

Thai Passenger Rights Changes



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Dear Valued Agent,

From **20 May 2025, Regulation No. 101 – Measures to Protect Passenger Rights on Domestic and International Scheduled Flights** will be in effect. This regulation introduces new obligations for airlines regarding compensation, refunds, and customer communications in the event of flight disruptions for flights departing from Thailand.

To ensure compliance with these requirements, we ask that you please take note of the following:

Key Passenger Rights under Regulation No. 101

Passengers departing from Thailand may be entitled to:

- **Compensation** in the event of denied boarding, delays, or cancellations.
- **Refunds** airfare and fees, which must be processed within specific timeframes depending on the payment method.
- **Care and assistance**, such as meals, accommodation, and communication support, depending on the nature and duration of the disruption.

A summary of these rights is available in our [Thai Passenger Rights Notice](#), which we encourage you to share with your customers.

Your Role as Travel Agent

Passengers departing from Thailand may be entitled to:

- **Please ensure that customer contact details are included in all bookings** in accordance with IATA resolution 830d and the Jetstar travel agent terms & conditions. This allows Jetstar to communicate directly with passengers during the unfortunate circumstance of a delay or cancellation.
- **Where Jetstar does not have direct contact with the customer**, you are responsible for:
 - Informing them of their rights under Regulation No. 101.
 - Assisting them with refund requests, where applicable.
 - If they are entitled to compensation, explain how this can be obtained.
 - Refunds for **bookings made through agents** must be processed back to the passenger, by the agent, within 60 days.

Your Role as Travel Agent

If a customer is entitled to compensation Jetstar will provide this directly to the customer. However, we rely on agents to:

- Ensure customers are aware of their entitlements.
- Direct customers to Jetstar via this [link](#) to claim compensation.

If you have any questions or require further clarification, please contact your Jetstar representative.

Thank you for your continued partnership and support in ensuring compliance with these important passenger protection measures.

Best regards,

Jetstar Sales Team

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