

## 2026 Schedule Change Rebooking and Refund Guidelines

**INVOLUNTARY Schedule Change and Flight Cancellation on CX Validated (160) tickets only**

<b>Program Validity</b>	<b>01 January - 31 December 2026</b>
<b>Point of Sale</b>	Applicable to tickets issued in USA / Canada / Latin America
<b>Eligibility</b>	Applicable to fully unused and partially used tickets
<b>Origin/Destination</b>	Applicable to all travel origin and destination

### REBOOKING PROCEDURES

<b>Rebooking Deadline</b>	Rebooking must be made before the original ticketed departure date of the affected flight(s), otherwise No-Show fee will apply
<b>Valid Protection Period</b>	The requested protection flight(s) must be within the same seasonality, and travel validity as the original ticket purchased
<b>New Travel Date</b>	<b>+/- One week</b> and applicable to subsequent flights within the same PNR to ensure same length of stay
<b>Booking Class</b>	<p><b>On CX flights:</b> Same RBD as original ticketed flight segment. If not available, and the requested cabin's prime class is available (Y/W/J), please waitlist the same RBD as original ticketed flight segment and contact Customer Care Department for flight(s) confirmation.</p> <p><b>On Interline flights:</b> Same RBD as original ticketed flight segment. If not available, please contact Customer Care Department for assistance</p>
<b>Rerouting</b>	<p>Please contact Agency Support for assistance</p> <p><b>Agency Support Contacts</b></p> <p><a href="http://CXAgents.com">CXAgents.com</a> → Online Service Request (OSR)</p> <p>Phone : 1-833-988-1365 (USA) / 1-855-312-9118 (Canada)</p> <p>Email : <a href="mailto:customerservice_nam@cathaypacific.com">customerservice_nam@cathaypacific.com</a></p>
<b>Change Fee</b>	Waived
<b>No-Show Fee</b>	Per ticketed fare rules
<b>Fare and Tax Difference</b>	Reassessment not required
<b>Waiver Code for Rebooking</b> *Must be entered in Endorsement Box	<ol style="list-style-type: none"> <li><b>Within 48 hours</b> of flight departure – <b>INVOL</b></li> <li><b>More than 48 hours</b> from flight departure – <b>SKCHG</b></li> </ol>

### REFUND PROCEDURES

<b>Waiver Code for Ticket Refund</b> *Must be entered in Waiver Code Box	<b>TAM2026</b>
<b>Waiver Application</b>	<ol style="list-style-type: none"> <li>For significant schedule changes when no acceptable alternative flight is available</li> <li>No-show passengers are not eligible, except in cases of short notice schedule changes where there is insufficient time to process the refund.</li> </ol>
<b>Fully or Partially Unused Ticket</b>	Process through GDS for <b>ARC/BSP<sup>1</sup></b> within <b>24 months</b> from <b>original ticket issue date</b>
<b>Ticket Validity Expired</b>	<p style="text-align: center;"><b>*** Please note that Refund Team does not authorize waivers ***</b></p> <p><b>Ticket issued in USA:</b> Email <a href="mailto:us_refund@cathaypacific.com">us_refund@cathaypacific.com</a> to initiate refund</p> <p><b>Ticket issued in Canada:</b> Submit refund through <b>BSPLink (Refund Applications)</b></p> <p>For <b>exceptional cases</b>, email <a href="mailto:ca_refund@cathaypacific.com">ca_refund@cathaypacific.com</a> to check with refund team</p> <p><b>Ticket issued in Latin America:</b> Submit refund through <b>BSPLink (Refund Applications)</b></p> <p>For <b>exceptional cases</b>, email <a href="mailto:us_refund@cathaypacific.com">us_refund@cathaypacific.com</a> to check with refund team</p>
<b>Refund Calculation – Including Involuntary Downgrade</b>	<p><b>Ticket issued in USA &amp; Latin America:</b> <a href="mailto:us_refund@cathaypacific.com">us_refund@cathaypacific.com</a></p> <p><b>Ticket issued in Canada:</b> <a href="mailto:ca_refund@cathaypacific.com">ca_refund@cathaypacific.com</a></p>

<sup>1</sup> Once refund has been submitted through GDS, please do not submit the same refund through BSPLink (RA) again as this will cause duplication. ADM will be issued for the duplicate amount.