

**60<sup>th</sup> CONFERENCE OF  
DIRECTORS GENERAL OF CIVIL AVIATION  
ASIA AND PACIFIC REGIONS**

*Sendai, Japan  
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**AGENDA ITEM 6: ECONOMIC DEVELOPMENT OF  
AIR TRANSPORT**

**ENHANCING PASSENGER RIGHTS: AN OVERVIEW OF  
THAILAND'S NEW AIR TRANSPORT REGULATIONS**

(Presented by Thailand)

**INFORMATION PAPER**

**SUMMARY**

In an effort to strengthen the rights of air passengers, Thailand's Civil Aviation Board (CAB) has introduced new regulations that came into effect on May 20, 2025. These regulations aim to provide better protection and compensation for passengers affected by flight delays, cancellations, and other disruptions. This paper provides an overview of the key provisions of the new regulations and their implications for passengers and airlines.

## **ENHANCING PASSENGER RIGHTS: AN OVERVIEW OF THAILAND'S NEW AIR TRANSPORT REGULATIONS**

### **1. INTRODUCTION**

1.1 Thailand has implementing new air passenger rights protection to promote and elevate the efficiency of the national air transportation for public benefits and consistent with ICAO Core Principle on Consumer Protection and best practice states.

### **2. DISCUSSION**

2.1 Since 2010 Thailand has a regulation on air passenger rights for the schedule flights called 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) This regulation cover only flight operated by Thai carrier in the domestic route. COVID-19 global pandemic has effected entire air transport industry especially carriage of International traveler from restriction and suspended flights without any regulations to govern on this matter.

2.2 Thailand had revise Air Navigation Act B.E 2497 that was amended by the Air Navigation Act (N0.14) 2019 B.E. 2562 empower the Civil Aviation Board to have the power to issue the Civil Aviation Board regulations to protect the rights of passengers on domestic and international flights in the case of denied boarding, cancel flight, flight delay.

2.3 The Civil Aviation Authority of Thailand, or CAAT, has included stakeholders in the drafting process through a number of online and in-person public hearings with representatives from several airlines, academic institutions, and the Thailand Consumer Council. This engagement aims to strike a balance between consumer protection and industry competitiveness.

2.4 The Civil Aviation Board Regulation No. 101 Measures to Protect Passenger Rights on Domestic and International Scheduled Flights has come into force on May 20th, 2025.

2.5 Scope of Application Domestic Flights International Flights departing from Thailand Thai Air Operators and Foreign Air Operators

2.6 Key Provisions of the New Regulations

#### **Care and Compensation for Delays and Cancellations**

The new regulations mandate that airlines provide care and compensation to passengers for flight delays and cancellations. For domestic flights delayed over 2 hours, airlines must offer food, drinks, and communication access. For domestic flight delays and cancellations. Passengers are entitled to 1,200 baht for delays over 5 hours and 1,500 baht for cancellations. For international flights delayed over 2 hours, airlines must offer food, drinks, and communication access. If the delay exceeds 5 hours, passengers are entitled to cash compensation of 1,500 baht or alternatives of equal value, such as vouchers or frequent flyer miles. For delays surpassing 10 hours, compensation ranges from 2,000 to 4,500 baht, depending on the flight distance with exception in case of extraordinary circumstance or passengers are informed at least 7 days in advance or offered rebooking within a 3-hour.

The new measure including disclosure of Information during ticket sale, Airlines' obligation to inform passenger of their rights, tarmac delay provisions, opt-in basis, and measures for upgrading and downgrading of service class.

2.7 CAAT has provided the Passenger Rights Protection Guidance Material. This guidance material serves as a guideline for airlines in handling passengers in cases of flight delays, cancellations, and denied boarding, in accordance with CAB No. 101. CAAT also provide publication and public relations media to raising awareness of passenger rights and coordinate with all stakeholders to encourage and educate passengers to understand their rights under this regulation. CAAT shall provide advice and consultation to the air carriers to develop and elevate their level of services to the passengers.

2.8 Thailand's new air transport passenger rights regulations represent a comprehensive approach to enhancing passenger protection. The new regulations are a significant step forward in protecting passenger rights in Thailand. They ensure that passengers receive fair compensation and assistance in the event of flight disruptions. For airlines, these regulations necessitate improved operational efficiency and customer service to avoid the financial and reputational costs associated with non-compliance. By mandating compensation and assistance for delays, cancellations, and tarmac delays, the regulations aim to improve the overall travel experience for passengers. As these regulations take effect, it is crucial for both passengers and airlines to be aware of their rights and responsibilities to ensure smooth and fair air travel.

### **3. ACTION BY THE CONFERENCE**

3.1 The Conference is invited to note the information contained in this Paper.

3.2 If any state is interested in exchanging experiences, we are happy to meet and discuss.

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