



Cathay Agents



Dear [REDACTED],

Cathay Insights - August 2020

The entire Cathay Pacific Benelux team hopes you are in good health and doing well. In this newsletter issue, we're taking a deep dive into the policy and procedure regarding ticket changes, Cathay Credits and Refunds.

As always, we aim to provide you with the best possible support during this complex period. If you have any questions about a specific topic, or would like to suggest a focus subject for one of our upcoming newsletters, please feel free to reach out to us.

In case you missed it, new updates on our Cathay Agents website:

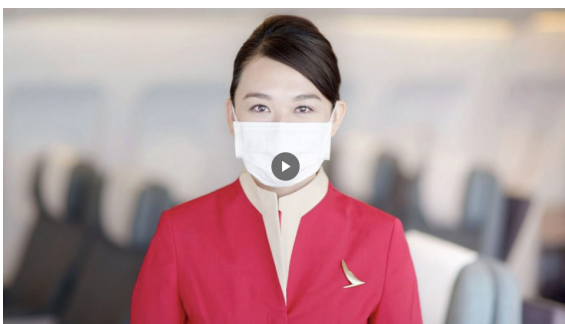
- [Additional requirements for passengers travelling to Hong Kong \(11Aug20\)](#)
- [August Frequency Changes \(7Aug20\)](#)
- [Update to Energy, Resource & Marine traffic \(transit/arrival into HK procedures\) \(28Jul20\)](#)
- [Special Ticketing Guideline for Worldwide travel until 31 October 2020 \(26Jul20\)](#)

[Read all updates](#)

Travel Confidently with Cathay Care

We have released our Cathay Care video, explaining our full range of measures to protect the health and wellbeing of our customers and crew.

[Watch the video >](#)



[Download the presentation PDF >](#)

How to handle: Rebooking, Rerouting, Refunding, Free ticket changes

Fly (worry) Free: Unlimited ticket changes



What:

Unlimited ticket changes – without extra charge – for an entire year.

When:

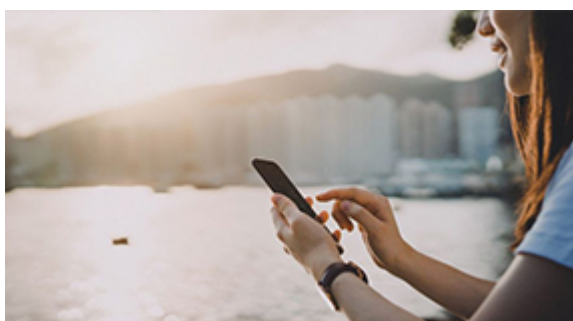
Available to all new tickets issued up to 31 August 2020

How:

Enter the Special Waiver Code *FLEXFLY20*

[View full details >](#)

Exchange your unused ticket for Cathay Credits



What:

Keep the total amount of unused tickets as a credit note

When:

For all unused CX/KA tickets issued before 23Mar20 with confirmed travel before 31Oct20

How:

Enter the Special Waiver Code *FC*

[View full details >](#)

Rebooking & Rerouting



What:

Refunding



What:

Rebooking / Rerouting charges will be waived

When:

Request must be made on/before departure date.
Revised new travel date must be completed
on/before 30 September 2021

How:

Enter the Special Waiver Code *COMP059D*

[View full details >](#)

100% reimbursement, without penalties, for fully
un-used tickets. Partial refund for partially used
tickets.

When:

For tickets issued before 23mar20, with travel
date: 01jun20 - 31oct20. Not valid for no show
passenger.

How:

Enter the Special Waiver Code *COMP059D*

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CATHAY PACIFIC



CATHAY DRAGON

ASIA MILES



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