

Group Terms & Conditions

Topics	Details
Minimum group size	Minimum 10 per Booking ID
Group fares ('G' booking class)	Available for adults, children, and infants.
Child fares	Apply to up to 25% of the group size. Any additional child passengers exceeding this limit will be charged the adult fare.
Free baggage allowance	Economy class: 1 piece per passenger, up to 23 kg. Premium economy class: 2 pieces per passenger, up to 23 kg each. Business class: 2 pieces per passenger, up to 32 kg each.
Additional baggage allowance	Kindly notify us before final payment for any additional baggage requirements, as this may result in a fare revision. Post ticketing, any additional excess baggage must be paid at the airport during check-in.
Meal request	Upload name list sheet and denote in special service request.
Seat assignment	Upload name list sheet and denote in sit together indicator (STID).
Online group check-in for IATA agents	Online check-in is available when: - Flight is departing within 72 hours for economy class and 48 hours for business class. - Connecting flight is departing within 48 hours for all classes of service.
FOC ticket	Not applicable, except for MICE bookings. Contact groups team.
Seats and fare availability	Subject to change until bookings are finalized and confirmed on GSO.
YR, taxes, and surcharges	All applicable taxes and surcharges are subject to change until final payment is received and tickets are issued. - If the payment due date (both deposit and full payment) falls on a local statutory holiday, the effective due date will be advanced to at least one day before the holiday.
No-show or ticketed passenger cancellations	YR charges and taxes are refundable; however, the base fare is non-refundable. Rebooking is not allowed once a passenger is marked as a no-show.
Input names	Refer to the deadline stated on the Booking ID. Upload name list file through Online Group Management (OLGM).
Special category and peak season Groups	Special category and peak season groups are subject to dynamic timelines.

Topic	Deposit Amount	Method	EMD Code
Deposit	Refer to the deposit amount stated on the Booking ID. Upon submitting the initial deposit via GSO, please inform the Groups Team via email to SAMEA_groups@cathaypacific.com secure your booking.	EMD	997
Final payment	Refer to the deadline stated on the Booking ID.	EMD	997
Pre-ticketing rebooking policy	Changes are allowed, subject to availability and any applicable fare differences. Splits and increase of seats can be performed via GSO.	GSO	Not applicable
Post-ticketing rebooking policy	Changes are permitted only for the inbound sector, subject to availability and applicable rebooking fee & fare differences.	EMD	Rebooking fee 98F & Fare difference 997
Name modification policy	Modifications to passenger names are permitted for up to 10% of the total group size, USD 70 per passenger (plus taxes, if applicable).	EMD	98F

Topic	Details	Method
Post-Ticketing Deadline (D-21)	Cancellations made after this point will incur a penalty equal to 100% of the base fare.	EMD
Cancellation fee after Deposit Payment	20% of the net fare per passenger.	EMD
Materialisation	A guaranteed utilization rate of 80% (MAT) is required at the time of ticketing. Failure to meet this requirement will result in cancellation fees following deposit collection. Once we receive RA from the agent, refund of group deposit will take place as per billing cycle.	Refund application (RA)

* Terms and conditions are subject to change.

Updated: 1 May 2025