

1. Reservation Channels

Customers can booking through the following methods:

- Web Booking (Website)
- Email

Air cargo service divides customers into 2 main categories:

- Direct Customers: Refers to appointed agents of Thai Cargo (Appointed Agent), who are responsible for shipping goods and making payments directly with the airline. Cargo transport involves complexities such as product type, size, packaging, and necessary documentation for imports/exports, which requires professional agents, unlike passenger ticket sales.
- Indirect Customers: These include manufacturers, exporters, importers, or freight forwarders who send goods through appointed agents of Thai Cargo (Appointed Agent).

For Thai Cargo services, the term "Customer" refers to direct customers or TG appointed agents.

2. Required Information for Cargo Reservation

To reserve a booking, customers must provide the following details:

- Number of Pieces: The quantity of goods to be shipped
- Weight: The total weight of the goods
- Dimensions: The size of the goods to be transported
- Commodity: Specify the type of goods to ensure they can be transported by the airline and imported into the destination country
- Routing: The shipping route
- Flight: The flight number
- Date: The date the goods need to be shipped
- Shipper/Consignee Name and Contact: Contact details for both the shipper and the consignee
- Special Services: Any additional services required, such as TGX, PRI, or other services offered by Thai Cargo

3. Cargo Space Reservation Timeframe

- Advance Reservations could be made up to 14 days before flight departure.
- The latest Booking should be made 24 hours before flight departure.

These timelines are subject to factors such as product and service types, commodity classification, rates, and operational constraints for each flight, including aircraft type and local conditions of each station/country.



- **Cargo Space Allocation Criteria**

Cargo space allocation is based on the following factors:

- Selling Rates
- First Come, First Served
- Past history and reliability of shipments
- Product type and urgency
- Type of cargo space or aircraft **assigned to the specific flight**

4. Cancellation Policy

Customers can cancel their booking by following the procedures and timelines below:

- **Cancellation Method:** Customers can cancel by leaving a remark in the system and QEP (Messaging System) to Cargo space management team (BKKNA-C) and sending an email to Thai Airways' sales office (TG Sales Office)
- **Cancellation Deadline:** The latest cancellations must be made 24-48 hours before flight departure.
- **Sudden Cancellations:** Cancellations made without a valid reason or frequent cancellations will affect future booking confirmation, possibly resulting in reduced space allocation or denial of future reservations. Past shipping history will be considered when evaluating future space availability.

5. Modification

Customers can modify their booking by following these steps:

- **Remark Reason for Change:** Customers must specify the reason for the modification in the system for each AWB No. and QEP (Messaging System) to Cargo space management team (BKKNA-C) for further consideration.
- **Modification Deadline:** The latest modifications should be made 24-48 hours before flight departure, with email notifications sent to the relevant departments.
- **Impact on Thai Airways:** Modifications that negatively impact Thai Airways operations will be considered when accepting future cargo space reservations, just like cancellations.

6. ACCEPTABILITY OF GOODS FOR CARRIAGE

6.1 Cargo Acceptable

Carrier undertakes to transport, subject to the availability of suitable equipment and space, all shipments, unless otherwise excluded by Carrier's regulations and provided that:

- The transportation, the exportation or importation thereof is not prohibited by the laws or regulations of any country to be flown from, to or over;
- They are packed in a manner suitable for carriage by aircraft;
- They are accompanied by the requisite shipping documents ;
- They are not likely to endanger aircraft, persons or property, or cause annoyance to passengers.



Carrier reserves the right without assuming any liability to refuse carriage of cargo when circumstances so require.

6.2 Valuation Limit of Shipment

Carrier may refuse carriage of shipments having a declared value for carriage in excess of the amount specified in Carrier's regulations

6.3 Packing and Marking of Cargo

- Shipper is responsible for ensuring that the cargo is packed in an appropriate way for air carriage so as to ensure that it can be carried safely with ordinary care in handling and so as not to injure or damage any persons, goods or property. Each package shall be legibly and durably marked with the name and full address of the shipper and consignee.
- Packages containing valuables as defined in Carrier's regulations must be sealed if so requested by Carrier, by a method approved by carrier.

6.4 Carrier's Right of Inspection

Carrier reserves the right to examine the packaging and contents of all shipments and to enquire into the correctness or sufficiency of information or documents tendered in respect of any shipment but Carrier shall be under no obligation to do so, and assumes no liability with regard to such inspection or enquiry.

7. DOCUMENTATION

7.1 Air Waybill

The shipper shall make out or have made out on his behalf, an air waybill in the form, manner and number of copies prescribed by Carrier, and shall deliver such air waybill to Carrier simultaneously with the acceptance of the cargo by Carrier for carriage. However, charges for carriage and other charges, insofar as they have been ascertained, shall be inserted in the air waybill by Carrier. Carrier may require the shipper to make out or have made out on his behalf, separate air waybills when there is more than one package.

7.2 Apparent Condition/Packing of the Cargo

If the apparent order and condition of the cargo and/or packing is in any way defective, the shipper shall, if an air waybill is delivered, include on the air waybill a statement of such apparent order and condition. If no air waybill is delivered, the shipper shall advise Carrier of the apparent order and condition of the cargo, to enable Carrier to insert an appropriate reference thereto in the shipment record. However, if the shipper fails to include such statement in the air waybill or to advise Carrier of the apparent order and condition of the cargo, or if such statement or advice is incorrect, Carrier may include in the air waybill or insert in the shipment record a statement of the apparent order and condition of the cargo, or note a correction thereto, but Carrier is under no obligation to do so.



7.3 Preparation, Completion or Correction by Carrier

Carrier may, at the request of the shipper, expressed or limited, make out the air waybill in which event, subject to proof to the contrary, Carrier shall be deemed to have done so on behalf of the shipper. If the air waybill handed over with the cargo or if the particulars and statements relating to the cargo furnished by or on behalf of the shipper to Carrier for insertion in the shipment record do not contain all the required particulars, or if the air waybill or such particulars or statements contain any error, Carrier is authorized to complete or correct the air waybill or particulars or statements to the best of Carrier's ability without being under any obligation to do so. In circumstances where the air waybill is issued by a designated agent of the Carrier, whether or not such agent is also an agent of the shipper, he is the Carrier's agent solely for the purpose of issuing the air waybill, and not for other purpose.

7.4 Responsibility for Particulars

The shipper is responsible for the correctness of the particulars and statements relating to the cargo inserted by him or on his behalf in the air waybill or furnished by him or on his behalf to the Carrier for insertion in the shipment record. Where such information is provided by means of Electronic Data Interchange (EDI), it is the responsibility of the Shipper or the shipper's agent to verify contents, accuracy and completeness of the EDI messages and subsequent messages according to the agreed standards and specifications. The shipper shall indemnify Carrier against all damage suffered by him, or by any other person to whom carrier is liable, by reason of the irregularity, incorrectness or incompleteness of the particulars and statements furnished by the shipper or on his behalf.

7.5 Alterations

Air waybill, the writing on which has been altered or erased, need not be accepted by Carrier. If accepted by the Carrier, Carrier will be under no liability arising from, or in respect of such alterations or erasures.

8. SHIPMENTS IN COURSE OF CARRIAGE

8.1 Compliance with Government Requirements

- **The shipper shall comply with all applicable laws, customs and other government regulations of any country to or from which the cargo may be carried**, including those relating to the packing, carriage or delivery of the cargo, and shall, together with the shipment, furnish such information and deliver such documents as may be necessary to comply with such laws and regulations. Carrier shall not be obliged to inquire into the correctness or sufficiency of such information or documents. Carrier shall not be liable to the shipper or any other person for loss or expenses due to shipper's failure to comply with this provision. The shipper shall be liable to Carrier for any damage occasioned by the failure of the shipper to comply with this provision.
- Carrier shall not be liable for refusing to carry any shipment if Carrier reasonably determines in good faith that such refusal is required by any applicable law, government regulation, demand, order or requirement.



8.2 Disbursements and Customs Formalities

Carrier is authorized (but shall be under no obligation) to advance any duties, taxes or charges and to make any disbursements with respect to the cargo and the shipper and consignee shall be jointly and severally liable for the reimbursement thereof. No carrier shall be under obligation to incur any expense or make any advance in connection with the forwarding or reforwarding of the cargo except against prepayment by the shipper. If it is necessary to make customs entry of the cargo at any stopping place, and no Customs Clearance Agent has been named on the face of the air waybill or in the shipment record, the cargo shall be deemed to be consigned to the carrier carrying the cargo to such place. For any such purpose, a copy of the air waybill, or of the shipment record, certified by the Carrier shall be deemed original.

8.3 Schedules, Routings and Cancellation

- Times shown in Carrier's timetables or elsewhere are approximate and not guaranteed and form no part of the contract of carriage. No time is fixed for commencement or completion of carriage or delivery of cargo. Unless specifically agreed otherwise and so indicated in the air waybill or shipment record, Carrier undertakes to carry the cargo with reasonable dispatch but assumes no obligation to carry the cargo by any specified aircraft or over any particular route or routes, or to make connections at any point according to any particular schedule. Carrier is hereby authorized to select or deviate from the route or routes of the shipment, notwithstanding that the same may be stated on the face of the air waybill or in the shipment record.

Carrier is not responsible for errors or omissions either in timetables or other representations of schedules. No employee, agent or representative of Carrier is authorized to bind Carrier by any statements or representations of the dates or times of departure or arrival, or of operation of any flight.

- The Carrier may without notice substitute alternate carriers or other means of carriage.
- The Carrier reserves the right without notice, to cancel, terminate, divert, postpone, delay or advance any flight, or other means of transportation or the further carriage of any cargo, or to proceed with any flight or other means of transportation without all or any part or the cargo, if it considers that it would be advisable to do so because of any fact beyond its control or not reasonably to be foreseen, anticipated, or predicted at the time the cargo was accepted; or if it considers that any other circumstances so require.
- In the event flight or other means of transportation is so cancelled, diverted, postponed, delayed or advanced or is terminated at a place other than the place of destination or in the event the carriage of any shipment is so cancelled, diverted, postponed, delayed, advanced or terminated, Carrier shall not be under any liability with respect thereto. In the event the carriage of the shipment or any part thereof is so terminated, delivery thereof by Carrier to any transfer agent for transfer or delivery or the placing of such shipment in storage shall be deemed complete delivery under the contract of Carriage, and Carrier shall be without any further liability with respect thereto, except to give notice of the disposition of the shipment to the shipper or to The consignee, at the address stated in the air waybill or shipment record. Carrier may, but shall not be obligated to, forward the shipment for carriage by any other route or forward the shipment as agent for the shipper or the consignee for onward carriage by any transportation service on behalf of the shipper or the consignee. The cost of doing so attaches to the cargo.



- Subject to applicable government laws, regulations and orders, Carrier is authorized to determine the priority of carriage as between shipments, and as between cargo and mail or passengers. Carrier may likewise decide to remove any articles from a shipment, at any time or place whatsoever, and to proceed with the flight without them. If as a result of determining such priority, cargo is not carried or carriage thereof is postponed or delayed or if any articles are removed from a shipment, Carrier will not be liable to shipper or consignee or the any other party for any consequences therefore.

8.4 Certain rights of Carrier over Shipment in Course of Charge

If, in the opinion of Carrier, it is necessary to hold the shipment at any place for any purpose, either before, during or after carriage, the Carrier may, upon giving notice thereof to the shipper, store the shipment for the account and at the risk and expense of the shipper, in any warehouse or other available place, or with the customs authorities; or Carrier may deliver the shipment to another transportation service for onward carriage to the consignee. The shipper shall indemnify Carrier against any expense or risk so incurred.

9. SHIPPER'S RIGHT OF DISPOSITION

9.1 Exercise of Right of Disposition

Every exercise of the right of disposition must be made by the shipper or his designated agent, if any, and must be applicable to the whole shipment under a single air waybill, or under a single shipment record. The right of disposition over the cargo may only be exercised if the shipper or such agent produces the part of the air waybill which, was delivered to him, or communicates such other form of authority as may be prescribed by Carrier's regulations. Instructions as to disposition must be given (in writing) in the form prescribed by Carrier. In the event that exercise of the right of disposition results in a change of consignee, such new consignee shall be deemed to be the consignee appearing on the air waybill or in the shipment record.

9.2 Shipper's Option

Subject to his liability to carry out all his obligations under the contract carriage and provided that this right of disposition is not exercised in such way as to prejudice Carrier or other shippers, the shipper may at his own expense dispose of the cargo either:

- by withdrawing it at the airport of departure or of destination or
- by stopping it in the course of the journey on any landing or
- by calling for it to be delivered at the place of destination or in the course of the journey to a person other than consignee named in the air waybill or shipment record or
- by requiring it to be returned to the airport of departure.

Provided that if, in the opinion of Carrier, it is not reasonably practicable to carry out the order of the shipper, Carrier shall so inform him promptly



9.3 Payment of Expenses

The shipper shall be liable for and shall indemnify Carrier for all loss or damage suffered or incurred by Carrier as a result of the exercise of his right of disposition. The shipper shall reimburse carrier for any expenses occasioned by the exercise of his right of disposition.

9.4 Extent of Shipper's Right

The Shipper's right of disposition shall cease at the moment when, after arrival of the cargo at the destination, the consignee takes possession or requests delivery of the cargo or air waybill, otherwise shows his acceptance of the cargo. Nevertheless, if the consignee declines to accept the air waybill or the cargo, or if he cannot be communicated with, such right of disposition shall continue to vest in the shipper.

10. DELIVERY

10.1 Notice of Arrival

Notice of arrival of the shipment will, in the absence of other instructions, be sent to the consignee and any other person whom Carrier has agreed to notify as evidenced in the air waybill or shipment record; such notice will be sent by ordinary methods. Carrier is not liable for non-receipt or delay in receipt of such notice.

10.2 Delivery of Shipment

Except as otherwise specifically provided in the air waybill or shipment record, delivery of the shipment will be made only to the consignee named therein, or his agent. Delivery to the consignee shall be deemed to have been effected and any potential liability of the Carrier shall be deemed to have ended:

- When Carrier has delivered to the consignee or his agent authorization from Carrier required to enable the consignee to obtain release of the shipment and
- When the shipment has been delivered to customs or other government authorities as required by applicable law or customs regulations.

10.3 Place of Delivery

The consignee must accept delivery of and collect the shipment at the airport of destination.

10.4 Failure of Consignee to Take Delivery

- If the consignee refuses or fails to take delivery of the shipment after its arrival at the airport of destination, Carrier will endeavor to comply with any instructions of the shipper set forth on the face of the air waybill, or in the shipment record. If such instructions are not so set forth or cannot reasonably be complied with, Carrier shall notify the shipper of the consignee's failure to take delivery and request his instructions. If no such instructions are received within 30 days, Carrier may sell the shipment in one or more lots at public or private sale, or destroy or abandon such shipment.



- The shipper is liable for all charges and expenses resulting from or in connection with the failure to take delivery of the shipment, including, but not limited to, storage charges, and carriage charges incurred by returning the shipment if so required by the shipper's instructions. If the shipment is returned to the airport of departure and the shipper refuses or neglects to make such payments within fifteen days after such return, Carrier may dispose of the shipment or any part thereof at public or private sale after giving the shipper ten day notice of its intention to do so.

10.5 Disposal of Perishables

- When a shipment containing perishable article as defined in Carrier's regulations is delayed in the possession of Carrier, is unclaimed or refused at place of delivery, or for other reasons is threatened with deterioration, carrier may immediately take such steps as it sees fit for the protection of itself and other parties in interest, including but not limited to, the destruction or abandonment of all or any part of the shipment, the sending of communications for instructions at the cost of the shipper, the storage of the shipment or any part thereof at the risk and cost of the shipper, or the disposition of the shipment or any part thereof at public or private sale without notice.
- In the event of the sale of the shipment as provided for above, either at the place of destination or at the place to which the shipment has been returned, Carrier is authorized to pay to itself and other transportation services out of the proceeds of such sale all charges, advances, and expenses of Carrier and other transportation services plus costs of sale, holding any surplus subject to the order of the shipper. A sale of any shipment shall, however, not discharge the shipper and/or owner of any liability hereunder to pay any deficiencies.
- By accepting delivery of the air waybill and/or the shipment the consignee shall become liable for payment of all costs and charges in connection with the carriage. Unless otherwise agreed the shipper shall not be released from liability for these costs and charges and will remain jointly and severally liable with the consignee. Carrier may make delivery of the shipment or the air waybill conditional upon payment of these costs and charges.

11. LIMITATIONS ON CLAIMS AND ACTIONS

11.1 Good Receipt

Receipt by the person entitled to delivery of the cargo without complaint is prima facie evidence that the same has been delivered in good conditions and in accordance with the contract of carriage.

11.2 Complaint Notification

No action shall be maintained in the case of loss or damage to goods unless a complaint is made to Carrier in writing by the person entitled to delivery. Such complaint shall be made:

- In the case of visible damage to the goods, immediately after its discovery and at the latest within 14 days from the date of receipt of the goods
- In the case of other damage to the goods, within 14 days from the date of receipt of the goods



- in the case of delay, within 21 days from the date on which the goods were placed the disposal of the person entitled to delivery; or
- In the case of non-delivery of the goods, within 120 days of the date of issue of the air waybill or the date of the shipment record, whichever is applicable.

Any right to damages against Carrier shall be extinguished unless an action is brought within two years after the occurrence of the events giving rise to the claim.

Documentation

For details on cargo claims, please refer to the Cargo Claim Process Flow Chart available on our website



Appendix

Special Cargo

- *Dangerous Goods Regulations (DGR)*
- *Live Animals Regulations (LAR)*
- *Perishable Cargo Regulations (PCR)*
- *Temperature Control Regulations (TCR)*

All special cargo handling within our operations is conducted in strict accordance with the relevant International Air Transport Association (IATA) standards. This includes full compliance with the Dangerous Goods Regulations (DGR) for hazardous materials, the Live Animals Regulations (LAR) for the humane and safe transport of animals, the Perishable Cargo Regulations (PCR) for temperature-sensitive and time-critical shipments, and the Temperature Control Regulations (TCR) for pharmaceuticals and other items requiring controlled conditions.

For each shipment type, the documentation, packaging, labeling, and handling procedures are aligned with the latest editions of these IATA manuals to ensure safety, regulatory compliance, and industry best practices. Customers and partners are encouraged to refer to the applicable IATA publications for detailed requirements and updates.

