interline tickets or reservations for connecting flights issued by another airline, and the operating air carrier does not have access to the fare paid by the passengers, the airline must advise the passengers to directly contact the validating air carrier for a proportional reimbursement. The operating airline shall also notify the validating air carrier of this regulation and ensure that appropriate action is taken in compliance.<br><br>- The airline may offer reimbursement for a downgrade in service class in other forms, provided that the value is equal to or greater than the original fare. However, the airline must obtain the passenger's consent beforehand.<br><br>- For passengers traveling under mileage accumulation programs, other promotional programs organized by the airline, or tickets that are awarded or sponsored, the airline must comply with its own terms and conditions regarding service class upgrades or downgrades.<br><br>- The airline may refer to the reimbursement period for airfares, other fees, or fare differences in the Compensation and Reimbursement of Fares, Other Fees, and Differences Table under Topic 2 of the Passenger Rights Protection Guidance Material, as outlined in this document. |

## 1.9 Providing Food and Beverage

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| Regulation<br><br>Article 11 (1) (a), (2) (a), (3) (a)<br><br>Article 12 (1) (a), (2) (a), (3) (a)<br><br>Article 15 (1) (a) | Provide free of charge of food and beverage or of food voucher for passengers to buy food and beverage as appropriate with meal times and the waiting period prior to boarding the aircraft. |
| Explanation | - Meal Appropriateness and Waiting Time Before Boarding means that if a flight delay occurs during a period that coincides with a main mealtime such as breakfast (07:00–09:00), lunch (12:00–14:00), or dinner (18:00–20:00) the airline must provide passengers with a meal that is suitable for consumption as a main meal by the general public. If the delay occurs outside these designated mealtimes, the airline may provide light refreshments instead. In all cases, the food or refreshments provided must be of good quality, sufficient in quantity, and hygienically prepared.<br><br>- Examples of main meals include single-dish meals, fast food sets within the airport, burgers with water. Examples of other meals include snacks, chips, bread, sandwiches, with fruit juice or water.<br><br>- If a flight is delayed for more than 5 hours and the delay spans two main mealtimes, the airline must provide passengers with meals appropriate to both mealtimes, in accordance with the duration of the waiting period.<br><br>- If the airline considers it necessary to provide meals or snacks to passengers more than once due to the delay, it is allowed to do so. |
| Operational Guidelines | - In the case where meal coupons are provided for use at airport shops or restaurants, the airline should arrange for 2–3 restaurant options to be available. Additionally, backup restaurants outside the airport should be prepared in case the airport restaurants are closed or unable to accommodate all passengers. |

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| Operational Guidelines (Con.t) | - The airline should plan and prepare meals at least 2 hours in advance to ensure timely provision of food for passengers on delayed flights.<br><br>- Food and beverages for passengers during flight delays, while the aircraft remains on the ground and passengers are on board, should be provided to the greatest extent possible without causing further delays to the flight.<br><br>- If providing food and beverages may cause additional delays, the airline may consider offering them at the destination airport instead.<br><br>This regulation also intends to ensure that passengers receive appropriate care from the airline while waiting to board the aircraft. |

## 1.10 Providing Accommodation

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| Regulation<br><br>Article 12 (2) (d), (3) (d)<br><br>Article 15 (1) (c) | Provide accommodation for the passengers during the waiting period without any charge for at least one night as necessary and appropriate as well as make arrangement of appropriate transportation without any charge between the airport and the accommodation. |
| Explanation | In cases where a flight is delayed, cancelled, or passengers are denied boarding, and the situation meets the conditions requiring accommodation, the airline must proceed as follows<br><br>1. The airline must arrange hotel accommodation for passengers to stay while waiting for their next flight, if the rescheduled flight is on the following day or any later date, at no additional cost to the passengers.<br><br>2. The airline must arrange transportation for passengers to and from the airport and the hotel accommodation at no additional cost. |
| Operational Guidelines | - If the airline is unable to arrange accommodation for the passenger, the passenger is entitled to reimbursement from the airline. Such reimbursement shall be in accordance with the rates previously submitted by the airline to CAAT, as outlined in Section 1.15 of the Protect Passenger Rights Guidance Material in this document.<br><br>- If the airline offers hotel accommodation to the passenger, but the passenger chooses to stay at home or at another place instead of the accommodation arranged by the airline, the airline must retain evidence of having made the accommodation offer to the passenger to prevent future complaints and to allow verification CAAT.<br><br>- CAAT recommends that airlines arrange hotel accommodations that meet cleanliness, safety, and passenger convenience standards. The airline should enter into agreements with at least |

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| Operational Guidelines (Con.t) | two hotels, taking into consideration the number of available rooms and the volume of passengers requiring accommodation.<br>- The airline should establish a procedure for arranging accommodation in cases where, after check-in and entry into the departure lounge, a passenger is unable to return to the passenger terminal area due to immigration restrictions such as an expired visa or the absence of a visa to enter Thailand. In such cases, the airline should provide suitable accommodation within the airport, such as a day room at Suvarnabhumi Airport, the airline's own lounge, a lounge operated by another airline, or any other appropriate resting facility located within the departure hall that the airline is able to arrange. |

## 1.11 Compensation

| Regulation | |
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| Article 11 (3) (4)<br>Article 12 (2) (c), (3) (c)<br>Article 15 (2) (a), (2) (b) | (1) In a case of a **domestic scheduled flight delay exceeds 5 hours,** the carrier shall pay the compensation in cash to the passengers in the amount of **1,200 Baht**, or provide a credit shell or travel voucher or mileage according to the frequent-flyer program or other forms of compensation with a value not less than that of the cash compensation. Such compensation shall be provided **immediately** upon the occurrence of a flight delay. The carrier shall be obligated to inform the passenger of the terms, conditions, and restrictions associated with the use of the credit shell or travel voucher and shall obtain consent from the passenger prior to proceeding.<br><br>(2) In case of a **domestic scheduled flight cancellation**, the carrier shall pay compensation in cash to the passengers in the amount of **1,500 Baht** or provide a credit shell or travel voucher or mileage according to the frequent-flyer program or other forms of compensation. Such compensation shall be provided **immediately** upon flight cancellation. If the carrier wishes to reimburse in the form of credit shell or travel voucher or mileage according to the frequent-flyer program or other form instead of the concerned compensation, the carrier shall be obligated to inform the passenger of the terms, conditions, and restrictions associated with the use of the credit shell or travel voucher and shall obtain consent from the passenger prior to proceeding.<br><br>(3) In case of **international scheduled flight delay exceeds 5 hours**, the carrier shall pay compensation in cash to the passengers in the amount of **1,500 Baht**, or provide a credit shell or travel voucher or mileage according to the frequent-flyer program or other forms of compensation with a value not less than that of the cash compensation. Such compensation shall be provided **within 14 days** from the date of the delayed flight. The carrier shall be obligated to inform the passenger of the terms, conditions, and restrictions associated with the use of the |

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| Regulation (Cont.) | credit shell or travel voucher and shall obtain consent from the passenger prior to proceeding.<br><br>(4) In case of **international scheduled flight delay exceeds 10 hours**, the carrier shall pay compensation in cash **within 14 days** from the date of the flight delay as follows:<br><br>a) 2,000 baht for flights with a distance of 1,500 kilometers or less;<br><br>b) 3,500 baht for flights with a distance greater than 1,500 kilometers but not exceeding 3,500 kilometers;<br><br>c) 4,500 baht for flights with a distance greater than 3,500 kilometers; or<br><br>d) Pay compensation in the form of a credit shell, travel voucher, mileage according to the frequent-flyer program or other form of compensation, with a value no less than the cash compensation. This must be provided **within 14 days** from the date of the flight delay. The carrier shall be obligated to inform the passenger of the terms, conditions, and restrictions associated with the use of the credit shell or travel voucher and shall obtain consent from the passenger prior to proceeding. |
| Explanation | - Compensation must be paid immediately in the event of a disruption to a domestic scheduled flight.<br><br>- Compensation payment within 14 days in the event of a disruption to an International scheduled flight.<br><br>- Alternative forms of compensation must have a value not less than the cash compensation and must be provided only with the passenger's consent.<br><br>- When compensation is provided in a non-cash form, the airline is required to clearly inform the passenger of the terms, conditions, and any usage restrictions associated with such compensation. |

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| Operational Guidelines | - Compensation shall be deemed to have been provided immediately only when the passenger receives the cash or the agreed alternative form of compensation at the time of the incident.<br><br>- The airline must have evidence of passenger consent when providing compensation in forms other than cash to prevent future complaints and for CAAT verification. Such evidence may be presented in the form of a QR code or any other format that is convenient for both the airline and the passenger.<br><br>- CAAT recommends that airlines provide cash compensation at the departure hall or the service counter of the flight, as it is more convenient than other locations. This ensures the airline does not have to follow up on payments later. The airline must have evidence of compensation receipts to prevent excessive claims from passengers and for CAAT verification.<br><br>- The airline must inform Travel Agents (TAs) of this regulation and ensure strict compliance. Additionally, CAAT recommends that the airline incorporate this regulation as a contractual condition between the airline and its Travel Agents.<br><br>- In the case of compensation payment to passengers on international scheduled flights, the airline must take care to collect complete passenger information prior to travel. This is necessary to ensure that compensation can be paid within 14 days from the date of the incident.<br><br>- The airline may refer to the compensation period according to the Compensation and Reimbursement of Fares, Other Fees, and Differences Table in Section 2 and the Compensation Rates Table in Section 3 of the Passenger Rights Protection Guidance Material as outlined in this document. |

## 1.12 Exceptions to Compensation Payment

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| Regulation<br><br>Article 16 | The carrier shall not be obliged to pay the compensation under Article 15, if the carrier can prove that:<br><br>(1) the carrier has notified the passenger of such flight cancellation and the details of other travelling options prior to departure time at least three days in advance for scheduled domestic flight or at least seven days in advance for scheduled international flight; or<br><br>(2) the carrier has notified the passenger of such flight cancellation prior to departure time less than period of time in (1) in a case where the new flight will depart to the destination prior or after the original date and time and will arrive at destination according to the ticket sooner or later than the original date and time not exceeding three hours; or<br><br>(3) such cancellation caused by the extraordinary circumstances.<br><br>The notification of flight cancellation under paragraph one must be sent by the carrier to the contact details or other communication channels provided by the passenger to the carrier or its agent at the time the reservation was made. |
| Explanation | The airline is not required to pay compensation to passengers if it is able to comply with any of the following conditions:<br><br>1. Notify passengers of the flight cancellation and provide details of alternative travel options at least:<br><br>● 3 days before the scheduled departure date for domestic flights.<br><br>● 7 days before the scheduled departure date for international flights.<br><br>2. If the airline notifies passengers less than the time specified in condition 1 but provides a flight that allows passengers to travel to their destination before or after the original scheduled time, |

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| Explanation (Cont.) | arriving at the destination specified on the ticket no more than 3 hours earlier or later than the original scheduled time.<br><br>3. Due to extraordinary circumstances. |
| Operational Guidelines | - The advance notice period ("not less than … days") should be counted from the scheduled departure time approved by CAAT, or from the time the passenger was first informed when purchasing the ticket.<br><br>- A notice period of 3 days shall be considered equivalent to 72 hours, and a notice period of 7 days shall be considered equivalent to 168 hours.<br><br>- Notification to passengers must be made via the contact details provided by the passenger when making the booking.<br><br>- If the airline offers a new flight that departs before or after the original scheduled time and arrives at the destination specified on the ticket no more than three hours earlier or later than the original scheduled time, but the passenger does not accept, the airline is not required to pay compensation. However, the airline must have evidence of offering the new flight to the passenger to prevent future claims and to serve as evidence for CAAT to inspect.<br><br>- The airline may refer to Section 1.5 of the Passenger Rights Protection Guidance Material in this document for further details on extraordinary circumstances.<br><br>- The airline may provide compensation to passengers as a special case, even if the airline has complied with this section. |

## 1.13 The procedures for reimbursing the airfare and other fees, or the difference

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|---|---|
| Regulation<br><br>Article 18<br><br>Article 19 | The procedures for reimbursing the airfare and other fees, or the difference of airfare, shall be carried out by the carrier as follows:<br><br>(1) provide a reimbursement form for airfare and other fees or the difference in airfare and make it available in an airport at a terminal building of the airport and at the headquarters or other branches of the carrier or, provide it available for downloading on website of the carrier. The reimbursement form must include at least the date, the time and the flight that the carrier delayed the flight, cancelled the flight or denied boarding, as well as the methods of payment of air fare made by the passenger such as in cash or credit card, etc. The form must also include the amount of the air fare that the passenger paid, the passenger's contact address and available communication channels;<br><br>(2) determine and notify passenger of location(s) or channel(s) where the passenger may submit the reimbursement form under (1) such as sales booth of the carrier at the terminal building at the airport and the headquarters or other branches of the carrier or via the website of the carrier. |
| Explanation | In accordance with Articles 18 and 19 of the regulations |
| Operational Guidelines | - The reimbursement form for fares and other fees or differences must include at least the following information date, time, flight number, reason for the refund request, method of payment used by the passenger (e.g., cash, credit card), amount of fare paid, passenger's contact address and details, and channels through which the refund request can be submitted to the airline, which must be clearly communicated to passengers.<br><br>- The reimbursement form must be made available to passengers at the airport (within the terminal area), at the airline's head office or branch offices, and on the airline's official website. |

## 1.14 The reimbursing period for the airfare and other fees, or the difference

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| Regulation<br>Article 18<br>Article 19 | **Article 18** the procedures for reimbursing the air fare and other fees, or the difference of air fare, shall be carried out by the carrier as follows:<br>(3) reimburse the air fare and other fees, or the difference of air fare to the passenger via the same method of payment used by the passenger such as cash, bank transfer, and credit card within the following timeframe from the date on which the carrier received the reimbursement form and all the complete relevant documents:<br>(a) in a case where the passenger purchased the ticket by cash, reimbursement must be completed within fourteen days;<br>(b) in a case where the passenger purchased the ticket by credit card, reimbursement must be completed within forty-five days;<br>(4) reimbursement as credit shell or travel voucher or mileage or other form instead of the concerned air fare and fee, within seven days from the date on which the carrier receives the reimbursement form and all complete relevant documents. The carrier shall be obligated to inform the passenger of the terms, conditions, and restrictions associated with the use of the credit shell or travel voucher. The carrier shall also obtain consent from the passenger prior to proceeding. |
| | **Article 19** In a case where the passenger purchased the ticket through an agent of the carrier, the carrier shall ensure that the carrier's agent completes the reimbursement within sixty days from the date on which the carrier or the agent receives the reimbursement form and all complete relevant documents. |
| Explanation | In accordance with Articles 18 and 19 of the regulations<br>- The airline must reimburse the airfare and other fees, or fare difference through the passenger's payment channel. |

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| Explanation (Cont.) | - The reimbursement period starts from the date the airline receives the completed reimbursement form and necessary documents. The airline may refer to section 1.13 of this document for details regarding the refund request form.<br><br>- Cash payments, such as payment in physical cash, payment via bank application QR code scan, payment through counter service, or payment by debit card. |
| Operational Guidelines | - The airline may offer reimbursement for airfares and other fees or fare differences in alternative forms specific to each airline, provided the terms and conditions of use are clearly communicated, and the passenger's prior consent is obtained.<br><br>- When offering reimbursement in alternative forms, the airline must prepare a document as evidence of the passenger's acceptance. This document must clearly state that the passenger agrees to receive a refund of the airfare, other fees or fare differences from the airline, and that the passenger has been informed of the terms and conditions of use. The document may be provided in the form of a QR code or any other format that is convenient and appropriate.<br><br>- The airline must inform travel agents (TAs) of this regulation and ensure their strict compliance. CAAT recommends that this regulation be included as a contractual condition between the airline and travel agents.<br><br>- The airline may review the information regarding the timeframes of reimbursement for airfare, other fees or fare differences at the Compensation and Reimbursement of Airfares, Other Fees, and Differences Table in Section 2 of Passenger Rights Protection Guidance Material as outlined in this document. |

## 1.15 Passenger Rights Protection Manual and documents detailing the explanation of passenger rights, the procedures for passenger care, and the notification of passenger rights

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| Regulation<br>Article 21<br>Article 10, last paragraph | **Article 21** The carrier shall issue a Standards of Procedures (SOP) on a passenger right protection along with supporting documentation to inform passengers of their rights. |
| | **Article 10, last paragraph** In cases where the passengers is entitled to right protection under this Regulation regarding to food and beverage, communication facilities and accommodation provision during the waiting period, but the carrier does not provide such protections, the passenger who has paid for food and beverage, communication facilities or accommodation during the waiting period shall be entitled to reimbursement from the carrier in accordance with the provisions of this Regulation, to the extent that the carrier has established procedures for such protections. |
| Explanation | - The airline must prepare a Passenger Rights Protection Manual in accordance with this regulation and submit it to the Economic Regulation Department (ERD) of the Civil Aviation Authority of Thailand (CAAT) for the purpose of reviewing the airline's passenger care procedures in the event of an incident, to ensure consistency with this regulation.<br>- The airline must prepare a document outlining the details of its passenger care procedures in the event of an incident as specified in this regulation, in order to inform passengers of their rights.<br>- The airline must prepare operational guidelines for passenger care in cases of flight delays, flight cancellations, or denied boarding. These guidelines must include a list of designated hotels and restaurants, along with their rates, that the airline will use to assist affected passengers. This information shall serve as supporting evidence for reimbursement in the event that passengers request compensation from the airline at a later date. If the procedures for passenger care difference by station, |

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| Explanation (Cont.) | the airline must clearly provide station-specific information for each location and submit the complete details to CAAT. |
| Operational Guidelines | - **The passenger rights protection manual** according to this regulation must include at least the following details:<br><br>1. **Detailed procedures and passenger care guidelines** must be established for cases of flight delays, flight cancellations, or denied boarding. These should include information such as the types of meals and beverages to be provided along with approximate prices, accommodation arrangements during the waiting period with estimated accommodation costs, and airlines with which agreements are in place for transferring passengers under the Flight Interruption Manifest (FIM). These guidelines must be prepared for every operating station of the airline.<br><br>2. **A document outlining the details of passenger care** in accordance with this regulation, to inform passengers of their rights in the event of a disruption. This document should include the entitlements passengers are eligible to receive, such as meal and accommodation rates, compensation details, and the available channels for lodging complaints with the airline and with the CAAT. CAAT recommends that the airline may display this information on its official website or provide it in the form of a QR code for passengers to scan at check-in counters and boarding gates. Alternatively, the airline may present the information in the form of a Safety Card placed in the seat-back pocket on each flight. The content must reflect the actual passenger care measures taken by the airline, and the airline may use more than one method to communicate this information.<br><br>3. The details mentioned in item 2 must also be made accessible to blind or visually impaired passengers. This may include providing the information in Braille, having airline staff read the information aloud to the passenger, or preparing the content in an accessible Word document format that can be used with screen reader software. |

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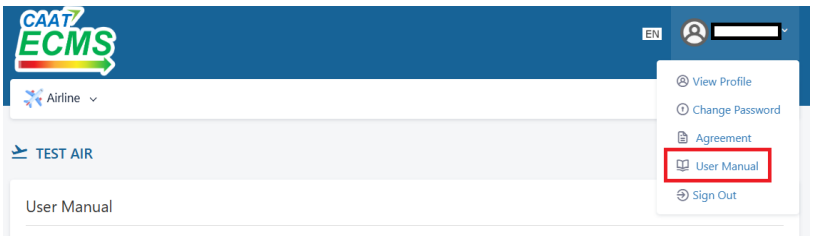
| OperationalGuidelines (Con.t) | 4. CAAT will take each airline's procedures into consideration in cases where passengers are entitled to reimbursement from the airline, in accordance with the last paragraph of Article 10 of the Regulation.<br><br>5. The airline may provide reimbursement under the last paragraph of Article 10 of the Regulation in a form other than cash, such as a credit shell, travel voucher, or other equivalent means. However, such reimbursement shall only be made with the prior consent of the passenger, and the value must not be less than the value specified under the airline's passenger care guidelines.<br><br>6. Every station of the airline must have a passenger rights protection manual according to this regulation available for CAAT inspection.<br><br>7. The airline is required to submit the information specified above to the CAAT via email at erd_inspector@caat.or.th **by 30 May 2025.** |

## 1.16 Report on passenger care and Protection in case of a flight delay, flight cancellation, or denied boarding as specified in this regulation

| | |
|---|---|
| Regulation<br><br>Article 22 | The carrier shall submit to the Civil Aviation Authority of Thailand a report on the provision of passenger care and protection in a case of a flight delay, flight cancellation, or denied boarding, as specified in this Regulation, on a case basis and without delay, but not exceeding forty-eight hours. The report must be submitted through the system designated by the Civil Aviation Authority of Thailand, starting from the time the flight delay, flight cancellation, or denied boarding is notified, as applicable. |
| Explanation | The airline must report passenger care in cases of flight delays, flight cancellations, or denied boarding in accordance with this regulation through the ECMS (Economic Compliance Monitoring System) **within 48 hours after the incident.** |
| Operational Guidelines | - Airlines may request a username to access the ECMS system by emailing erd_inspector@caat.or.th. Airlines can also refer to the system user manual, Chapter 13: Guidelines for Completing a Delay Form and Cancellation Forms, on pages 186–217 (Sections 13-1 to 13-32), for detailed instructions.<br><br>  <br><br>- The airline must complete all required fields in the ECMS system regarding passenger care, as specified by the system, and attach supporting documents or relevant photos when a flight delay, flight cancellation, or denied boarding occurs, in accordance with this regulation. Once the passenger care information has been fully completed, the airline must click |

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| Operational Guidelines (Con.t) | "Submit" to send the information to CAAT within 48 hours after the incident.<br><br>- In cases of denied boarding whether due to overbooking or a change in aircraft type that affects the number of available passenger seats the airline must input the information into the system under the category of "Flight Cancellation."<br><br>- CAAT will review and verify the information submitted by the airline. For further inquiries, please contact the Economic Regulation Department (ERD) of the Civil Aviation Authority of Thailand (CAAT) at 0 2568 8816 or via email at erd_inspector@caat.or.th |

## 1.17 General topics

| Topic | Procedures |
|---|---|
| Passengers traveling under mileage accumulation programs or other promotional programs organized by the airline, or those with award tickets or sponsored travel tickets, are entitled to protection under this regulation. | The airline must provide care to passengers according to this regulation, just like any other passengers. This regulation is intended to protect passengers on flights affected by flight delays, cancellations, or denied boarding. Therefore, all passengers on the flight must have their rights protected. In practice, this allows the airline to care for passengers quickly, thoroughly, and with less conflict. However, employee tickets, which are tickets with specific internal organizational privileges, will be subject to the conditions of each airline. |
| In the case of a codeshare flight with another airline, if there are instances of flight delays, cancellations, or denied boarding, which airline is responsible for providing passenger care according to the regulation? | Passenger care in cases of flight delays, cancellations, or denied boarding shall be the responsibility of the **operating carrier**, in accordance with this regulation. |
| In the case of check-through flights operated by different airlines, if there are instances of flight delays, cancellations, or denied boarding, which airline is responsible for providing passenger care according to the regulation? | Example Case: Route Samui-Bangkok-London<br>The route Samui-Bangkok is operated by Airline A, and the route Bangkok-London is operated by Airline B. Passenger care is as follows:<br>- In the event of an incident or flight disruption on the Samui–Bangkok route, it is the responsibility of Airline A to provide passenger care, as it operates the domestic sector of the flight.<br>- In the event of an incident or flight disruption on the route Bangkok-London, it is the responsibility of Airline B to provide care on the international flight. |

| Topic (Cont.) | Procedures |
|---|---|
| In the case of a transit flight with the same flight number, how should the airline provide passenger care in instances of flight delays, cancellations, or denied boarding? | In cases of flight delays, cancellations, or denied boarding for flights departing from Thailand, it is the responsibility of the airline that operating the flight from Thailand to the stopover point (the airline must provide care according to the regulation). If an incident occurs from the stopover point to the final destination, it is not within the scope of the regulation.<br><br>**Example Case:** Route Bangkok-Taipei-Tokyo operated by Airline A<br><br>- In the event of an incident or flight disruption on the Bangkok-Taipei route, Airline A shall provide care for passengers in accordance with the applicable regulations<br><br>- In the event of an incident or flight disruption on the Taipei-Tokyo route, it is not within the scope of the regulation. |
| The airline must inform the Travel Agent (TA), as representatives of the airline, to ensure their operations are in full compliance with this regulation. | CAAT recommends that the airline incorporate these regulations as contractual conditions between the airline and the travel agents. |
| Penalties for Violations of Regulation of the Civil Aviation Board No. 101: Measures to Protect Passenger Rights on Domestic and International Scheduled Flights. | The Air Navigation Act B.E. 2497 (1954) and its amendments, Section 107/3, any civil aviation business license holder under Section 41/125, who operates commercial air transport services, or any foreign air operator authorized under Section 41/126, who fails to comply with the Civil Aviation Board Regulation concerning measures for the protection of passenger rights on domestic and international scheduled flights under Section 41/134, shall be subject to a fine ranging from 50,000 to 500,000 baht. |

| Topic (Cont.) | Procedures |
|---|---|
| Transition period of the law from the Announcement of the Ministry of Transport on Protection of Passenger Rights Using Thai air carriers' Services for Domestic Scheduled air services B.E. 2553 (2010) to the Regulation of the Civil Aviation Board No. 101 Measures to Protect Passenger Rights on Domestic and International Scheduled Flights. | - If a flight delay, cancellation, or denied boarding occurs before 20 May 2025, the airline must follow the Announcement of the Ministry of Transport on Protection of Passenger Rights Using Thai air carriers' Services for Domestic Scheduled air services B.E. 2553 (2010).<br><br>- If a flight delay, cancellation, or denied boarding occurs from 20 May 2025, onwards, the airline must follow the Regulation of the Civil Aviation Board No. 101 Measures to Protect Passenger Rights on Domestic and International Scheduled Flights.<br><br>- If an incident occurs during the transition period of the law, the airline must apply the law in effect at the time of the incident. however, the airline must adhere to the procedure of passenger care and maintain service standards.<br><br>- Since airlines have been made aware of this regulation prior to its effective date, CAAT recommends that airlines expedite the implementation of passenger care measures. If such measures are not completed within 180 days from the date of publication in the Royal Gazette, airlines shall be required to comply with Regulation the Civil Aviation Board No. 101 Measures to Protect Passenger Rights on Domestic and International Scheduled Flights. |

| Topic (Cont.) | Procedures |
|---|---|
| Effective from 20 May 2025, all Thai and foreign airlines are required to comply with Regulation of the Civil Aviation Board No. 101 Measures to Protect Passenger Rights on Domestic and International Scheduled Flights, Regarding passenger care in cases of flight delays, flight cancellations, and denied boarding. | Airlines may use the Passenger Rights Protection Guidance Material (CAAT-GM-ERD-PRP) alongside Regulation of the Civil Aviation Board No. 101 Measures to Protect Passenger Rights on Domestic and International Scheduled Flights as a practical reference for implementing passenger rights protection measures. However, CAAT emphasizes that this Guidance Material serves only as a supplementary tool and does not replace or override any provisions set forth in Regulation of the Civil Aviation Board No. 101. |

## 2. Compensation and Reimbursement of Airfares, Other Fees, and Differences Table

| Domestic | | International | |
|---|---|---|---|
| **Compensation** | **Fare, Fees, Differences** | **Compensation** | **Fare, Fees, Differences** |
| Delay over 5 hours: compensation of 1,200 THB<br>Immediately | Reimbursement in cash within 14 days | Delay over 5 hours: compensation of 1,500 THB<br>within 14 days | Reimbursement in cash within 14 days |
| | Reimbursement in the form of Credit Shell, Travel Voucher within<br>7 days | Delay over 10 hours: compensation according to distance within<br>14 days | Reimbursement in the form of Credit Shell, Travel Voucher within<br>7 days |
| Flight cancellation: compensation of 1,500 THB<br>Immediately | Reimbursement in the form of credit card within<br>45 days | Flight cancellation: compensation according to distance within<br>14 days | Reimbursement in the form of credit card within<br>45 days |
| Overbook: compensation of 1,500 THB<br>Immediately | Reimbursement through travel agent within<br>60 days | Overbook: compensation according to distance<br>Immediately | Reimbursement through travel agent within<br>60 days |

**Table 2-1: 2. Compensation and Reimbursement of Airfares, Other Fees, and Differences Table**

## 3. Compensation Rates Table

### Compensation Rates Table for Flights with a Distance of 1,500 Kilometers or Less

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 1 | BKK | DAD | 843 | 2,000 |
| 2 | BKK | HAK | 1,245 | 2,000 |
| 3 | BKK | HAN | 992 | 2,000 |
| 4 | BKK | KMG | 1,285 | 2,000 |
| 5 | BKK | KUL | 1,214 | 2,000 |
| 6 | BKK | LJG | 1,440 | 2,000 |
| 7 | BKK | LPQ | 704 | 2,000 |
| 8 | BKK | MDL | 1,022 | 2,000 |
| 9 | BKK | NNG | 1,262 | 2,000 |
| 10 | BKK | PEN | 929 | 2,000 |
| 11 | BKK | PNH | 504 | 2,000 |
| 12 | BKK | PQC | 525 | 2,000 |
| 13 | BKK | RGN | 611 | 2,000 |
| 14 | BKK | SAI | 333 | 2,000 |
| 15 | BKK | SGN | 716 | 2,000 |
| 16 | BKK | SIN | 1,410 | 2,000 |
| 17 | BKK | VTE | 515 | 2,000 |
| 18 | BKK | ZVK | 536 | 2,000 |
| 19 | CNX | DAD | 1,026 | 2,000 |
| 20 | CNX | HAN | 766 | 2,000 |

Table 3-1 Compensation Rates for Flights with a Distance of 1,500 Kilometers or Less

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 21 | CNX | JHG | 402 | 2,000 |
| 22 | CNX | KMG | 812 | 2,000 |
| 23 | CNX | LPQ | 359 | 2,000 |
| 24 | CNX | RGN | 364 | 2,000 |
| 25 | CNX | SGN | 1,207 | 2,000 |
| 26 | CNX | TFU | 1,397 | 2,000 |
| 27 | CNX | VTE | 390 | 2,000 |
| 28 | DMK | CXR | 958 | 2,000 |
| 29 | DMK | DAD | 850 | 2,000 |
| 30 | DMK | HAN | 979 | 2,000 |
| 31 | DMK | JHB | 1,399 | 2,000 |
| 32 | DMK | KMG | 1,262 | 2,000 |
| 33 | DMK | KNO | 1,152 | 2,000 |
| 34 | DMK | KUL | 1,241 | 2,000 |
| 35 | DMK | LPQ | 683 | 2,000 |
| 36 | DMK | MDL | 992 | 2,000 |
| 37 | DMK | NNG | 1,251 | 2,000 |
| 38 | DMK | PEN | 954 | 2,000 |
| 39 | DMK | PNH | 529 | 2,000 |
| 40 | DMK | PQC | 554 | 2,000 |

Table 3-1 Compensation Rates for Flights with a Distance of 1,500 Kilometers or Less (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 41 | DMK | RGN | 583 | 2,000 |
| 42 | DMK | SAI | 351 | 2,000 |
| 43 | DMK | SGN | 741 | 2,000 |
| 44 | DMK | SIN | 1,439 | 2,000 |
| 45 | DMK | SZB | 1,197 | 2,000 |
| 46 | DMK | VTE | 497 | 2,000 |
| 47 | HDY | KUL | 485 | 2,000 |
| 48 | HDY | SIN | 735 | 2,000 |
| 49 | HKT | KUL | 703 | 2,000 |
| 50 | HKT | LGK | 251 | 2,000 |
| 51 | HKT | PEN | 379 | 2,000 |
| 52 | HKT | RGN | 1,001 | 2,000 |
| 53 | HKT | SAI | 842 | 2,000 |
| 54 | HKT | SGN | 963 | 2,000 |
| 55 | HKT | SIN | 978 | 2,000 |
| 56 | KBV | KUL | 664 | 2,000 |
| 57 | KBV | SGN | 894 | 2,000 |
| 58 | KBV | SIN | 930 | 2,000 |
| 59 | USM | SIN | 1,006 | 2,000 |
| 60 | UTP | KUL | 1,101 | 2,000 |

Table 3-1 Compensation Rates for Flights with a Distance of 1,500 Kilometers or Less (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 61 | USM | SIN | 1,006 | 2,000 |
| 62 | UTP | KUL | 1,101 | 2,000 |

Table 3-1 Compensation Rates for Flights with a Distance of 1,500 Kilometers or Less (cont.)

**Compensation Rates Table for Flights with a Distance of More Than 1,500 to 3,500 Kilometers**

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 1 | BKK | AMD | 3,141 | 3,500 |
| 2 | BKK | ATQ | 3,315 | 3,500 |
| 3 | BKK | BBI | 1,747 | 3,500 |
| 4 | BKK | BLR | 2,495 | 3,500 |
| 5 | BKK | BOM | 3,034 | 3,500 |
| 6 | BKK | BWN | 1,832 | 3,500 |
| 7 | BKK | CAN | 1,705 | 3,500 |
| 8 | BKK | CCU | 1,636 | 3,500 |
| 9 | BKK | CEB | 2,556 | 3,500 |
| 10 | BKK | CGK | 2,286 | 3,500 |
| 11 | BKK | CGO | 2,659 | 3,500 |
| 12 | BKK | CJU | 3,406 | 3,500 |
| 13 | BKK | CKG | 1,877 | 3,500 |
| 14 | BKK | CMB | 2,393 | 3,500 |
| 15 | BKK | COK | 2,679 | 3,500 |
| 16 | BKK | CRK | 2,142 | 3,500 |
| 17 | BKK | CSX | 2,061 | 3,500 |
| 18 | BKK | CZX | 2,801 | 3,500 |
| 19 | BKK | DAC | 1,566 | 3,500 |
| 20 | BKK | DEL | 2,948 | 3,500 |

Table 3-2 Compensation Rates for Flights with a Distance of More Than 1,500 to 3,500 Kilometers

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 21 | BKK | DPS | 2,948 | 3,500 |
| 22 | BKK | DYG | 1,979 | 3,500 |
| 23 | BKK | FOC | 2,397 | 3,500 |
| 24 | BKK | GAU | 1,675 | 3,500 |
| 25 | BKK | GAY | 2,060 | 3,500 |
| 26 | BKK | HET | 3,198 | 3,500 |
| 27 | BKK | HFE | 2,621 | 3,500 |
| 28 | BKK | HGH | 2,728 | 3,500 |
| 29 | BKK | HKG | 1,689 | 3,500 |
| 30 | BKK | HYD | 2,426 | 3,500 |
| 31 | BKK | IXB | 1,935 | 3,500 |
| 32 | BKK | JJN | 2,239 | 3,500 |
| 33 | BKK | KHH | 2,293 | 3,500 |
| 34 | BKK | KHN | 2,297 | 3,500 |
| 35 | BKK | KTM | 2,227 | 3,500 |
| 36 | BKK | KWE | 1,557 | 3,500 |
| 37 | BKK | KWL | 1,606 | 3,500 |
| 38 | BKK | LHE | 3,336 | 3,500 |
| 39 | BKK | LHW | 2,546 | 3,500 |
| 40 | BKK | LKO | 2,524 | 3,500 |

Table 3-2 Compensation Rates for Flights with a Distance of More Than 1,500 to 3,500 Kilometers (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 41 | BKK | LOP | 3,017 | 3,500 |
| 42 | BKK | LYA | 2,610 | 3,500 |
| 43 | BKK | LYG | 2,947 | 3,500 |
| 44 | BKK | MAA | 2,230 | 3,500 |
| 45 | BKK | MFM | 1,651 | 3,500 |
| 46 | BKK | MLE | 3,168 | 3,500 |
| 47 | BKK | MNL | 2,190 | 3,500 |
| 48 | BKK | MWX | 3,492 | 3,500 |
| 49 | BKK | NGB | 2,781 | 3,500 |
| 50 | BKK | NKG | 2,723 | 3,500 |
| 51 | BKK | PBH | 1,921 | 3,500 |
| 52 | BKK | PEK | 3,309 | 3,500 |
| 53 | BKK | PKX | 3,255 | 3,500 |
| 54 | BKK | PNQ | 2,917 | 3,500 |
| 55 | BKK | PVG | 2,894 | 3,500 |
| 56 | BKK | SJW | 3,054 | 3,500 |
| 57 | BKK | STV | 3,082 | 3,500 |
| 58 | BKK | SWA | 1,987 | 3,500 |
| 59 | BKK | SZX | 1,699 | 3,500 |
| 60 | BKK | TAO | 3,177 | 3,500 |

Table 3-2 Compensation Rates for Flights with a Distance of More Than 1,500 to 3,500 Kilometers (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 61 | BKK | TFU | 1,887 | 3,500 |
| 62 | BKK | TNA | 3,046 | 3,500 |
| 63 | BKK | TPE | 2,489 | 3,500 |
| 64 | BKK | TYN | 2,915 | 3,500 |
| 65 | BKK | UYN | 2,870 | 3,500 |
| 66 | BKK | VNS | 2,281 | 3,500 |
| 67 | BKK | WNZ | 2,613 | 3,500 |
| 68 | BKK | WUH | 2,343 | 3,500 |
| 69 | BKK | XIY | 2,438 | 3,500 |
| 70 | BKK | XMN | 2,185 | 3,500 |
| 71 | BKK | XUZ | 2,824 | 3,500 |
| 72 | BKK | YCU | 2,589 | 3,500 |
| 73 | BKK | YNT | 3,330 | 3,500 |
| 74 | CEI | KUL | 1,914 | 3,500 |
| 75 | CNX | HGH | 2,512 | 3,500 |
| 76 | CNX | HKG | 1,607 | 3,500 |
| 77 | CNX | ICN | 3,382 | 3,500 |
| 78 | CNX | KUL | 1,797 | 3,500 |
| 79 | CNX | MNL | 2,398 | 3,500 |
| 80 | CNX | PEK | 2,904 | 3,500 |

Table 3-2 Compensation Rates for Flights with a Distance of More Than 1,500 to 3,500 Kilometers (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 81 | CNX | PUS | 3,466 | 3,500 |
| 82 | CNX | PVG | 2,675 | 3,500 |
| 83 | CNX | SIN | 2,003 | 3,500 |
| 84 | CNX | TPE | 2,401 | 3,500 |
| 85 | CNX | XIY | 1,989 | 3,500 |
| 86 | DMK | AMD | 3,116 | 3,500 |
| 87 | DMK | ATQ | 3,286 | 3,500 |
| 88 | DMK | BLR | 2,479 | 3,500 |
| 89 | DMK | BOM | 3,013 | 3,500 |
| 90 | DMK | CAN | 1,699 | 3,500 |
| 91 | DMK | CCU | 1,608 | 3,500 |
| 92 | DMK | CEB | 2,574 | 3,500 |
| 93 | DMK | CGK | 2,315 | 3,500 |
| 94 | DMK | CGO | 2,643 | 3,500 |
| 95 | DMK | CKG | 1,857 | 3,500 |
| 96 | DMK | CMB | 2,385 | 3,500 |
| 97 | DMK | COK | 2,667 | 3,500 |
| 98 | DMK | CSX | 2,050 | 3,500 |
| 99 | DMK | CZX | 2,791 | 3,500 |
| 100 | DMK | DAC | 1,537 | 3,500 |

Table 3-2 Compensation Rates for Flights with a Distance of More Than 1,500 to 3,500 Kilometers (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 101 | DMK | DEL | 2,920 | 3,500 |
| 102 | DMK | DPS | 2,978 | 3,500 |
| 103 | DMK | DVO | 2,839 | 3,500 |
| 104 | DMK | GAU | 1,646 | 3,500 |
| 105 | DMK | GAY | 2,033 | 3,500 |
| 106 | DMK | HFE | 2,610 | 3,500 |
| 107 | DMK | HGH | 2,721 | 3,500 |
| 108 | DMK | HKG | 1,686 | 3,500 |
| 109 | DMK | HYD | 2,406 | 3,500 |
| 110 | DMK | JAI | 2,948 | 3,500 |
| 111 | DMK | KHH | 2,294 | 3,500 |
| 112 | DMK | KHN | 2,288 | 3,500 |
| 113 | DMK | KTM | 2,198 | 3,500 |
| 114 | DMK | KWE | 1,540 | 3,500 |
| 115 | DMK | LHW | 2,522 | 3,500 |
| 116 | DMK | LKO | 2,497 | 3,500 |
| 117 | DMK | MAA | 2,215 | 3,500 |
| 118 | DMK | MFM | 1,648 | 3,500 |
| 119 | DMK | MLE | 3,161 | 3,500 |
| 120 | DMK | MNL | 2,204 | 3,500 |

Table 3-2 Compensation Rates for Flights with a Distance of More Than 1,500 to 3,500 Kilometers (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 121 | DMK | NGB | 2,775 | 3,500 |
| 122 | DMK | NKG | 2,713 | 3,500 |
| 123 | DMK | OKA | 3,129 | 3,500 |
| 124 | DMK | PKX | 3,239 | 3,500 |
| 125 | DMK | PNK | 1,833 | 3,500 |
| 126 | DMK | PVG | 2,887 | 3,500 |
| 127 | DMK | RMQ | 2,393 | 3,500 |
| 128 | DMK | SJW | 3,037 | 3,500 |
| 129 | DMK | SWA | 1,984 | 3,500 |
| 130 | DMK | SZX | 1,696 | 3,500 |
| 131 | DMK | TFU | 1,865 | 3,500 |
| 132 | DMK | TNA | 3,031 | 3,500 |
| 133 | DMK | TPE | 2,488 | 3,500 |
| 134 | DMK | TRZ | 2,406 | 3,500 |
| 135 | DMK | TSN | 3,241 | 3,500 |
| 136 | DMK | VTZ | 1,908 | 3,500 |
| 137 | DMK | WUH | 2,330 | 3,500 |
| 138 | DMK | XIY | 2,418 | 3,500 |
| 139 | DMK | XMN | 2,182 | 3,500 |
| 140 | DMK | YIH | 2,154 | 3,500 |

Table 3-2 Compensation Rates for Flights with a Distance of More Than 1,500 to 3,500 Kilometers (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 141 | DMK | YTY | 2,835 | 3,500 |
| 142 | HKT | KMG | 1,943 | 3,500 |
| 143 | HKT | KWE | 2,228 | 3,500 |
| 144 | HKT | LHW | 3,191 | 3,500 |
| 145 | HKT | MAA | 2,057 | 3,500 |
| 146 | HKT | NGB | 3,408 | 3,500 |
| 147 | HKT | NKG | 3,372 | 3,500 |
| 148 | HKT | NNG | 1,920 | 3,500 |
| 149 | HKT | SZX | 2,309 | 3,500 |
| 150 | HKT | TFU | 2,550 | 3,500 |
| 151 | HKT | TPE | 3,073 | 3,500 |
| 152 | HKT | XIY | 3,106 | 3,500 |
| 153 | USM | CKG | 2,336 | 3,500 |
| 154 | USM | HKG | 2,045 | 3,500 |
| 155 | USM | TFU | 2,343 | 3,500 |
| 156 | UTP | LHW | 2,653 | 3,500 |
| 157 | USM | CKG | 2,336 | 3,500 |
| 158 | USM | HKG | 2,045 | 3,500 |
| 159 | USM | TFU | 2,343 | 3,500 |
| 160 | UTP | LHW | 2,653 | 3,500 |

Table 3-2 Compensation Rates for Flights with a Distance of More Than 1,500 to 3,500 Kilometers (cont.)

**Compensation rate table for flights with a distance of more than 3,500 kilometers.**

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 1 | BKK | ADD | 6,766 | 4,500 |
| 2 | BKK | ADL | 6,699 | 4,500 |
| 3 | BKK | AKL | 9,549 | 4,500 |
| 4 | BKK | ALA | 3,994 | 4,500 |
| 5 | BKK | AMM | 6,848 | 4,500 |
| 6 | BKK | AMS | 9,217 | 4,500 |
| 7 | BKK | ANC | 9,681 | 4,500 |
| 8 | BKK | ARN | 8,302 | 4,500 |
| 9 | BKK | ASB | 4,968 | 4,500 |
| 10 | BKK | AUH | 4,972 | 4,500 |
| 11 | BKK | AVV | 7,319 | 4,500 |
| 12 | BKK | BAH | 5,392 | 4,500 |
| 13 | BKK | BNE | 7,252 | 4,500 |
| 14 | BKK | BRU | 9,272 | 4,500 |
| 15 | BKK | CAI | 7,289 | 4,500 |
| 16 | BKK | CDG | 9,459 | 4,500 |
| 17 | BKK | CGN | 9,091 | 4,500 |
| 18 | BKK | CPH | 8,644 | 4,500 |
| 19 | BKK | CTS | 5,072 | 4,500 |
| 20 | BKK | CVG | 14,140 | 4,500 |

Table 3-3 Compensation rate for flights with a distance of more than 3,500 kilometers.

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 21 | BKK | DOH | 5,286 | 4,500 |
| 22 | BKK | DRW | 4,403 | 4,500 |
| 23 | BKK | DWC | 4,925 | 4,500 |
| 24 | BKK | DXB | 4,909 | 4,500 |
| 25 | BKK | FCO | 8,888 | 4,500 |
| 26 | BKK | FRA | 9,009 | 4,500 |
| 27 | BKK | FUK | 3,724 | 4,500 |
| 28 | BKK | GBE | 9,157 | 4,500 |
| 29 | BKK | HEL | 7,912 | 4,500 |
| 30 | BKK | HND | 4,590 | 4,500 |
| 31 | BKK | ICN | 3,665 | 4,500 |
| 32 | BKK | IKA | 5,500 | 4,500 |
| 33 | BKK | IKT | 4,292 | 4,500 |
| 34 | BKK | ISB | 3,561 | 4,500 |
| 35 | BKK | IST | 7,514 | 4,500 |
| 36 | BKK | JED | 6,555 | 4,500 |
| 37 | BKK | KHI | 3,730 | 4,500 |
| 38 | BKK | KHV | 4,992 | 4,500 |
| 39 | BKK | KIX | 4,161 | 4,500 |
| 40 | BKK | KJA | 4,768 | 4,500 |

Table 3-3 Compensation rate for flights with a distance of more than 3,500 kilometers. (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 41 | BKK | KUF | 6,242 | 4,500 |
| 42 | BKK | KWI | 5,684 | 4,500 |
| 43 | BKK | LED | 7,612 | 4,500 |
| 44 | BKK | LEJ | 8,729 | 4,500 |
| 45 | BKK | LGW | 9,581 | 4,500 |
| 46 | BKK | LHR | 9,589 | 4,500 |
| 47 | BKK | LUX | 9,185 | 4,500 |
| 48 | BKK | MAD | 10,207 | 4,500 |
| 49 | BKK | MCT | 4,595 | 4,500 |
| 50 | BKK | MEL | 7,316 | 4,500 |
| 51 | BKK | MUC | 8,809 | 4,500 |
| 52 | BKK | MXP | 9,090 | 4,500 |
| 53 | BKK | NBO | 7,230 | 4,500 |
| 54 | BKK | NGO | 4,311 | 4,500 |
| 55 | BKK | NOU | 8,161 | 4,500 |
| 56 | BKK | NRT | 4,650 | 4,500 |
| 57 | BKK | OSL | 8,678 | 4,500 |
| 58 | BKK | OVB | 4,847 | 4,500 |
| 59 | BKK | PER | 5,303 | 4,500 |
| 60 | BKK | PUS | 3,696 | 4,500 |

Table 3-3 Compensation rate for flights with a distance of more than 3,500 kilometers. (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 61 | BKK | RUH | 5,778 | 4,500 |
| 62 | BKK | RUN | 6,252 | 4,500 |
| 63 | BKK | SHE | 3,799 | 4,500 |
| 64 | BKK | SHJ | 4,895 | 4,500 |
| 65 | BKK | SVO | 7,106 | 4,500 |
| 66 | BKK | SVX | 5,854 | 4,500 |
| 67 | BKK | SYD | 7,502 | 4,500 |
| 68 | BKK | TAE | 3,719 | 4,500 |
| 69 | BKK | TAS | 4,315 | 4,500 |
| 70 | BKK | TLV | 6,954 | 4,500 |
| 71 | BKK | UBN | 3,818 | 4,500 |
| 72 | BKK | VIE | 8,459 | 4,500 |
| 73 | BKK | VVO | 4,453 | 4,500 |
| 74 | BKK | YVR | 11,819 | 4,500 |
| 75 | BKK | ZRH | 9,064 | 4,500 |
| 76 | CNX | KIX | 3,979 | 4,500 |
| 77 | DMK | CJJ | 3,678 | 4,500 |
| 78 | DMK | CTS | 5,064 | 4,500 |
| 79 | DMK | FUK | 3,718 | 4,500 |
| 80 | DMK | HRB | 4,262 | 4,500 |

Table 3-3 Compensation rate for flights with a distance of more than 3,500 kilometers. (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 81 | DMK | ICN | 3,655 | 4,500 |
| 82 | DMK | KIX | 4,156 | 4,500 |
| 83 | DMK | NGO | 4,306 | 4,500 |
| 84 | DMK | NRT | 4,646 | 4,500 |
| 85 | DMK | SYD | 7,531 | 4,500 |
| 86 | HKT | ICN | 4,314 | 4,500 |
| 87 | HKT | IKA | 5,663 | 4,500 |
| 88 | HKT | IKT | 4,927 | 4,500 |
| 89 | HKT | IST | 7,704 | 4,500 |
| 90 | HKT | JED | 6,502 | 4,500 |
| 91 | HKT | KHV | 5,656 | 4,500 |
| 92 | HKT | KJA | 5,355 | 4,500 |
| 93 | HKT | LED | 8,011 | 4,500 |
| 94 | HKT | MCT | 4,596 | 4,500 |
| 95 | HKT | MEL | 7,002 | 4,500 |
| 96 | HKT | MXP | 9,339 | 4,500 |
| 97 | HKT | NQZ | 5,370 | 4,500 |
| 98 | HKT | OSR | 8,621 | 4,500 |
| 99 | HKT | OVB | 5,384 | 4,500 |
| 100 | HKT | PEK | 3,980 | 4,500 |

Table 3-3 Compensation rate for flights with a distance of more than 3,500 kilometers. (cont.)

| No. | Origin | Destination | Distance (Kilometer) | Compensation (THB) |
|---|---|---|---|---|
| 101 | HKT | PER | 4,813 | 4,500 |
| 102 | HKT | PVG | 3,528 | 4,500 |
| 103 | HKT | RUH | 5,777 | 4,500 |
| 104 | HKT | SHJ | 4,917 | 4,500 |
| 105 | HKT | SVO | 7,478 | 4,500 |
| 106 | HKT | SVX | 6,300 | 4,500 |
| 107 | HKT | SYD | 7,259 | 4,500 |
| 108 | HKT | TAS | 4,657 | 4,500 |
| 109 | HKT | TLV | 7,037 | 4,500 |
| 110 | HKT | TNA | 3,714 | 4,500 |
| 111 | HKT | TYN | 3,585 | 4,500 |
| 112 | HKT | UBN | 4,469 | 4,500 |
| 113 | HKT | VVO | 5,110 | 4,500 |
| 114 | HKT | ZRH | 9,333 | 4,500 |
| 115 | KBV | SHJ | 4,983 | 4,500 |
| 116 | UTP | DXB | 4,978 | 4,500 |
| 117 | UTP | DXB | 4,978 | 4,500 |

Table 3-3 Compensation rate for flights with a distance of more than 3,500 kilometers. (cont.)

* In cases where the destination country has its own passenger rights protection measures applicable to the same circumstances, the airline must implement measures that provide a level of protection no less than those required under this Regulation.

*The Guidance Material for Passenger Rights Protection (CAAT-GM-ERD-PRP) serves only as a supplementary guideline. For comprehensive details, please refer to Regulation of the Civil Aviation Board No. 101 on Measures to Protect of Passenger Rights on Domestic and International Scheduled Flights.

* The Regulation of the Civil Aviation Board No. 101 Measures to Protect Passenger Rights on Domestic and International Scheduled Flights shall be effective from 20 May 2025.

For further inquiries, please contact the Civil Aviation Authority of Thailand (CAAT) (Economic Regulation Department, Consumer Protection Division) at telephone number 0 2568 8816 or email erd_inspector@caat.or.th.