

Passenger Rights Regulations And Relevance Law in Thailand

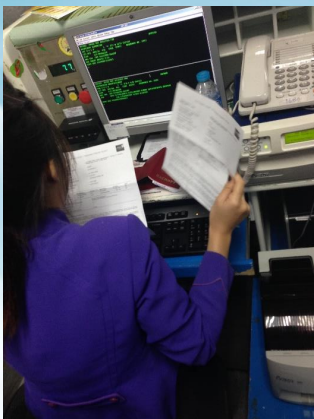
*Presented for ARISE + Civil Aviation
at Brunei Dec, 5 2018*



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The Civil Aviation Authority of Thailand



1



Inspect and Surveillance of

- Passenger Rights Protection
- Airlines Compliance Inspection
- Private aircraft document and condition Inspection



2

“Passengers travelling by air are expected on-time travel more than other modes of transport”



Relevance Law And Passenger Rights Regulations in Thailand



1. 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)

(Unofficial translation)

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)*

By virtue of Article 3(4), 4, 7 and 9 of the Announcement of the National Executive Council No.58 dated 26th of January B.E. 2515, Ministry of Transport shall have powers and duties in relation to air navigation and Minister of Transport may impose any conditions as well as amending, charging or adding these conditions in the Air Operating License of Thai air carriers for the welfare and safety of the public. The Minister of Transport prescribed measures to protect the rights of passenger's using Thai air carriers on domestic scheduled air services in the conditions attached to the Air Operating License for all Thai air carriers for both current and future Air Operating License holders. The measures for

1. 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)

- Thai Air Carriers'
- Schedule Flight
- Domestic Flight only



Thai Air Carriers' in Domestic Route

- Bangkok Airways (PG)
- Thai Airways (TG)
- Thai Smile (WE)
- Thai Vietjet (VZ)
- Thai lion Air (SL)
- Nok Air (DD)
- Thai Airasia (FD)



https://c2.staticflickr.com/6/5733/30609167432_bf471901df_b.jpg

1. 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)

- Delays
- Cancel Flight
- Denied Boarding
- Upgrading and Downgrading







Cancellation of Flight Or Denied Boarding



The Airlines must take the following action :

1 Reimburse or Reschedule of Flight or Alternate Transportation



2 Food, Beverage, Communication Facilities, Accommodation



3 Compensate in cash totally 1,200THB

- except the airline can prove that the flight cancellation is caused by an extraordinary circumstance or
- The flight cancellation was informed at least 3 days before departure date or
- the flight cancellation was informed less than 3 days before departure date whilst the airline can provide new flight to the same destination within 3 hours before or after the original time

Upgrading

Article 7 Upgrading and downgrading

(1) if the airline places a passenger in a class higher than for which the ticket was purchased, it may not request any supplementary payment.

Downgrading

(2) if the airline places a passenger in a class lower than that for which the ticket was purchased, the air carrier shall reimburse the difference air fare within the time in according with Article 6 (3).



2. Announcement of the Ministry of Transport on Protection of Passenger Rights related to Charter Flight Services B.E. 2556



2. Announcement of the Ministry of Transport on Protection of Passenger Rights related to Charter Flight Services B.E. 2556



- Thai Air Carriers'
- Charter Flight
- Domestic and International Flight

2. Announcement of the Ministry of Transport on Protection of Passenger Rights related to Charter Flight Services B.E. 2556



- Delays
- Cancel Flight

Bank Guarantee

- value of the whole charter flight service (per trip/outbound – inbound)
- The value in the letter of bank guarantee in all cases must not be less than two hundred thousand Baht and it must not be more than ten million Baht.

Delay of Charter Flight

1. In case of a delay for more than 2 hours but less than 6 hours
 - Food and Beverage / Communication Facilities
2. In case of a delay for more than 6 hours
 - the airline must facilitate the passengers according to the measures for flight cancellation



Cancellation of Charter Flight

1. In case of a flight cancellation 3 days prior to the schedule
 - Airline must inform the passengers or the tourism business operator as soon as possible
 - Provide a full refund of the airfare
2. In case of a flight cancellation for more than 1 day but less than 3 days prior to the schedule
 - Airline must inform the passengers or the tourism business operator as soon as possible
 - Provide a full refund of the airfare or Reschedule of flight

A photograph of a flight departure board at an airport. The board is titled 'DOMESTIC DEPARTURES' and lists various flights with their destinations, flight numbers, and departure times. The board is divided into columns for 'Time', 'Airline', 'To', 'Flight', 'Class', 'Status', and 'Remarks'. The data is as follows:

Time	Airline	To	Flight	Class	Status	Remarks
15:10	Thai Airway	Bangkok Phnom Penh	FD 3388	31	On Time	
15:15	Thai Airway	Phuket	DD 3381	46	On Time	
15:20	Thai Airway	Phuket	DD 7410	46	On Time	
15:25	Thai Airway	Hat Yai	DD 7412	34	On Time	
15:40	Thai Airway	Krabi	DD 8210	27	On Time	
15:45	Thai Airway	Chiang Mai	FD 8421	33	On Time	
15:50	Thai Airway	Hat Yai	FD 8421	33	On Time	
15:55	Thai Airway	Surat Thani	DD 7210	32	On Time	
16:00	Thai Airway	Udon Ratchathani	DD 8410	41	On Time	
16:05	Thai Airway	H. St. Thammesat	DD 7810	32	On Time	
16:10	Thai Airway	Man Sot	SE 809	34	On Time	
16:20	Thai Airway	Phuket	FD 3017	35	On Time	

Cancellation of Charter Flight

3. In case of a flight cancellation for not more than 1 day prior to the schedule or after the schedule and the passengers have arrived at the airport depending on the case, to choose between Provide a full refund of the airfare or Reschedule of flight together with additional care as follows:

- Food and Beverage / Communication Facilities / Accommodation
- In case of a flight cancellation due to force majeure beyond the control of the airline The care for food and beverage / Accommodation shall accord with the passengers' willingness, and the passengers shall bear the costs themselves.

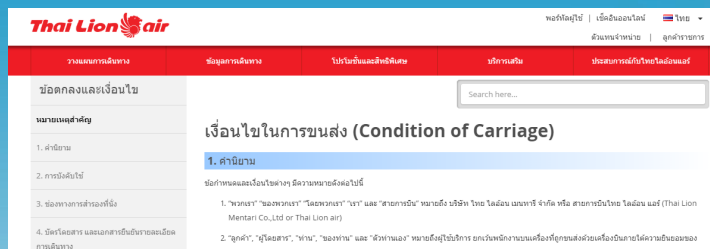
CAAT Surveillance



CAAT Surveillance

[illegible]

- Condition of Carriage
- Fare/Tariff Disclosure
(maximum Fare)



Must obtain approval first

Bangkok Airways

2014 Domestic Full Fare

อัตราค่าโดยสารฉบับเต็มภายในประเทศ

Class of Service	Economy —One Way—	Economy —Round Trip—	
Booking Class	Y	I	
BKT-BKK V.V.	4675	9350	
BKT-SMI V.V.	2950	5900	
BKT-UTP V.V.	5510	11020	
BKT-CNX V.V.	8715	17430	



Fare Disclosure



Bangkok (Don Mueang) (DMK) to Chiang Mai (CNX)
Flying On: Wed, 12 Dec 2018

<	SUN 09 DEC	MON 10 DEC	TUE 11 DEC	WED 12 DEC	THU 13 DEC	FRI 14 DEC	SAT 15 DEC	>
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Prices includes taxes and fees				Promo	Economy
Departure	Return	Duration	Flights		
08:20 Don Mueang Airport	09:35 Chiang Mai Airport	01h 15m	Non Stop	Sold Out	THB 1,560.00
11:30 Don Mueang Airport	12:45 Chiang Mai Airport	01h 15m	Non Stop	Sold Out	THB 1,360.00
13:40 Don Mueang Airport	14:55 Chiang Mai Airport	01h 15m	Non Stop	THB 1,195.00	THB 1,360.00
14:55	16:10				

Booking Summary

Departure flight

Depart: Wed, 12 Dec
Arrive: Wed, 12 Dec
Flight SL 506, Economy
Operated By: Thai Lion air

Bangkok → Chiang Mai
08:20 → 09:35

Pricing Summary

Adult(s)	THB	1 x 1,210.00
Fare	THB	1,210.00
Total Taxes	THB	350.00
Admin Fee [YR]	THB	250.00
PASSENGER SERVICE CHARGE [TS]	THB	100.00
Total Amount	THB	1,560.00

Thai Carrier's must report to CAAT in case of :

- More than 2 Hour Delay of Flight
- Flight Cancellation
- Denied Boarding

แบบรายงานการยกเลิกเที่ยวบิน เที่ยวบินประจำภายในประเทศ

เรียน หัวหน้ากองตรวจการประกอบกิจการและคุ้มครองสิทธิผู้โดยสาร สำนักงานการบินพลเรือนแห่งประเทศไทย

ด้วยวันที่.....เดือน.....พ.ศ.....สายการบิน.....
เที่ยวบิน.....เส้นทาง.....เวลาตามตารางการบิน.....น
ยกเลิกเที่ยวบินเนื่องจาก (โปรดระบุโดยละเอียด).....
.....
มีผู้โดยสารทั้งหมดจำนวน.....คน

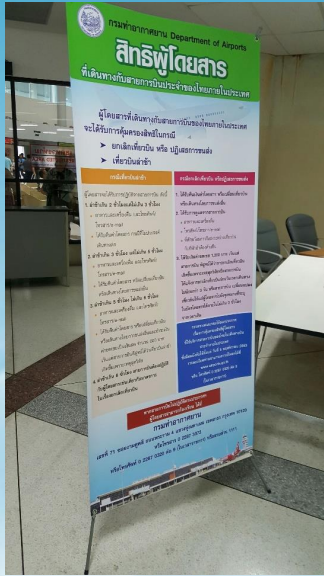
สายการบินฯ ได้ดำเนินการตามประกาศกระทรวงคมนาคม เรื่อง การคุ้มครองสิทธิของ
ผู้โดยสารที่ใช้บริการสายการบินของไทยในเส้นทางบินประจำภายในประเทศ พ.ศ. 2553 ดังนี้

ส่วนที่ 1

- ☐ คืนเงินค่าบัตรโดยสาร (Refund) จำนวน..... คน
- ☐ เก็บบัตรโดยสารไว้เพื่อใช้ในการเดินทางครั้งต่อไป (Open Ticket) จำนวนคน
- ☐ ผู้โดยสารยังไม่แสดงความจำนง (รอผู้โดยสารติดต่อกลับ) จำนวนคน
- ☐ เปลี่ยนแปลงเที่ยวบินให้แก่ผู้โดยสารจำนวนคน เดินทางไปกับ

- เที่ยวบิน วันที่ เส้นทาง

Passenger Rights Info Board



Passenger rights Seminar



Complain Handling

- Related to Passenger rights or Condition of Carriage



Next Step?

Thai Carrier's international flight

>>> Revise Air Navigation Act

>>>>All Airlines<<<<

Or ASEAN Regulation



Cholathit S.

3. INTERNATIONAL CARRIAGE BY AIR ACT, B.E. 2558 (2015)



<https://thegreenstudy.files.wordpress.com/2013/01/canstockphoto1542595.jpg>

<http://cfile22.uf.tistory.com/image/23445B4151CAA31710CA1D>

CONVENTION FOR THE UNIFICATION OF CERTAIN RULES FOR
INTERNATIONAL CARRIAGE BY AIR DONE AT MONTREAL ON
28 MAY 1999 Or “MC99”

135 Member State



INTERNATIONAL CARRIAGE BY AIR ACT, B.E. 2558 (2015)

- Bodily Injury or Death
- Loss or Delay or Damage of Baggage
- Delay of Passenger or Baggage

Domestic or International Flight



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Right to complain

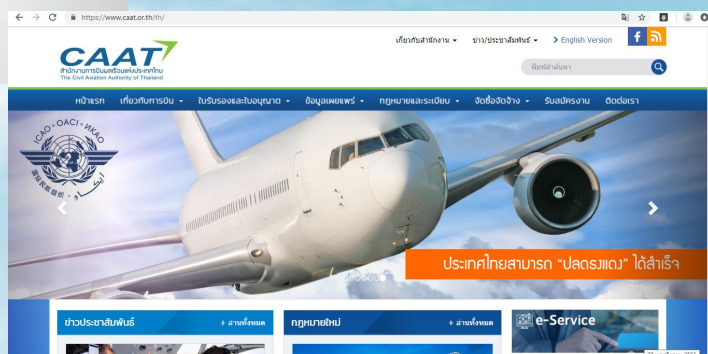
Passengers may complain about
an alleged infringement of the Announcement
of the Ministry of Transport on Protection of

Passenger Rights Using Thai air carriers' Services
for Domestic Scheduled Air Services 2010. (B.E. 2553) to
The Civil Aviation Authority of Thailand
333/105 Lak Si Plaza, Khamphaeng Phet 6 Rd.,
Talat Bang Khen, Lak Si, Bangkok, Thailand 10210
Email : info@caat.or.th / Website : www.caat.or.th
fax. : 02 568 8844
Tel. : 02 568 8800 (08.30 - 16.30 hrs.)

www.caat.or.th



ระบบเรื่องร้องเรียน
Complaint



Thank you

