

Contact Us

Please email the America Support Group if you need any assistance.

Latin America Flight Enquiries

Email: customerservice_nam@cathaypacific.com

Country/Region	New Number
Argentina	+54 1139915983
Brazil	+55 1138788330
Caribbean	+1 833 9881365
Chile	+56 229884828
Costa Rica	+001 (833) 988-1365
Dominican Republic	1 (880) 933-2244
Ecuador	+001 (833) 988-1365
Mexico	+52 8002692623
Panama	+001 (833) 988-1365
Peru	+51 17070400

*For other Latin America countries not listed please visit our [Global Contact Centers](#)

US Group Sales

Phone: 1 (866) 352 2711

Email: americas_groupdesk@cathaypacific.com

The Americas Reservation Office Hours

Mon — Fri: 0600-1730 PST (Pacific Standard Time)/ 0900-2030 EST (Eastern Standard Time)

Saturday: 0600-1600 PST/ 0900-1900 EST

Sunday (including Christmas Day & New Year's Day): Closed

Daylight Saving Time

Mon — Fri: 0700-1830 PST (Pacific Standard Time)/ 1000-2130 EST (Eastern Standard Time)

Saturday: 0700-1700 PST/ 1000-2000 EST

Sunday (including Christmas Day & New Year's Day): Closed

ADM & Chargeback

ADM: amer_adm@cathaypacific.com

Chargeback: amer_chargeback@cathaypacific.com

Refund Group

us_refund@cathaypacific.com

Hotel and Package

1 (833) 933 2244

Mon — Fri: 0600-1730 PST (Pacific Standard Time)/ 0900-2030 EST (Eastern Standard Time)

Saturday: 0600-1600 PST/ 0900-1900 EST

Sunday & Christmas Day: Closed

Using a TTY/TDD device (for hearing impaired only):

1 (833) 933 2244 (Dial 711 to be connected through Relay Service)

CX Frequent Flyer Members:

[Asia Miles](#) & [Marco Polo Club](#) for Green/ Silver/ Gold/ Diamond members: 1 (833) 933 2244

24 hours a day, 7 days a week