

- Official Emblem -

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

By virtue of Section 41/134 paragraph one of the Air Navigation Act B.E. 2497 (1954), amended by the Air Navigation Act (No. 14) B.E. 2562 (2019), the Civil Aviation Board issues the Regulation to prescribe measures to protect passenger rights on domestic and international scheduled flights in cases of denial of boarding, flight cancellation, flight delay, or in the case of loss, damages or delay of baggage, as follows:

Article 1 This Regulation is called the “Regulation of the Civil Aviation Board No. 101 Measures to Protect Passenger Rights on Domestic and International Scheduled Flights.”

Article 2 This Regulation shall come into force after the expiration of one hundred and eighty days from the date of its publication in the Government Gazette.

Article 3 Announcement of the Ministry of Transport on Protection of Passenger Rights Using Thai Air Carriers’ Services for Domestic Scheduled Air Services 2010 (B.E. 2553) given on October 6, B.E. 2553 (2010) shall be repealed.

Article 4 In this Regulation:

“Carrier” means a holder of a Thai Commercial Air Transport Operating License to operate scheduled air services pursuant to Section 41/125 or a Foreign Air Operator granted with a permission pursuant to Section 41/126 of the Air Navigation Act B.E. 2497 (1954) as amended by the Air Navigation Act (No. 14) B.E. 2562 (2019);

“Passenger” means any person, except members of the crew, carried or to be carried in an aircraft;

“Reservation” means the fact that a passenger has a ticket, or other evidence which indicates that the reservation has been accepted and registered by the carrier;

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“Ticket” means a valid document or any equivalent instrument, whether in paperless or electronic form issued by a carrier or its agent, giving entitlement to transport;

“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;

“Delay” means a flight operated later than that announced in the published operating schedule or the permission of an extra flight;

“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 passengers of the concerned flight are transferred to the other flight instead or transferred to other means of transportation;

“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 passengers 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;

“Extraordinary circumstances” means external events that are unforeseeable and unavoidable, even after the carrier has taken all reasonable measures to prevent them.

Article 5 This Regulation establishes minimum rights for passengers on schedule flight in case of denied boarding, flight cancellation, or flight delay by the carrier.

This Regulation, except for Article 6, shall apply to:

(1) The carrier that holds a Thai Commercial Air Transport Operating License to operate scheduled air services, including both domestic and international flights departing from the Kingdom of Thailand;

(2) The carrier who is a permitted foreign air operator pursuant to Section 41/126 of the Air Navigation Act B.E. 2497, as amended by the Air Navigation Act (No. 14) B.E. 2562, for flights departing from the Kingdom of Thailand.

Article 6 In the case of carriage of passengers by air, passengers entitle to claim compensation from the carrier in cases of death or bodily injury, as well as delays. In the case of carriage of baggage by air, passengers entitle to claim compensation from the carrier for loss, damages or delay of baggage, according to the criteria, conditions, and amount of compensation in accordance with the law on international carriage by air.

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:

- (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:
 - (a) air fare;
 - (b) tax e.g. value-added tax (VAT);
 - (c) fees e.g. credit card fee;
 - (d) charges e.g. passenger service charge;
 - (e) surcharges;
 - (f) ancillary charges e.g. baggage service charge or insurance fee of a passenger's own choice;
- (2) general conditions applying to the fare;
- (3) conditions of carriage;
- (4) quantity, weight and dimension of allowed baggage;
- (5) the operating carrier.

Article 8 The carrier shall not automatically add any additional paid ancillary services for a passenger. Ancillary services may only be provided upon obtaining prior consent from the passengers on an opt-in basis.

The proposal of any ancillary services, as specified in the preceding paragraph, shall clearly and comprehensively declare the service charges, details, conditions, procedures and methods prior to the passenger's expression of intent to purchase the ancillary services.

Article 9 Upgrading and downgrading the class must be agreed upon by the passenger. The carrier shall comply with the following requirements:

- (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;
- (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:
 - (a) 30 per cent for flights with a distance of 1,500 kilometers or less;
 - (b) 50 per cent for flights with a distance greater than 1,500 kilometers but not exceeding 3,500 kilometers;
 - (c) 75 per cent for flights with a distance greater than 3,500 kilometers.

Article 10 Passengers entitled to right protection under this Regulation are those who are characterised into one or more of the following criteria:

- (1) passengers who have present themselves for check-in,
 - (a) within timeframe that the carrier specified in writing in advance or within timeframe that the passengers have been notified via electronic means such as website, short message service (SMS), e-mail, etc.; or
 - (b) within forty-five minutes for domestic scheduled flight prior to the departure time specified in the published schedule or within one hour for international scheduled flight prior to the departure time specified in the published schedule if the carrier does not specify the time for presenting for check-in; or
 - (c) in the other time than those specified in (a) or (b), in which the carrier accepts for check-in;
- (2) passengers who have been transferred from the reserved flight to another flight based on any reasons;
- (3) passengers whose reserved flight has been re-scheduled to be different by more than five hours from the departure time specified in the published schedule or whose reserved flight has been cancelled.

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.

Article 11 In a case of domestic scheduled flight delay:

- (1) in a case where flight delay exceeds two hours, the carrier shall accommodate the passengers as follows:
 - (a) provide free of charge of food and beverage or of food voucher for passengers to buy food and beverage as appropriate with meal time and the waiting period prior to boarding the aircraft;
 - (b) provide for passengers free of charge of necessary and appropriate communication facilities such as telephone calls or email, etc.;
 - (c) if the passenger does not wish to proceed with the flight, the carrier shall immediately offer all of the following options to the passenger for consideration: including the choice between receive such reimbursement of the air fare and other fees in full amount that the passenger has already paid for the part or parts of journey not made; but if the carrier wishes to reimburse in the form of credit shell or travel voucher or mileage

according to the frequent-flyer programme or other form instead of the concerned air fare and fee, 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;

(2) in a case where flight delay exceeds three hours, the carrier shall accommodate the passengers as follows:

(a) provide free of charge of food and beverage or of food voucher for passengers to buy food and beverage as appropriate with meal time and the waiting period prior to boarding the aircraft;

(b) provide for passengers free of charge of necessary and appropriate communication facilities such as telephone calls or email, etc.;

(c) if the passenger does not wish to proceed with the flight, the carrier shall immediately offer all of the following options to the passenger for consideration:

1) receive such reimbursement of the air fare and other fees in full amount that the passenger has already paid for the part or parts of journey not made, but if the carrier wishes to reimburse in the form of credit shell or travel voucher or mileage according to the frequent-flyer programme or other form instead of the concerned air fare and fee, 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; and

2) 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

3) in a case in which the carrier is able to provide the passenger with other means of transport, the carrier shall offer other appropriate means of transport to the destination specified in the ticket or other destination close to the original destination according to the passenger's intention at the earliest opportunity with no additional payment except when the costs for other means of transport are lower than the amount the passenger paid in the first place, the carrier shall reimburse the difference to the passenger;

(3) in a case where flight delay exceeds five hours, the carrier shall accommodate the passengers as follows:

(a) provide free of charge of food and beverage or of food voucher for passengers to buy food and beverage as appropriate with meal time and the waiting period to the passenger prior to boarding the aircraft;

(b) provide for passengers free of charge of necessary and appropriate communication facilities such as telephone calls or email, etc.;

(c) if the passenger does not wish to proceed with the flight, the carrier shall immediately offer all of the following options to the passenger for consideration:

1) receive such reimbursement of the air fare and other fees in full amount that the passenger has already paid for the part or parts of journey not made, but if the carrier wishes to reimburse in the form of credit shell or travel voucher or mileage according to the frequent-flyer programme or other form instead of the concerned air fare and fee, 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; and

2) 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

3) in a case in which the carrier is able to provide the passenger with other means of transport, the carrier shall offer other appropriate means of transport to the destination specified in the ticket or other destination close to the original destination according to the passenger's intention at the earliest opportunity with no additional payment except when the costs for other means of transport are lower than the amount the passenger paid in the first place, the carrier shall reimburse the difference to the passenger;

(4) 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 programme 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;

The reimbursement of the air fare and other fees, or granting of credit shell, travel voucher, mileage or other form of compensation instead of the concerned air fare and fees, as specified in this Article, shall comply with the procedures and within the timeframe set forth in Article 18 or Article 19, as the case may be.

Article 12 In case of international scheduled flight delay:

(1) in a case where flight delay exceeds two hours, the carrier shall accommodate the passengers as follows:

(a) provide free of charge of food and beverage or of food voucher for passengers to buy food and beverage as appropriate with meal time and the waiting period to the passenger prior to boarding the aircraft;

(b) provide for passengers free of charge of necessary and appropriate communication facilities such as telephone calls or email, etc.;

(2) in a case where flight delay exceeds five hours, the carrier shall accommodate the passengers as follows:

(a) provide free of charge of food and beverage or of food voucher for passengers to buy food and beverage as appropriate with meal time and the waiting period to the passenger prior to boarding the aircraft;

(b) provide for passengers free of charge of necessary and appropriate communication facilities such as telephone calls or email, etc.;

(c) pay the 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 programme 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 credit shell or travel voucher and shall obtain consent from the passenger prior to proceeding;

(d) 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;

(e) if the passenger does not wish to proceed with the flight, the carrier shall immediately offer all of the following options to the passenger for consideration. These options shall include the choice to receive such reimbursement of the air fare and other fees in full amount that the passenger has already paid for the part or parts of journey not made or receive such reimbursement in the form of credit shell or travel voucher or mileage according to the frequent-flyer programme or other form instead of the concerned air fare and fee. 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;

(3) in a case where flight delay exceeds ten hours, the carrier shall accommodate as follow:

(a) provide free of charge of food and beverage or of food voucher for passengers to buy food and beverage as appropriate with meal time and the waiting period to the passenger prior to boarding the aircraft;

(b) provide for passengers free of charge of necessary and appropriate communication facilities such as telephone calls or email, etc.;

(c) the carrier shall immediately offer all of the following options to the passenger for consideration that the passenger may choose between:

1) receive the compensation in cash within 14 days from the date of the flight delay as follows:

a) 2,000 baht for flights with a distance of 1,500 kilometers or less;

b) 3,500 baht for flights with a distance greater than 1,500 kilometers but not exceeding 3,500 kilometers;

c) 4,500 baht for flights with a distance greater than 3,500 kilometers; or

2) receive compensation in the form of a credit shell, travel voucher, mileage according to the frequent-flyer programme or other form instead of the concerned air fare and fee, 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;

(d) provide accommodation for 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;

(e) if the passenger does not wish to proceed with the flight, the carrier shall immediately offer all of the following options to the passenger for consideration that the passenger may choose between:

1) receive such reimbursement of the air fare and other fees in full amount that the passenger has already paid for the part or parts of journey not made, but if the carrier wishes to reimburse in the form of credit shell or travel voucher or mileage according to the frequent-flyer programme or other form instead of the concerned air fare and fee, 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; or

2) 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 for the passenger; or

3) in a case in which the carrier is able to provide the passenger with other means of transport, the carrier shall offer other appropriate means of transport to the destination specified in the ticket or other destination close to the original destination according to the passenger's intention at the earliest opportunity with no additional payment except when the costs for other means of transport are lower than the amount the passenger paid in the first place, the carrier shall reimburse the difference to the passenger.

The reimbursement of the air fare and other fees, or granting credit shell, travel voucher, mileage or other form instead of the concerned air fare and fee as specified in this Article, shall comply with the procedures and within the timeframe set forth in Article 18 or Article 19, as the case may be.

Article 13 In case of tarmac delay, and the passengers are on board, additionally to providing protection to passengers pursuant to Article 11 or Article 12, as the case may be, the carrier shall undertake as follows:

(1) provide proper ventilation, appropriate cabin temperature, lavatory facilities;

(2) In a case where the passenger requires urgent medical assistance, the carrier shall facilitate and provide such medical assistance adequately and appropriately, to the best of their ability;

(3) in a case where flight delay exceeds three hours and there is no definite take-off time, the carrier shall allow the passenger to disembark from the aircraft except in a case that may affect safety or security or in a case of reason concerning air traffic management.

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.

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 15 In case of flight cancellation or denied boarding, the carrier shall accommodate the passenger as follows:

(1) take care of passengers as follows:

(a) provide free of charge of food and beverage or of food voucher for passengers to buy food and beverage as appropriate with meal time and the waiting period to the passenger prior to boarding the aircraft;

(b) provide for passengers free of charge of necessary and appropriate communication facilities such as telephone calls or email, etc.;

(c) in any case where the next flight has new departure time delayed from the original scheduled flight timetable more than one day, the carrier shall 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;

(2) pay the compensation in cash to the passengers as follows:

(a) for domestic scheduled flights, compensation in the amount of 1,500 Baht or provide a credit shell or travel voucher or mileage according to the frequent-flyer programme or other forms of compensation. Such compensation shall be provided immediately upon flight cancellation;

(b) for international scheduled flights, compensation will be paid in accordance with Article 12 (3) (c);

In relation to compensation payment under (2), if the carrier wishes to reimburse in the form of credit shell or travel voucher or mileage according to the frequent-flyer programme 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;

(3) the carrier shall immediately offer all of the following options to the passenger for consideration that the passenger may choose between:

(a) receive such reimbursement of the air fare and other fees in full amount that the passenger has already paid for the part or parts of journey not made, but if the carrier

wishes to reimburse in the form of credit shell or travel voucher or mileage according to the frequent-flyer programme or other form instead of the air fare and fee, 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; or

(b) 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 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 for the passenger; or

(c) in a case in which the carrier is able to provide the passenger with other means of transport, the carrier shall offer other appropriate means of transport to the destination specified in the ticket or other destination close to the original destination according to the passenger's intention at the earliest opportunity with no additional payment except when the costs for other means of transport are lower than the amount the passenger paid in the first place, the carrier shall reimburse the difference to the passenger.

The reimbursement of the air fare and other fees, or granting of credit shell, travel voucher, mileage or other form instead of the concerned air fare and fee as specified in this Article shall comply with the procedure and within the timeframe set forth in Article 18 or Article 19, as the case may be.

Article 16 The carrier shall not be obliged to pay the compensation under Article 15, if the carrier can prove that:

(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

(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

(3) such cancellation caused by the extraordinary circumstances.

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.

Article 17 The carrier shall not be obliged to pay the compensation under Article 11 or Article 12 in case where delay of scheduled flight has been caused by extraordinary circumstances.

Article 18 Subject to Article 19, 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:

(1) provide a reimbursement form for air fare and other fees or the difference in air fare 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;

(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;

(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:

(a) in a case where the passenger purchased the ticket by cash, reimbursement must be completed within fourteen days;

(b) in a case where the passenger purchased the ticket by credit card, reimbursement must be completed within forty-five days;

(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.

Article 20 The carrier is obligated to inform the passenger of their rights as follow:

(1) the carrier shall ensure that when the passenger presents themselves to receive a boarding pass, they are provided with information regarding their rights containing the following message or information: "If you are denied boarding, your flight is cancelled, or your flight is delayed for at least two hours, please inquire about your rights at the check-in counter or at the departure gate, particularly rights to compensation and right to care.";

(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;

(3) notification under this provision to blind or visually impaired individuals shall be provided using other appropriate methods.

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 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.

Article 23 In relation to channels for complaints, passengers may submit a complaint regarding the alleged infringement of this Regulation committed by the carrier through Complaint Management System of the Civil Aviation Authority of Thailand (CAAT) along with relevant evidence via the website: <http://www.caat.or.th>.

Article 24 In cases where a carrier imposes a more favourable passenger rights protection measure that does not violate or infringe the measures stipulated in this Regulation, the carrier shall apply these enhanced measures to protect the rights of passengers.

In cases where the destination country has imposed measures to protect passengers' rights in the same context, the carrier shall apply measures to protect passengers' rights that are at least as protective and not below the standards set forth in this Regulation.

Article 25 Protection of passengers' rights under this Regulation shall not limit the rights of passenger in claims for compensation under the law on international air carriage or any other relevant legislation.

Given on the 22 October 2024 (B.E. 2567)
(Suriya Jungrungreangkit)
Chairman of the Civil Aviation Board