

Fly (worry) free – unlimited ticket changes (updated)

22 Mar 2021

We understand being flexible is more important now than ever – that is why we have extended the offer of unlimited changes to all new tickets purchased up to 30 June 2021. Moreover, your travellers can now have more time to alter their plans with unlimited changes available up to 31 December 2021, without the usual change fees. (Please note that fare/tax difference may still apply, depending on the fare restrictions/conditions of the ticket.)

If your travellers booked before 9 March 2020, they are also able to alter their booking (fees may apply). Please visit [our website](#) for more information.

Your travellers also have the option to exchange tickets for [Cathay Credits](#) and cancel bookings with a full [refund](#). Once they have changed their ticket to Cathay Credits, they will have until 30 September 2021 to redeem on a new booking. Travel must be completed before 31 March 2022.

We hope this helps your travellers in making plans.

Fly confidently with Cathay Care

Cathay Care is our commitment to your travellers' wellbeing. We have put in place a comprehensive list of safeguarding measures that prioritises what matters most to your travellers. Please visit our [page](#) to view the latest video of how we help your travellers fly confidently with us.

We have also prepared a [quarantine guide](#) for your travellers, which is designed to help them prepare for quarantine and get the most out of their stay.

Terms and conditions of Fly (worry) free

- Travel must be completed by 30 June 2022.
- Applicable to all tickets originally purchased and issued between 9 March 2020 and 30 June 2021.
- The offer above applies to Cathay Pacific tickets only.
- Applicable to all fares, including tickets that have been upgraded to a higher cabin class with Asia Miles, but excluding redemption tickets, group tickets, and Cathay Pacific holiday packages.
- Booking changes must be made before departure.
- Fare/ tax differences may apply, due to the fare restrictions/ conditions of your travellers' ticket.
- Standard cancellation guidelines apply to all fares.

Frequently asked questions about 'Fly (worry) free'

Q1: How do I apply for the waiver?

- A special code 'FLEXFLY20' must be inserted in the ticket endorsement box of the first reissued ticket and all the subsequent tickets for identification.

Q2: Does the waiver override the ticket's applicable fare rules?

- No. The waiver is for the rebooking fee and rerouting fee only. Other ticket T&Cs must observe the applicable fare rules.

Q3: How many times can the booking be changed?

- No limitation and up to a year from the date of ticket issuance (original ticket issue date), or changes must be made on or before 31 December 2021 whichever is earlier.

Q4: Can my travellers still enjoy the waiver in no-show cases?

- No. Both the change fee and no-show fee apply. Please continue to use 'FLEXFLY20' on the reissued ticket to enjoy the waiver for subsequent changes if applicable.

Q5: Are tickets reissued after 30 June 2021 still entitled to the waiver?

- Yes. If the original ticket was issued between 9 March 2020 and 30 June 2021, it will be entitled to the waiver. Please use 'FLEXFLY20' on the reissued ticket to enjoy the waiver for subsequent changes if applicable.

Q6: Can the special code 'FLEXFLY20' be quoted in ATPCO?

- No. It needs to be inserted manually in the reissued ticket's endorsement box.

Q7: If the ticket is also applicable to another Special Ticketing Guideline for the destination, what can I do?

- Either waiver can be applied, whichever is more appropriate.