

## Schedule Change: Rebooking & Refund Guidelines

### INVOLUNTARY Schedule Change and Flight Cancellation on CX Validated (160) tickets only.

| Topic   | Details  |
|---|--|
| Program Validity  | <b>1 April 2026 – 31 December 2026</b>   |
| Point of Sale   | Tickets issued in <b>Bangladesh</b> are eligible   |
| Eligibility   | Applies to both fully unused and partially used tickets  |
| Origin/Destination  | Applicable to all origins and destinations   |
| Rebooking Deadline  | Must rebook before original ticketed departure, or no-show fee applies   |
| Valid Protection Period   | Same ticket validity and seasonality as original ticket  |
| New Travel Date   | Within +/- 7 days from original flight date, maintaining same length of stay   |
| Booking Class – CX Flights  | <b>Rebook in same RBD.</b> If unavailable contact Customer Care<br>On CX flights: Same RBD as original ticketed flight segment. If not available, and the requested cabin's prime class is available (Y/W/J), please waitlist the same RBD as original ticketed flight segment and contact Customer Care Department for flight(s) confirmation. Prime class may close due to potential cxxl/close for protection/already overbooked, not suggest waitlisting on flights with prime class closed. |
| Booking Class – Interline Flights   | <b>Rebook in same RBD.</b> If unavailable contact Customer Care<br>On Interline flights: Same RBD as original ticketed flight segment. If not available, please contact Customer Care Department for assistance  |
| Rerouting   | Contact Customer Care for assistance   |
| Change Fee  | Waived   |
| No-Show Fee   | As per applicable fare rules   |
| Fare & Tax difference   | Reassessment is not required if the new travel dates are within $\pm 7$ days, provided the booking remains in the same RBD (e.g., Q class rebooked to Q class).<br>Reassessment is required if there is an upsell within the same cabin (e.g. Q class to B class) or a change from weekday to weekend, where applicable.   |
| Waiver Code for Rebooking<br>*Must be entered in Endorsement Box  | <b>Within 48 hours</b> of flight departure: INVOL 'Invol Reissue due Flt No. ___ / dt ___ xxld<br><b>More than 48 hours:</b> SKCHG 'Sked change Reissue due Flt No. ___ / dt ___ xxld  |
| Waiver Code for Ticket Refund<br>GDS or RA<br>*Must be entered in Refund Application<br>via BSPlink or system (Year 2026) | <b>SAMEA26</b>   |

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| Refund Eligibility Refund fee waived provided original ticketed flight status shows as UN (SSR remark will reflect on the booking of the cancelled flight or kindly check itinerary history) | Eligible only if flights have been UN. TK (time change only) flights are not eligible for cancellation waiver unless results in misconnection. PNR must be cancelled before original flight departure to avoid no-show fee.  |
| Totally Unused Ticket Refund   | Full refund via RA/ GDS. Ticket to be refunded on GDS / RA with mandatory Refund remark <b>'Full Refund due CX Flt No. __/ dt __xxld and SAMEA26'</b>  |
| Partially Used Ticket Refund   | Refund value for unused coupons based on Ticketed Point Mileage (TPM) proportion. Process via RA/GDS. Refund application to be raised for partial utilised tickets with mandatory remark <b>'Refund due CX Flt No. __/ dt __xxld SAMEA26' OR 'Refund due CX Flt No. __/ dt __xxld SAMEA26'</b> |
| Involuntary Downgrade Refund   | <a href="#">Raise a Service request on CXA</a>   |
| Important Notes  | Online check-in must be cancelled before rebooking/ refund. Waiver code use is audited (misuse may result in ADM).   |

Update 8 April 2026