

Quick Reference Guide for Trade Partners

Flights Related

FAQ	Tips	Useful Links
Flight schedule change & disruption	✓ For flight disruption that happens within 24 hours before departure, CX will notify the passengers by e-mail or mobile message of the latest situation.	Latest Flight Status
	✓ Please ensure passengers' contact have been input in the PNR.	Please refer to CX agents for instructions on how to insert passenger contact in the PNR
Baggage check-through information	✓ Please refer to CXagents.com on the latest baggage check through policy.	Interline Partnership agreement
Travel & Visa Requirements	✓ Please refer to TIMATIC.	Additional travel Information

Ticketing

FAQ	Tips	Useful Links
Special Ticketing Guidelines	✓ Published via CXagents.com	Please refer to CX agents for Special Ticketing Guidelines.
Ticketing Time Limit	✓ In some critical situation, with limited flight schedule and capacity, some flights/period are required early ticketing in order to reserve seat for genuine demands and prevent block seat.	Please refer to CX agents for TTL policy.
Booking Practices and other Ticketing Policy	✓ Please always refer to CXagents.com for the latest update. ✓ Always refer to GDS Booking & Ticketing Policy.	Please refer to CX agents for Ticketing Policy.

For all operational enquiries that are not listed in cxagents.com, please

- Email to agency_sales@cathaypacific.com
- Contact agency sales hotline at +852 2747 5808

Business Plus

FAQ	Tips	Useful Links
Business Plus Points	<ul style="list-style-type: none"> ✓ Marked with the assigned Business Plus account number in the correct format and placement. ✓ Excluded Fares: ID/AD tickets; sponsorship fares; student, youth, and cruise fares. ✓ Valid for an adult traveler only 	Business Plus Points details
BCODE	<ul style="list-style-type: none"> ✓ Enter BCODE in BOTH the booking SSR/OSI AND the ticket Form of Payment/Endorsement (depending on your GDS). 	Please refer to CX agents for instructions on how to input the BCODE through your GDS.
Missing BCODE	<p>! Your clients will not be able to earn Business Plus points and manage the rewards for the travels.</p>	<p>If it is missing or incorrectly entered into the ticket, please contact Business Plus Customer Team.</p> <p>*Please note that there will be a \$250 handling fee charged per ticket for any changes.</p>
Cash Voucher - to be executed in the form of EMD (Electronic Miscellaneous Document)	<ul style="list-style-type: none"> ✓ Discount vouchers can only be used on travel agent bookings. ✓ The ticket issuance process is the same as before. Your clients will be able to assign discount vouchers to you through the Business Plus portal. Once you receive the email containing applicable discount voucher numbers, you can make bookings and input the numbers as part of the payment. 	<p>For Business Plus EMD expiry date, please email to commercial sales team at commercial_sales@cathaypacific.com</p>

For Corporate fares or Business Plus related issue that is not specified on website, please

➤ Email to commercial_sales@cathaypacific.com

Cathay Membership

FAQ	Tips	Useful Link
Cathay Membership status benefits	✓ Each unique membership status brings its own level of recognition and privileges.	Status benefits details
Cathay Membership status extension	✓ To show appreciation for our members' loyalty and support, all Silver, Gold and Diamond memberships, as well as any unused mid-status benefits earned this year will be automatically extended until 31 December 2023 .	Membership extension details
Guaranteed Seats for Cathay Gold / Diamond members	✓ Gold members - Applicable to CX paid tickets in fare class Y up to 72 hours before departure. ✓ Diamond members - Applicable to CX paid tickets in fare class J/W/Y up to 24 hours before departure.	Gold members details
		Diamond members details
		Details on requesting guaranteed seats, please email to agency sales team at agency_sales@cathaypacific.com .

For more details on Cathay Membership, please

- Contact Customer Care Team at +852 2747 3333