

2026 Schedule Change Rebooking and Refund Guidelines

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

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

REBOOKING PROCEDURES

Rebooking Deadline	Rebooking must be made before the original ticketed departure date of the affected flight(s), otherwise No-Show fee will apply
Valid Protection Period	The requested protection flight(s) must be within the same seasonality, and travel validity as the original ticket purchased
New Travel Date	+/- One week and applicable to subsequent flights within the same PNR to ensure same length of stay
Booking Class	<p>On CX flights: 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>On Interline flights: Same RBD as original ticketed flight segment. If not available, please contact Customer Care Department for assistance</p>
Rerouting	<p>Please contact Agency Support for assistance</p> <p>Agency Support Contacts</p> <p>CXAgents.com → Online Service Request (OLSR)</p> <p>Phone : 1-833-988-1365 (USA) / 1-855-312-9118 (Canada)</p> <p>Email : customerservice_nam@cathaypacific.com</p>
Change Fee	Waived
No-Show Fee	Per ticketed fare rules
Fare and Tax Difference	Reassessment not required
Waiver Code for Rebooking	1. Within 48 hours of flight departure – INVOL
*Must be entered in Endorsement Box	2. More than 48 hours from flight departure – SKCHG

REFUND PROCEDURES

Waiver Code for Ticket Refund	TAM2026
*Must be entered in Waiver Code Box	
Waiver Application	1. For significant schedule changes when no acceptable alternative flight is available 2. No-show passengers are not eligible, except in cases of short notice schedule changes where there is insufficient time to process the refund.
Fully or Partially Unused Ticket	Process through GDS for ARC/BSP¹ within 24 months from original ticket issue date
Ticket Validity Expired	<p>*** Please note that Refund Team does not authorize waivers ***</p> <p>Ticket issued in USA: Email us_refund@cathaypacific.com to initiate refund</p> <p>Ticket issued in Canada: Submit refund through BSPlink (Refund Applications)</p>
Ticket Controlled by CX	<p>For exceptional cases, email ca_refund@cathaypacific.com to check with refund team</p> <p>Ticket issued in Latin America: Submit refund through BSPlink (Refund Applications)</p> <p>For exceptional cases, email us_refund@cathaypacific.com to check with refund team</p>
Refund Calculation – Including Involuntary Downgrade	<p>Ticket issued in USA & Latin America: us_refund@cathaypacific.com</p> <p>Ticket issued in Canada: ca_refund@cathaypacific.com</p>

¹ 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.