

This Special Ticketing Guideline supersedes the previous Special Ticketing Guideline for Worldwide travel (revised)[opens a new window](#).

With immediate effect, rebooking / rerouting / refund / no show charge charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before 23 March 2020 (original ticket issue date) for Worldwide travel with Cathay Pacific / Cathay Dragon confirmed booking between 17 March 2020 and 31 May 2020.

Details as follows:

1. Cathay Pacific / Cathay Dragon ticket stock

a. Cancellation and Refund

Waive on cancellation and refund/no show 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 31 May 2020, for Worldwide travel with Cathay Pacific / Cathay Dragon confirmed booking between 17 March 2020 and 31 May 2020.

Revised (NEW) travel date must be on/before 10 December 2020 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 Cathay Pacific / Cathay Dragon online (marketing) cities by Cathay Pacific / Cathay Dragon 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 involuntary changes.

c. Endorsement

Condition of the respective fare rules apply.

Note: For flight that has been cancelled and/or confirmed to be cancelled, please handle as involuntary changes.

d. Group/YIT

Please refers to local sales office.

2. For oneworld carriers tickets

The latest version of oneworld customer disruption management applies.

3. Other carriers tickets

Passenger Air Tariff general condition applies.

4. FFP Tickets

Please refer to the related special guideline 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.

Special Ticketing Guidelines