**Cathay Pacific Schedule Change Policy**

**Please see below responses from Cathay – black is our questions and red is their response, as of 20 July 2022**

**Un-ticketed bookings**

* What flexibility do we have to rebook flights with cancellations greater than 2 hours/which no longer meet connection/are cancelled outright (e.g. +/- how many days,  
  is same cabin any rbd rebooking permitted, can we re-book to another airline if there are no Cathay Pacific flights available)

**- Generally, reprotection is done by our system regardless if ticketed or not. For un-ticketed bookings affected by schedule change, we always advise to look for another alternative dates/flights as per current availability. As if you are making an entirely new booking.**

**Ticketed bookings**

* What flexibility do we have to rebook flights with cancellations greater than 2 hours/which no longer meet connection/are cancelled outright (e.g. +/- how many days,  
  is same cabin any rbd rebooking permitted, can we re-book to another airline if there are no Cathay Pacific flights available)
* Can you confirm that we are able to refund in full any bookings affected by the above circumstances?

**- For this one, as long as flight is UN we can be flexible up to 30 days where you can rebook before/after the original travel date, on the same booking class, same operating carrier and same route. We can offer you to change gateway if necessary. If same RBD is on waitlist but actual flight loading allows to rebook, we can confirm waitlist so you will need to let us know every time. Then we will give you a waiver code. Otherwise passenger is entitled to full refund via BSP and waiver code is needed as well**