

Sales Bulletin



To : Hong Kong & Macau BSP Agents

From : Sales & Distribution

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CX Fuel Surcharges (Effective 01 January 2024) - Revised

CX Fuel Surcharges will be decreased (except for journey ex Japan) for tickets issue / exchange on / after 01 January 2024 and travel on / after 01 January 2024.

Details :

1. The surcharge will be applied for ticket issue / exchange on / after 01 January 2024.
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 22,000 or equiv.

POS Hong Kong : HKD 923

POS Canada : CAD 160.50

POS New Zealand : NZD 193

POS elsewhere : USD 118.30 or equiv.

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

POS worldwide for journey ex Japan : JPY 10,500 or equiv.

POS Hong Kong : HKD 440

POS Canada : CAD 76.50

POS New Zealand : NZD 92

POS elsewhere : USD 56.40 or equiv.

5. For CX flight coupons not specified above :

POS worldwide for journey ex Japan : JPY 11,500 (for sector JP - TW / HK),
JPY 5,000 (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 611 (for sector between PH - HK),**
USD 26.50 (for other sectors) or equiv.

POS Hong Kong : HKD 207

POS Canada : CAD 36.00

POS New Zealand : NZD 43

POS elsewhere : USD 26.50 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 will be updated.