

Notice: Group ticketing service level agreement

Dear Travel Partner,

With immediate effect, please note the **Service Level Agreement (SLA)** for **Group ticketing**. To ensure accurate tax application and timely processing, please follow the workflow below and adhere to the cut-off times.

Group ticketing – SLA Overview

Topic	Time	SLA requirement
	(local time)	
Step 1	On or before 3:30 pm	Mandatory: Issue EMD (correct amount) plus update OLG. M.
Step 2	On or before 3:30 pm	Submit PNR via OLG. M 'Group finalisation'.
Step 3	On or before 3:30 pm	Send email to Cathay Pacific Group mailbox. Checkpoint: Once Step 2 completed.
Post cut-off processing	After 3:30 pm	After cut-off: next business day processing; next-day taxes apply.

*Same-day completion requirement: Steps 1 to 3 must be completed within the same business day and no later than 3:30 pm local time.

- **Issuance channel:** All group PNRs must be submitted for ticketing via the 'Group finalisation' tab in the **Online Group Management tool (OLGM)**, in line with Cathay Pacific's group ticketing procedures.
- **Best practice:** Submission within the prescribed cut-off time is strongly recommended to avoid fare or tax discrepancies.
- **Non-compliance impact:** Failure to adhere to the timelines or approved channels may result in next-business-day tax application, fare or tax differences, issuance delays, and additional rework.

Kindly share this notice with all relevant teams to support smooth handling of group bookings and to avoid processing delays.

For any clarification or assistance, please contact the Group desk team.

*Business days: Monday to Friday.

**All cut-off times are based on local time. Incomplete or incorrect submissions may be returned and will be processed based on the resubmission time.

Updated: 27 March 2026

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