

## Contact Us

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

**US Agents with an Account PIN may call or email:**

1 (877) 509-3513

[topaccount@cathaypacific.com](mailto:topaccount@cathaypacific.com)

**Flight Enquiries**

Trade Agents: 1 (833) 988 1365

Corporate Agents: 1 (800) 333 5987

Email: [customerservice\\_nam@cathaypacific.com](mailto:customerservice_nam@cathaypacific.com)

**Group Sales**

Phone: 1 (866) 352 2711

Email: [americas\\_groupdesk@cathaypacific.com](mailto: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

For more contact information, please visit our [Global Contact Centers](#)

**ADM & Chargeback**

ADM: [amer\\_adm@cathaypacific.com](mailto:amer_adm@cathaypacific.com)

Chargeback: [amer\\_chargeback@cathaypacific.com](mailto:amer_chargeback@cathaypacific.com)

**Refund Group**

[us\\_refund@cathaypacific.com](mailto: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