

Cathay Pacific - Cathay Credits Policy & Procedure

We are pleased to introduce Cathay Pacific - Cathay Credits Policy. Due to the unprecedented circumstance, passengers may have not made up their mind when to travel again. Passengers are now given an opportunity to keep the full value of totally unused tickets as Cathay Credits and use them to book for future travel.

Rebooking and rerouting charges will be waived.

Criteria:

Please refer to the below table to determine if your booking is eligible.

Itinerary	Ticket issuing date	Original travel period	Ticket change deadline	Travel must be completed by (extended travel completion date)
All destinations/origins	On/before 23 March 2020	On/before 31 March 2021	31 March 2022	31 March 2023
For flights to/from Singapore	On/before 1 December 2020	22 November 2020 to 28 February 2021	31 March 2022	31 March 2023
	On/before 17 May 2021	26 May 2021 to 30 September 2021	31 March 2022	31 March 2023
For flights to Singapore	On/before 23 February 2022	23 February 2022 to 31 May 2022	31 March 2022	31 March 2023
For flights to/from Chinese mainland	On/before 27 January 2021	28 January 2021 to 8 March 2021	31 March 2022	31 March 2023
For flights to/from Taiwan China	On/before 16 May 2021	16 May 2021 to 26 July 2021	31 March 2022	31 March 2023
For flights to Japan	On/before 30 November 2021	30 November 2021 to 31 December 2021	31 March 2022	31 March 2023
For flights to Israel	On/before 30 November 2021	30 November 2021 to 31 December 2021	31 March 2022	31 March 2023
For flights from Australia, Canada, France, India, Nepal, Pakistan, the Philippines, the United Kingdom and the United States of America to Hong Kong	On/before 24 February 2022	24 February 2022 to 20 April 2022	30 June 2022	31 December 2023

Voluntary Changes

- Totally unused ticket.
- Tickets are issued on Cathay Pacific (160), except agency discount (AD) ticket.

Planned Schedule Change or Involuntary Changes

- This practice is also applicable for Planned Schedule Change or Involuntary Changes.
- Totally unused ticket
- Tickets are issued on Cathay Pacific (160), except agency discount (AD) ticket.

Procedure:

Re-Booking

- Cancel all future confirmed flight segments on/before the original travel date to avoid no-shows (Note: in case past flight segment cancellation was not done timely prior to departure, the ticket is still valid as a Cathay Credits).
- Inform the passenger to call back and rebook on/before **the ticket change deadline** when he/she has decided on the new travel date (subject to the flight availability). All further itinerary change beyond **the ticket change deadline** will be subject to penalty according to fare rules.
- When passenger contacts to book a new itinerary:
 - If original PNR is still valid, please update the new flight segments in original PNR, and reprice the associated itinerary.
 - If original PNR is no longer valid, please create a new PNR and reprice the associated itinerary.
- The new flights must be confirmed and the whole booking journey must be completed on/before **the applicable extended travel completion date** or within ticket validity (whichever is earlier).
- Enter the Special Waiver Code FC in PNR SSR segment.

Cathay Credits Consent Form

- If original ticket is settled by a credit card using Cathay Pacific as the Merchant of Record, please remind passenger not to raise chargeback on the credit card payment.
- Please request the credit cardholder to fill in the Cathay Credits Consent Form (Note: please do **NOT** inform passengers to fill in the Cathay Credit Request Form via Cathaypacific.com because this is solely for tickets purchased through our direct channel) and keep the record in your office for a minimum of two (2) years.
- If the cardholder applies chargeback of the ticket value and travel agent cannot provide the Cathay Credits Consent Form to Cathay Pacific when requested, Cathay Pacific reserves the rights to issue ADMs to travel agent to recover all financial loss.

Re-Pricing

- Always reprice with current applicable fare (including taxes, fees and surcharges).
- If new ticket value is higher than original ticket value (fare, taxes, fees & surcharges), calculate the total difference to be paid and collect the additional amount from passengers.

- If new ticket value is lower than original ticket value (fare, taxes, fees & surcharges), calculate the refund amount and issue a residual value EMD and process refund to passenger.
- The newly priced fare must observe and conform to the conditions of the respective fare rules, e.g. blackout dates, flight restrictions, weekday/weekend, seasonality and stopover charges.....etc.

Re-issuance

- Reissuance charges will only be waived due to the expiry of the original ticket or change of itinerary (rerouting).
- Rerouting to/from/via Cathay Pacific online (marketing) cities by Cathay Pacific marketing flights only, and subject to flight availability and fare or taxes difference.
- Please type the waiver code FC in the endorsement box during reissuance and travel agents are NOT required to contact local sales team to grant the waiver code from time to time.
- If other campaign (e.g. Fly (worry) free) is applicable when reissue, please type both campaign codes in endorsement box (e.g. FC FLEXFLY20).

EMD-A for Ancillary Services

- If the passenger decides to rebook a chargeable service (e.g. Regular Seat or Extra Legroom Seat) on a new flight/date, the original EMD-A for “Regular Seat” or “Extra Legroom Seat” can be revalidated to the new flight/date with the same Origin and Destination (OD) on the same PNR or new PNR. The original EMD-A cannot be transferred to another OD nor another passenger.
- If the itinerary is rerouted to a new destination, please apply refund for the original EMD-A and issue a new EMD-A for the new flight segment.

Frequently Asked Questions:

1. What are Cathay Credits?

If passengers are trying to plan ahead, they can now book with greater peace of mind. We are giving greater flexibility in their booking options in the future.

Passengers holding eligible tickets can cancel their existing flight bookings and retain the full value of the unused fare (including taxes, fees and surcharges) as Cathay Credits and use them to rebook a new itinerary in the future.

2. Are partially used tickets eligible for Cathay Credits?

No, partially used tickets are not eligible.

3. Are Cathay Credits applicable for Cathay Pacific tickets only?

Yes, on 160 ticket stocks only.

4. Passenger no-showed on original booking, are they eligible for Cathay Credits?

Yes, they are allowed. Passenger may need to pay the no-show fee when rebook if applicable.

5. How to calculate the new booking travel date and complete travel on/before **the applicable extended travel completion date** or within ticket validity (whichever is earlier)? Can you share some examples?

Examples:

Passenger contacts for new booking **to Japan on 30Mar2022** and request upsell from a 0-1month round trip fare to 0-3months round trip fare.

For 3 months validity ticket, passenger can book as:

Scenario 1 – within 3 months validity

Outbound travel date: **20Dec2022** / Inbound travel date: **19Mar2023**

Or

Scenario 2 – completed on/before **31Mar2023**

Outbound travel date: **10Jan2023** / Inbound travel date: **31Mar2023**