

Special Ticketing Guideline for Worldwide travel (01 June 2020 - 31 July 2020)

27-May-20

With immediate effect, rebooking / rerouting / refund charges will be waived for all tickets issued worldwide (irrespective of current) between 01 June 2020 and 31 July 2020.

Details as follows:

1. Cathay Pacific / Cathay Dragon ticket stock

a. Cancellation and Refund

Waive on cancellation and refund charges

No show passenger is not eligible for the waiver

For all tickets include non- refundable tickets

Totally un-used tickets :

100 percent refund, or

Cathay Credits

The full value of totally unused tickets can be used to book on new travel and rebooking/ rerouting/ refund charges

Such requests are made on/before departure and any further change would not be later than 31 December 2020

Revised (NEW) travel date must be completed on /before 30 June 2021 and subject to flight availability. In which case

The newly rebooked sector must observe and conform to the conditions of the respective fare rule, e.g. blackout dates, etc. where 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 may be allowed

And subject to flight availability and fare/ tax difference

Partly used tickets :

Refund the un-used ticket coupons based on Ticketed Point Mileage (TPM) proportion with the exact fare paid

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

$$\text{Refund} = \text{SGD } 3146 \times (3646/6834) = \text{SGD } 1678$$

b. Rebooking/ Rerouting

Rebooking/ rerouting charges will be waived on conditions that

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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

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

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 secti