

Sales Bulletin



To : Hong Kong & Macau BSP Agents
Date : 15 November 2023

From : Sales & Distribution
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CX Fuel Surcharges (Effective 01 December 2023)

CX Fuel Surcharge will be remain unchanged for tickets issue / exchange on / after 01 December 2023 and travel on / after 01 December 2023.

Details :

1. The surcharge will be applied for ticket issue / exchange on / after 01 December 2023.
The application of fuel surcharge for tickets issue / exchange / re-issue as follow :
 - For new tickets : New fuel surcharge applies
 - For ticket re-issuance (Rebooking / Re-routing)
 - a) Totally un-used tickets (exchange) : New Fuel Surcharge apply
 - b) Partially used tickets (re-issue) : Applicable historical fuel surcharge apply based on the original ticket issue date
2. Historical fuel surcharge remains unchanged and will be carried for any 'Involuntary' changes in ticket reissuance.
3. For CX flight coupons between HKG and South West Pacific, North America, Europe, Middle East, Africa. Between Japan and USA, between USA and Brazil / Chile / Peru, between New Zealand and Chile, between Brazil and United Kingdom / France / New York, between Kazakhstan and Hong Kong / Korea / Thailand, between Africa and Brazil, between Spain and Brazil / Chile / Peru, between Qatar and Brazil / Croatia / Kenya / Russia / Serbia / Seychelles / Ukraine.

POS worldwide for journey ex Japan : JPY 17500 or equiv.

POS Hong Kong : HKD 1127

POS Canada : CAD 195.30

POS New Zealand : NZD 244

POS elsewhere : USD 144.50 or equiv.

4. For CX flight coupons between HKG and South Asia Sub-Continent.

POS worldwide for journey ex Japan : JPY 8500 or equiv.

POS Hong Kong : HKD 537

POS Canada : CAD 93.10

POS New Zealand : NZD 116

POS elsewhere : USD 68.80 or equiv.

5. For CX flight coupons not specified above :

POS worldwide for journey ex Japan : JPY 8400 (for sector JP - TW / HK),
JPY 4000 (for other sectors) or equiv.

POS worldwide for sector from Chinese mainland to Hong Kong : CNY135
Hong Kong to Chinese mainland : HKD165 or equiv.

POS worldwide for journey ex Philippines : PHP 723 (for sector between PH - HK),
USD 32.40 (for other sectors) or equiv.

POS Hong Kong : HKD 253

POS Canada : CAD 43.90

POS New Zealand : NZD 55

POS elsewhere : USD 32.40 or equiv.

6. The surcharges is applicable per passenger, per CX flight coupon and will be collected from all passengers regardless of ticket stock except

a) Code-shared ferries to / from HK on all CX sectors

b) POS Bangladesh for any journey ex BD on all CX sectors

7. The surcharge applies to all fare types and regardless of class of travel and type of fares including Frequent Flyer Program.

8. The surcharge is to be collected at point of sale and show as // YR // in the taxes / fees / charges box in the ticket.
9. There is no exemption to any category of passengers (such as children / infants / senior / AD / FOC... etc. For ID, please refer to carrier), except infant without seat is exempted for POS PH, ex PH, sector between PH - HK.
10. The surcharge is interlinable and the amount shall accrue to CX .
11. For ticket cancellations, the residual of fare will offset the refund handling fee and / or local refund administrative fee only. Fuel surcharge will not be used to offset the cancellation penalty.
12. The surcharge will apply until further notice.

System updated.