

# Special Ticketing Guideline for Worldwide travel (01 June 2020 - 31 March 2021)

Posted on undefined  
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With immediate effect, rebooking / rerouting / refund 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 confirmed booking (original or current) between 01 June 2020 and 31 March 2021.

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 will be waived on conditions that

- Such requests are made on/before departure and any further change would not be later than 30 September 2021
- Revised (NEW) travel date must be completed on /before 31 March 2022 and subject to flight availability.
- 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...etc by collecting additional/refunding difference (if any) as appropriate.
- Rerouting to/from/via Cathay Pacific online (marketing) cities by Cathay Pacific marketing flights only.
- 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 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: FQMNRTTHKG)

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

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

## b. Rebooking/ Rerouting

Rebooking/ rerouting charges will be waived on conditions that

- Such requests are made on/before departure
- No show passenger is not eligible for the waiver
- Revised (NEW) travel date must be completed on/before 31 March 2022 and subject to flight availability.
- 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.
- Rerouting to/from/via Cathay Pacific online (marketing) cities by Cathay Pacific 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 Planned Schedule Change or 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 Planned Schedule Change or 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.