

No Show Policy

Downline cancellation of all CX sectors when passengers No Show

There is no need to reconfirm CX flight. However if passengers fail to fly on a booked flight and the travel agent does not notify us, all onward and connected bookings will be cancelled. Please cancel the reservation if passengers do not intend to fly. Please note when a passenger is a No Show, applicable no-show fees will apply. Please refer to the fare rules in your respective GDS for details.

USA and Canada waitlist and No Show reminder

Due to the increasing number of multiple waitlists on return flights to Canada and USA, we have been forced to take action in the interests of our passengers, your clients.

Waitlisted flights are currently being cleared and message sent to you through your CRS. In most cases, your client has already left Canada or USA and this confirmation is not being passed to them, resulting in a high number of no-shows. Aircrafts are departing with empty seats which could have been used by genuine passengers, among them, your own clients.

This is a self-defeating exercise, it results in less genuine passengers obtaining a seat and even more waitlisted flights. With immediate effect, we ask for your cooperation in following:

1. Please do not make multiple confirmed bookings on different dates to cover your client's indecision. Please limited the number of waitlists to 3 over the same sector, and advise us of the preferred date.
2. Where your clients' itinerary includes waitlisted flights, please provide us with HKG contact for all clients at the time of booking, or ask them to contact us when available.
3. If you received a confirmation for client whom you cannot contact, please cancel it to allow us to provide seats for other passengers.
4. Please advise your clients that, while re-confirmation is not required, if they become No Show and neither CX nor you are able to reach them, all future CX confirmed or waitlisted flights will be cancelled.

We are grateful for your cooperation as travel industry professionals in improving our service to your clients.