

Passenger Assistance

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I. Medical Assistance

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II. Unaccompanied Minors

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IV. Wheelchair Passengers

26 Apr 2022

Mobility assistance

A wheelchair service, along with an attendant, is available for passengers who require it at no extra cost for all Cathay Pacific flights. The attendant will assist in transporting the passengers within the airport area and to the gate or aircraft door (depending on the airport facilities).

Should the passengers need assistance inside the cabin moving between their seat and the aircraft door or lavatory door, an inflight wheelchair and aisle seats with movable armrests are available. Our cabin crew are also trained to assist if the passengers are unable to move by themselves from the inflight wheelchair to/from their seat.

Wheelchair types

Wheelchair types	Descriptions	Conditions	Acceptance and Handling
WCHR	R stands for ramp. Passenger can ascend/descend steps and make own way to/from cabin seat, but requires wheelchair for distance to/from aircraft, i.e. across ramp, finger dock or to mobile lounge, as applicable.	WCHR passenger can be accepted to travel alone.	There is no time restriction for wheelchair requests, except for groups of 10 or more passengers travelling together – advance notice of 48 hours before departure is required.
WCHS	S stands for steps. Passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat; required wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps.	WCHS passenger if travelling without an escort can be accepted provided they are self-reliant and non-MEDA case, do not require special individual attention and assistance during in-flight and on ground and can evacuate the aircraft in the event of an emergency without assistance. Or else the passenger has to travel together with a qualified escort.	There is no time restriction for wheelchair -requests, except for groups of 10 or more passengers travelling together – advance notice of 48 hours before departure is required.

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

WCHC	C stands for cabin Passenger is completely immobile. Requires wheelchair to/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat.	WCHC passenger if travelling without an escort can be accepted provided they are self-reliant and non-MEDA case, do not require special individual attention and assistance during in-flight and on ground and can evacuate the aircraft in the event of an emergency without assistance. Or else the passenger has to travel together with a qualified escort.	WCHC service cannot be confirmed instantly and all on request basis.
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Important Note:

1. It is mandatory to update the wheelchair request with the reason in the correct format, failing which, the wheelchair service will not be confirmed and passengers will not be able to avail the same at the time of travel.
2. If wheelchair passenger is travelling with escort, the escort information shall be entered in OSI.
3. If passenger will check-in own wheelchair, travel agents are required to include wheelchair's weight, dimension and battery information (if applicable for power-driven wheelchair) in the SSR

Travelling with own wheelchair

Passenger with a disability may use their own manual or battery-powered wheelchair to the departure gate, and when airport facilities permit, to the aircraft door.

Own wheelchair Device

Wheelchair types	Descriptions
WCLB	Wheelchair - Lithium-ion battery to be transported by a passenger which will require advance notification/preparation. Weigh, dimensions and battery information must be included in SSR message.
WCBD	Wheelchair - Dry cell battery to be transported by a passenger which may require advance notification/ preparation/ (dis)assembly. Weigh, dimensions and battery information must be included in SSR message.
WCBW	Wheelchair - Wet cell battery to be transported by a passenger which may require advance notification/ preparation/ (dis)assembly. Weigh, dimensions and battery information must be included in SSR message.
WCMP	Wheelchair – Manual power to be transported by a passenger and wheelchair must be fully collapsible.

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

Weigh, dimensions and battery information must be included in SSR message.

Passengers are advised to refer to [Mobility assistance on cathaypacific.com](http://Mobility%20assistance%20on%20cathaypacific.com) for further wheelchair information that applies.

GDS information

Please contact Local GDS Help Desk for most update GDS entries. Below GDS examples for your easy reference and GDS entries subject to change without further notice.

Example of SSR WCHR with reason:

One passenger booked on Y class, requested an normal wheelchair for old age

GDS	Add SSR WCHR element
Abacus	3WCHR1/OLD AGE-1.1
Amadeus	SR WCHR CX NN1-OLD AGE/S2/P1 <i>SR WCHR CX-OLD AGE(alternative advised by 1A)</i>
Apollo	@:3WCHRS1/N1-1/OLD AGE
Axess	31S1 WCHR CX NN1*OLD AGE
Infini	3WCHR1/OLD AGE-1.1
Galileo	SI.P2S3.4/WCHR*OLD AGE
Sabre	3WCHR1/OLD AGE-2.1
Travelsky	SSR WCHR CX NN1 OLD AGE/P1/S3
Worldspan	3S1N1.1WCHR OLD AGE

Any enquiries on booking wheelchair service, please contact our local Reservations office for assistance if necessary.

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

V. Special Meals

26 Apr 2022

At Cathay Pacific we are happy to accommodate special meal requests from passengers - for a full list of what is available please see below. When you have found the correct meal please send a message through the SSR using the codes provided below: e.g. SSRVLML.

Orders for special meals should be made at least 24 hours before your scheduled flight.

Meal Types	Code (SSR)	Remarks
Vegetarian Hindu / Indian Vegetarian Meal	AVML	Spicy vegetarian combinations, with limited use of dairy products.
Baby Meal	BBML	One junior-strained meat or vegetable dish (savoury dish), one junior dessert and one baby juice.
Bland Meal	BLML	Food/beverages that cause gastric discomfort omitted. Low fat food items with low dietary fibre/residue.
Child Meal	CHML	Food items generally enjoyed by children, such as hamburgers, sausages and fish fingers, served in a specially designed meal box.
Diabetic Meal	DBML	With complex carbohydrates, high fibre, low fat and calories, it is suitable for both non-insulin and insulin dependent diabetics.
Fruit Platter Meal	FPML	Prepared with fresh fruits or dried fruits.
Gluten Intolerant Meal	GFML	No gluten of any source exists in food items.

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

Hindu Meal (non-vegetarian)	HNML	Indian-style meal that contains no beef, veal or pork, but with lamb, domestic fowl, other meats, fish and milk products.
Kosher Meal	KSML	<ul style="list-style-type: none"> • All Kosher Meal request must be at least 24 hours advance notice (regardless of class). • Passengers will not be able to request for a particular KSML brand/type. KSML is supplied from reputable KSML manufacturers. • No Kedassia Brand can be request. • Long shelf life products (e.g. LANXNER) will no longer be used.
Low Calorie Meal	LCML	With lean meats, low fat dairy products and high fibre food, this meal avoids fried food, gravy, sauces, rich desserts, added fats, oils and sugar.
Low Fat / Low Cholesterol Meal	LFML	With increased complex carbohydrates, high fibre, and low fat, the meal is served with lean meats, low fat dairy products, fresh fruits and vegetables and high fibre wholegrain bread, cereals, accompanied with unsweetened fruit juices.
Low Salt Meal	LSML	Prepared without ingredients high in salt, minimum sodium content.
Moslem Meal*	MOML	Containing no pork, bacon, ham or alcohol, all poultry and meats used are slaughtered and cooked according to Halal rules.
Low Lactose Meal	NLML	All dairy products omitted.
Vegetarian Raw Meal	RVML	Combination of raw fruits and vegetables along with pure fresh fruit / vegetable juices.
Vegetarian Vegan Meal	VGML	Strict vegetarian food with high protein, rich iron and high calcium.

Vegetarian Jain Meal / Strict Indian Vegetarian	VJML	Vegetarian food prepared in Indian style, based on Jain customs.
Vegetarian Lacto-Ovo Meal	VLML	Vegetarian food high in protein, iron and calcium, along with dairy products, eggs and vegetarian-type of cheese (without rennet).
Vegetarian Oriental Meal	VOML	Vegetarian food prepared in Chinese style, along with fruits and vegetables.
Non-Beef Meal**	SPML/No Beef	Prepared without beef, veal or beef/veal related products of any kind.
Liquid Diet Meal	SPML/Liquid Diet	Only liquid or slightly thickened soups, fruit juices, pureed vegetables, custards, jelly, etc.

Cake reservations

Requests for Birthday/Honeymoon/Anniversary cakes are accepted with at least 24 hours notice for Cathay Pacific flights.

The cake charges HKD300 or equivalent in local currency at the latest company's exchange rate.

Please contact Cathay Pacific for cake reservation.

In the event of non-delivery by the caterer for whatever reasons, Cathay Pacific will not be held responsible apart from refunding the amount in full.

GDS Entries

Amadeus: SR(meal code)/P1/S3

Galileo: S1.P1/(meal code)

Sabre: 3(meal code)2-1.1,2.1

Abacus : 3(meal code)1-1.1

Infini : 3(meal code)1-1.1

Travelsky : SSR (meal code 服務代碼)(航空公司) NN1/P1/S2

Axess : 31S1(meal code)

Please click here to access your GDS Help Desk for further GDS entry assistance

AMADEUS: <https://servicehub.amadeus.com/>

TRAVELPORT (GALILEO): <http://www.asktravelport.com>

SABRE: <https://eservices.sabre.com>

Travelsky : <http://www.travelsky.com.hk/CN/newsinfo.aspx?id=134>

* All meals on flights to and from Indonesia, Malaysia, Maldives, Middle East and Pakistan are prepared according to the Halal method.

** Non-beef meal is served as regular meal in Economy Class on flights between Hong Kong and Taiwan (and vice versa).

We regret we are unable to offer any variations on the special meals listing above and we additionally cannot provide personal preference items such as seafood, lobster or steak.

Note: Please be advised that our crew will not be able to re-heat or chill any personal food items brought on board for consumption, due to hygiene reasons. Any food requiring refrigeration should be packed in either a cool bag or vacuum flask. Passengers may bring their own dry ice in quantities of less than 2.5kg (4.41 lbs) which is suitably packed to allow CO2 gases to evaporate freely. Passengers must identify to airport staff that they are bringing dry ice on board at the time of check-in. If warming of food items are required inflight, please ask our cabin crew for a container with hot water

VI. Religious Meals

27 Mar 2017

Orders for special meals should be made at least 24 hours before your scheduled flight.

Meal Type	Code (SSR)	Remarks
Kosher Meal	KSML	<ul style="list-style-type: none"> All Kosher Meal request must be at least 24 hours advance notice (regardless of class).

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

		<ul style="list-style-type: none"> Passengers will not be able to request for a particular KSML brand/type. KSML is supplied from reputable KSML manufacturers. No Kedassia Brand can be request. Long shelf life products (e.g. LANXNER) will no longer be used.
Muslim Meal*	MOML	<ul style="list-style-type: none"> Also known as Halal Meal Prepared in Halal way No pork, bacon, ham or alcohol in any form Gelatine is omitted while Agar is used as a replacement All poultry and meats are slaughtered and cooked according to Halal rule All meals loaded on all classes on HKG/IST v.v., HKG/CGK v.v. (direct service only), HKG/DPS v.v., HKG/SUB v.v., HKG/Malaysia v.v., HKG/DXB/BAH/HKG, HKG/BAH/DXB/HKG, HKG/BKK/KHI v.v. (avails on HKG/BKK sectors if the flight continues to KHR or originating from KHI)
Hindu Meal (non-vegetarian)	HNML	<ul style="list-style-type: none"> It is classified into Hindu Vegetarian and Hindu Non-Vegetarian meal Indian Vegetarian Meal (AVML) will be served when Hindu Vegetarian is requested as most Hindus prefer Indian Vegetarian Meal For Hindu Non-Vegetarian Meal (SPML/HINDU NON-VEGETARIAN): <ul style="list-style-type: none"> * It is served in Indian-style meal, usually spicy food * No beef, veal or pork in any form * Contains other meats and fish such as poultry, fowl and seafood
Non Beef**	SPML/ NO BEEF	<ul style="list-style-type: none"> No beef or veal or beef/veal related product of any kind This is different from Hindu no-vegetarian meal where the former is cooked in any cooking style or method, as long as no beef/veal is contained in the food Beef/veal is not served as normal menu for EYCL HKG/TPE .

GDS Entries

Amadeus: SR(meal code)/P1/S3

Galileo: S1.P1/(meal code)



Sabre: 3(meal code)2-1.1,2.1

Abacus : 3(meal code)1-1.1

Infini : 3(meal code)1-1.1

Travelsky : SSR (meal code 服務代碼)(航空公司) NN1/P1/S2

Axess : 31S1(meal code)

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