



SPECIAL SCHEDULE IRREGULARITY AND COVID-19 REBOOKING GUIDELINES

THE LATEST COVID-19 UPDATES Click [here](#) for information

SPECIAL TICKETING GUIDELINES Click [here](#) for information

Waiver code is not required for ticket change or refund when affected tickets meet the terms and conditions prescribed in the special ticketing guidelines.

INVOLUNTARY SCHEDULE CHANGE AND CANCELLATION ON CX OPERATED FLIGHTS ISSUED ON CX (160)

	GUIDELINES
Program validity	Until 31 March 2023
Point of sale	USA/Canada/Latin America
Valid protection period	The requested protection flights fall into the same seasonality, and travel validity as the original flights.
Origin/Destination	All
Ticket eligibility	Fully unused and partially used tickets
New ticket change deadline	Before the original ticketed departure date
New travel re-protection window from the affected travel date ¹	To/From HKG flights between 01Jul22-30Sep22: +/-7 days. To/From HKG flights on/after 01Oct22: +/-1 Month <u>Blackout period applies for travel from HKG to the Americas between 01 Aug – 25 Sep 2022.</u> To/From other Asia destinations excluding HKG: Please contact agency support for assistance.
Booking class	Please book the original booking class. If the original booking class is unavailable and the requested cabin's prime (Y/W/J) class is available, please waitlist the original booking class and contact CX agency support for confirmation assistance.
Rerouting with HKG destination only ¹	When flights are unavailable for the original routing on the preferred arrival date, passengers can reroute to other online CX gateways (SFO/LAX/JFK/YVR/YYZ)
Rerouting with CX onward misconnection ¹	When connections are not available for the original ticketed travel date, passengers can reroute to other online CX gateways (SFO/LAX/JFK/YVR/YYZ) to connect the CX flights onward
Change fee	Waived
No-show fee	Required per fare rules
Fare/tax difference	Waived
Change waiver code (endorsement box)	1/ Within 48 hours of departure INVOL 2/ Before 48 hours of departure SKCHG
Refund fee	Waived
Refund waiver code (endorsement box)	TAM2020

Note: 1/ If rerouting involves interline airlines and re-protection involving travel dates under the blackout period, please contact CX agency support for assistance. Re-protection window example. The traveller booked 05May and the flight has a schedule change or cancellation. If traveler is protected on 07May the re-protection window +/- 7 days will allow the passenger to rebook between 30Apr – 14May. The re-protection window also applies to the subsequent segments in the PNR to ensure the same length of stay when making the one-time protection

FLEXIBLE REBOOKING OPTION

	FLY (WORRY) FREE ¹	CATHAY CREDITS ³
Program validity	Until 31 December 2022	Click here for details
Point of sale	All	
Origin/Destination	All	
Ticket eligibility	1/ Fully unused ticket 2/ Partially used ticket	1/ Fully unused ticket 2/ Involuntary schedule change with a fully unused ticket
Original ticket issuing date	09 March 2020 to 31 December 2022	Click here for details
Original travel period	All	
New ticket change deadline	Before the original ticketed departure date and 31 December 2022 ²	
Whole new travel completion date	On/before 31 December 2023 or within the ticket validity, whichever comes earlier	
Change fee	Waived	
No-show fee	Required per fare rules	Waived ⁴
Fare/tax difference	Required per fare rules	Required per fare rules
PNR SSR special remark	Not required	FC
Change waiver code (endorsement box)	FLEXFLY20	Not required

Note:

1/ The program applies to CX tickets only. Applicable to all fares, including tickets upgraded to a higher cabin with Asia Miles, excluding redemption, group, and CX holiday package tickets. Click [here](#) for more information.

2/ After 31 December 2022, CX offers one additional free change at any time before the original ticketed departure date.

3/ Please request the credit cardholder to fill in the **Cathay Credits Consent Form** if the original ticket was settled by a credit card using CX as the merchant of record. Click [here](#) for more information.

4/ The no-show fee will be applied when all segments are not cancelled in the PNR before the original ticketed departure date.

REFUND METHOD

	Special Procedures During COVID-19 (Until further notice)	Normal Procedures
Fully/Partially Unused Ticket	Process through GDS for ARC/BSP¹ within 24 months from original ticket issue date	Process through GDS for ARC within 13 months or BSP¹ within 12 months from the original ticket issue date
Ticket Validity Expired	Ticket issued in USA : Email us_refund@cathaypacific.com to initiate refund Ticket issued in CAN : Submit refund through BSPlink (Refund Applications)	
Ticket Controlled by CX	For exceptional cases , email ca_refund@cathaypacific.com to check with refund team Ticket issued in Latin America : Submit refund through BSPlink (Refund Applications) For exceptional cases , email us_refund@cathaypacific.com to check with refund team	
Refund Calculation Including Involuntary Downgrade	Ticket issued in USA : us_refund@cathaypacific.com Ticket issued in CAN : ca_refund@cathaypacific.com Ticket issued in Latin America : us_refund@cathaypacific.com	

¹ 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.

AGENCY SUPPORT CONTACT

Online portal	www.cxagents.com
Email	customerservice_nam@cathaypacific.com
Toll-free telephone number – Top Account (Pin required)	USA / Canada: 1-877-509-3513
Toll-free telephone number – Flight Enquiries for Trade & Corporate Agents	Trade Agents USA: 1-833-988-1365 / Canada: 1-855-312-9118
	Corporate Agents USA / Canada: 1-800-333-5987