

THAI Smile temporarily suspends all international flights effective from 23 March 2020 onwards.



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THAI Smile temporarily suspends all international flights effective from 23 March 2020 until further notice. The airline still operates domestic flights as usual. THAI Smile facilitates passengers affected by the flight cancellation as follows:

- For 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 any of the 13 Smile Service Centers nationwide during operating hours, send an email to customer.service@thaismileair.com, or call our 24-hr Call Center at 1181 or 02-118-8888.