Married Segments / Origin and Destination (OD) Control

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One of the key objectives of Cathay Pacific (CX) is to effectively manage our inventory.

During the past few years, we have been reiterating that segments which are initially sold in bundle (including CX and interline connection), whether married or not, must not be separated or unbundled. As travel agent is acting on behalf of CX during reservations, it is vital for all travel agents to adhere to our procedural requirements.

In order to help us optimally manage CX's inventory usage, we would like to ask for your every effort in complying with the married segments control policy.

Travel agent must not separate Married Segments for any purpose nor manipulate the central reservation system or GDS to circumvent CX Married Segment Control logic. CX's Married Segment Control logic applies to CX and other airlines connections including their code-share flight segments.

Travel agent also must not cancel the interline segment alone if it is originally sold as connecting flight with CX. This is because immediate interline connection with CX is considered as OD bundle. Purely cancelation of the interline connecting flight is OD violation. E.g.

> AA2580 D 01MAY MSYLAX HK1
>
> CX 883 D 01MAY LAXHKG HK1
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> CX 785 D 03MAY HKGDPS HK1

Step 1. booked 3 segments with OD MSYDPS
Step 2. cancelled AA2580D01MAY MSYLAX
(Step 2 is considered OD violation since OD becomes different with original bundle MSYDPS)

* a reminder that even the action of above Step 1 and 2 are done before ending of the booking, it can still be detected by CX Head Office though the separation action does not reflect in PNR history.

Our recommended practice is to cancel the whole bundled booking if it is no longer required and create a new booking for the desired segment. CX considers segments that are partially cancelled from a bundle as abusive practice.

CX will cancel all <u>non-ticketed bookings</u> with violation. The notification in SSR will be "CANX DUE OD ABUSE".

For all _ticketed abusive cases_, subject to charge back to recover revenue loss associated with the violation of the policy.

For serious abuses, CX will consider to block abusive agent for accessing CX inventory without advance notice.

For more details, please log-in to www.cxagents.com