

Cathay Pacific – Update 20/03/2020

With immediate effect, rebooking/rerouting/ refund charge will be waived for all tickets issued worldwide (irrespective of fare type) on/before 17Mar20 (original ticket issue date) for Worldwide travel with CX/KA confirmed booking on 17Mar – 31May20.

Details as follows:

1. CX/KA ticket stock

a. Cancellation and Refund

- Waive on cancellation and refund charges
- For all tickets include non- refundable tickets
 - i. Totally un-used tickets : 100 percent refund
 - ii. Partly used tickets :

Refund the un-used ticket coupons based on Ticketed Point Mileage (TPM) proportion with the example below:

e.g. SIN-HKG-NRT-HKG-SIN at SGD 3146 (Published fares equal gross fares/ Market fares equal net fares)

TPM on SIN-HKG = 1594 (system entry: FQMSINHKG)

TPM on HKG-NRT =1823 (system entry: FQMHKGNRT)

TPM on NRT-HKG =1823 (system entry: FQMNRTHKG)

TPM on HKG-SIN = 1594 (system entry: FQMHKGSIN)

Total TPM = 6834

Un-used ticket coupons = HKG-NRT-HKG

Refund = SGD 3146 x (3646/6834) = SGD 1678

b. Rebooking/ Rerouting/ No show

Rebooking/ rerouting/ no show charges will be waived on conditions that

- such requests are made on/before 31May20, for Worldwide travel with CX/KA confirmed booking on 17Mar – 31May20.
- revised (NEW) travel date must be on/before 10Dec20 and subject to flight availability.

In which case, the ticket expiry date will be adjusted accordingly

- the newly rebooked sector must observe and conform to the conditions of the respective fare rule, e.g. blackout dates, flight application, weekend/weekday travel, stopover charges and applicable seasonality by collecting additional/refunding difference (if any) as appropriate.
- Reissuance charges will only be waived due to the expiry of the original ticket
- Rerouting to/from/via CX/KA online (marketing) cities by CX/KA marketing flights only. And subject to flight availability and fare/ tax difference

Note : For flight that has been cancelled and/or confirmed to be cancelled, please handle as Schedule Change or Involuntary Changes.

c. Endorsement

Condition of the respective fare rules applies.

Note : For flight that has been cancelled and/or confirmed to be cancelled, please handle as Schedule Change or Involuntary Changes.

d. Group

Conditions 1 (a-c) above are applicable for Groups. Please contact local sales office.

2. For oneworld carriers tickets

The latest version of oneworld customer disruption management applies.

3. Other carriers tickets

Refer to the validating carrier.

4. FFP Tickets

Please refer to the related special guidelines under cathaypacific.com travel advisories or Asia Miles latest news section or contact the Marco Polo Club at (852) 27475500/ Asia Miles Service Centre (852) 27473838.

We will monitor the situation closely and advise amendments if necessary.

Please advise all concerned in particular to ticketing, reservation and airport personnel.