



Cathay Agents



Dear [REDACTED],

Cathay Insights - September 2020

Enjoy more flexibility when flying with us

Altering plans for your travellers is easy. We are offering [free and unlimited changes](#) for all new tickets purchased up to **31 October 2020**, as well as the option to exchange tickets for [Cathay Credits](#) and cancel bookings with a full [refund](#).

With immediate effect, rebooking / rerouting / refund charges will be waived for all tickets issued worldwide on/before 23 March 2020 for worldwide travel where the original travel date is between **01 June 2020 and 31 December 2020**.

[View full Special Ticketing Guidelines](#)

What you need to know about arriving in Hong Kong



Checking worldwide travel restrictions



As the current worldwide travel restrictions may

Cathay Care is our commitment to your travellers' wellbeing. We have put in place a comprehensive list of safeguarding measures that prioritises what matters most to your travellers. Please visit our [page](#) to learn how we help your travellers fly confidently with us.

We have also summarised everything your travellers need to know about arriving in Hong Kong, from airport arrangements to testing and quarantine.

[Learn more >](#)

Doing our part for the community

Throughout this trying time, we have worked to support medical workers, travellers and communities worldwide, be it through transporting crucial medical equipment to where it is needed most, or assisting those most vulnerable in our community in Hong Kong.

We would like to take this opportunity to highlight some of these ongoing stories of Cathay Pacific making a difference in a changing world.

[Learn more](#)

change at short notice, we strongly advise you and your customers to refer to the latest information published by the government of their destination country before issuing the ticket and departure.

A helpful resource to ensure your customers are compliant with border control rules and regulations can be IATA Timatic

[Learn more >](#)



We are constantly monitoring and adapting to the latest travel information and restrictions. We remain dedicated to flying your travellers where they need to be. We are pleased to let you know that we are resuming flights to Cebu, Manchester and Perth in September.



Our September & October schedule

Please note that these changes are subject to ongoing reviews and may be adjusted as the situation develops. We encourage your travellers to refer to our [website](#) and [flight timetable](#) for the most up-to-date flight schedule information.

[View our current schedule >](#)



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