

## Fly (worry) free extension



We understand being flexible is more important now than ever. Your travellers can now book with greater peace of mind with our extended offer of unlimited changes to all new tickets purchased up to **31 December 2022**, without the usual change fees. Your travellers can make unlimited ticket changes up to **31 December 2022**. After then, they can make one additional free change at any time. (Please note that fare/ fuel surcharges/ tax difference may still apply, depending on the fare restrictions/ conditions of the ticket.)

- **If your travellers have booked directly with us**, they can easily adjust their booking using [Manage Booking](#). Their trip must be completed by **31 December 2023**.
- **If your travellers have booked through a travel agent**, please contact them for assistance.

[<Find out more>](#)

Your travellers also have the option to exchange tickets for [Cathay Credits](#) and cancel bookings with a full [refund](#). Please visit our [COVID-19 Information Centre](#) to learn more.

### Terms and conditions of Fly (worry) free

1. Travel must be completed by 31 December 2023.
2. Applicable to all tickets originally purchased and issued between 9 March 2020 and 31 December 2022.
3. The offer above applies to Cathay Pacific tickets only.
4. Applicable to all fares, including tickets that have been upgraded to a higher cabin class with Asia Miles, but excluding redemption tickets, group tickets, and Cathay Pacific holiday packages.
5. Booking changes must be made before departure.
6. Fare/ tax differences may apply, due to the fare restrictions/conditions of your travellers' ticket.
7. Standard cancellation conditions of your traveller's ticket still apply.

## Frequently asked questions about 'Fly (worry) free'

Q1: How do I apply for the waiver?

- A special code '**FLEXFLY20**' must be inserted in the ticket endorsement box of the first reissued ticket and all the subsequent tickets for identification.

Q2: Does the waiver override the ticket's applicable fare rules?

- No. The waiver is for the rebooking fee and rerouting fee only. Other ticket T&Cs must observe the applicable fare rules.

Q3: How many times can the booking be changed?

- No limitation and up to a year from the date of ticket issuance (original ticket issue date), or changes must be made on or before 31 December 2022 whichever is earlier. After 31 December 2022, one additional free change at any time before departure.

Q4: Can my travellers still enjoy the waiver in no-show cases?

- No. Both the change fee and no-show fee apply. Please continue to use '**FLEXFLY20**' on the reissued ticket to enjoy the waiver for subsequent changes if applicable.

Q5: Are tickets reissued after 31 December 2022 still entitled to the waiver?

- Yes. If the original ticket was issued between 9 March 2020 and 31 December 2022, it will be entitled to the waiver. Please use '**FLEXFLY20**' on the reissued ticket to enjoy the waiver for subsequent changes if applicable.

Q6: Can the special code '**FLEXFLY20**' be quoted in ATPCO?

- No. It needs to be inserted manually in the reissued ticket's endorsement box.

Q7: If the ticket is also applicable to another Special Ticketing Guideline for the destination, what can I do?

- Either waiver can be applied, whichever is more appropriate.