

## Schedule Change Rebooking and Refund Guidelines

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

Program Validity	<b>Until 31 December 2024</b>
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 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	+/- <b>1 month</b> and applicable to subsequent flights within the same PNR to ensure same length of stay
Booking Class	<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>
Rerouting	Please contact Customer Care Department for assistance
Change Fee	Waived
No-Show Fee	Per ticketed fare rules
Fare and Tax Difference	Reassessment not required
Waiver Code for Rebooking *Must be entered in endorsement box	1/ Within 48 hours of flight departure – <b>INVOL</b> 2/ More than 48 hours from flight departure – <b>SKCHG</b>
Waiver Code for Ticket Refund *Must be entered in endorsement box	<b>TAM2024</b>

### REFUND PROCEDURES

Fully/Partially Unused Ticket	Process through GDS for <b>ARC/BSP<sup>1</sup></b> within <b>24 months</b> from <b>original ticket issue date</b>
Ticket Validity Expired	<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 CAN:</b> Submit refund through <b>BSPlink (Refund Applications)</b></p>
Ticket Controlled by CX	<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>
Refund Calculation including Involuntary Downgrade	<p><b>Ticket issued in USA:</b> <a href="mailto:us_refund@cathaypacific.com">us_refund@cathaypacific.com</a></p> <p><b>Ticket issued in CAN:</b> <a href="mailto:ca_refund@cathaypacific.com">ca_refund@cathaypacific.com</a></p> <p><b>Ticket issued in Latin America:</b> <a href="mailto:us_refund@cathaypacific.com">us_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 duplicate. ADM will be issued for the duplicate amount.

**Note:** Refund team will not authorize waiver requests. Therefore, please obtain and provide applicable waivers (if any) before submitting refunds.