

Sales Bulletin



To : All BSP Agents

From : Sales & Distribution
HKG & PRD

Date : 07 January 2019

Ref : JW / SB - 01 / 005

Special Ticketing Guideline for Tropical Storm PABUK - USM

Due to Tropical storm PABUK, with immediate effect, rebooking / rerouting charges will be waived for all tickets issued worldwide (irrespective of fare type include GV fares) on / before 08 January 2019 for travel with CX / KA confirmed booking arriving to and departing from Ko Samui (USM) between 05 January 2019 and 08 January 2019.

Details as follows :

1. CX / KA ticket stock

a. Cancellation and Refund

No waiver on cancellation, and refund charges.

b. Rebooking / Rerouting (*Please refer Appendix A*)

Rebooking / rerouting charges will be waived on conditions that

- Such requests are made on / before 08 January 2019, for travel with CX / KA confirmed booking arriving to and departing from Ko Samui (USM) between 05 January 2019 and 08 January 2019.
- No-show passenger is eligible for the waiver
- Revised (NEW) travel date must be on / before 20 January 2019 and subject to flight availability.

In which case, the ticket expiry date will be adjusted accordingly

- The newly rebooked sector must observe and conform to the conditions of the respective fare rule, e.g. blackout dates, flight application, weekend / weekday travel, stopover charges and applicable seasonality by collecting additional / refunding difference (if any) as appropriate.
- Reissuance charges will only be waived due to the expiry of the original ticket.
- Rerouting to / from / via CX / KA online (marketing) cities
And subject to flight availability and fare / tax difference

Note : For flight that has been cancelled and / or confirmed to be cancelled, please handle as involuntary changes.

c. Endorsement

Condition of the respective fare rules applies.

Note : For flight that has been cancelled and / or confirmed to be cancelled, please handle as involuntary changes.

d. Group

Please refers to local sales office.

2. For oneworld carriers tickets

The latest version of oneworld customer disruption management applies.

3. Other carriers tickets

Passenger Air Tarff general condition applies.

4. FFP Tickets

Please refer to the related special guidelines under cathaypacific.com travel advisories or Asia Miles latest news section or contact the Marco Polo Club at (852) 27475500 / Asia Miles Service Centre (852) 27473838.

We will monitor the situation closely and advise amendments if necessary.

Appendix A : CX and KA E-Tickets Rebooking / Rerouting Guidelines

Ticket Nature	Status	Change On	Changes	Action Required	Collect / Refund Fare Difference	Collect Rebooking/ Reissuance Fee	Collect Tax / Charges Difference	Collect Fuel Surcharge Difference	To be Handled by
Published / Market Fare	Totally Unused	CX / KA	Rebook	Reissue	Yes if any *Note 1	N/A			Ticketing Agents *Note 3
			Reroute						
	Partially Used		Rebook						
			Reroute						

Note 1 : Refer Special Ticketing guidelines

The newly rebooked sector must observe and conform to the conditions of the respective fare rule, e.g. blackout dates, flight application, weekend / weekday travel, stopover charges and applicable seasonalities by collecting additional / refunding difference (if any) as appropriate.

* Rerouting to / from / via any CX / KA online (marketing) cities

And subject to flight availability and fare / tax difference

Note 2 : For Voluntary Changes, new applicable Taxes / Charges / Fuel Surcharges must be collected as result of new routing.

Note 3 : Travel Agents request CX/KA Agency Ticketing Office to reissue ET that is being covered by the guidelines, CX/KA need to collect a standard 'Ticket Service Fee'. This fee will be **HK\$300** per ticket

Remarks :

- Endorsement box MUST contain “ **Change due to Tropical Storm PABUK - USM** ”
- For other related enquiries, you may send to www.CXagents.com for details

> Fares & Service Request > Service Request > Tropical Storm PABUK - USM
- Ticketing agent are required strictly to follow the Special Ticketing guidelines to apply reissuance.
- CX / KA reserves the right to claim for indemnity loss via Agency Debit Memo (ADM) in cases of abuse found.