

Sales Bulletin



To : Hong Kong & Macau BSP Agents
Date : 11 August 2025

From : Sales & Distribution
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Special Ticketing Guideline for Tropical Storm Podul

Due to Tropical Storm Podul, with immediate effect, rebooking and rerouting charges will be waived for all tickets issued worldwide (irrespective of fare type) on / before 11 August 2025 (original ticket issued date) for worldwide travel with CX confirmed booking arriving to and departing from Taipei / Kaohsiung (TPE / KHH) on 13 August 2025.

Details as follows:

1. CX ticket stock (for Redemption ticket, please refer to point 4)

a. Cancellation and Refund

No waiver on cancellation and refund charges.

b. Rebooking / Rerouting (Please refer to Appendix B)

Rebooking / rerouting charges will be waived on conditions that

- Such requests are made on / before 13 August 2025 and before departure
- No show passenger is not eligible for the waiver
- Revised (NEW) travel date must be on / before 31 October 2025 and subject to flight availability.
- The newly rebooked sector must observe and conform to the conditions of the respective fare rule, e.g. blackout dates, flight application, weekend / weekday travel, stopover charges and applicable seasonalities ... etc by collecting additional / refunding difference (if any) as appropriate.
- Rerouting to / from / via CX online (marketing) cities by CX marketing flights only. And subject to flight availability and fare / tax difference

Note : For flight that has been cancelled and / or confirmed to be cancelled, please handle as Involuntary Changes. For details, please refer to Appendix A.

c. Endorsement

Condition of the respective fare rules applies.

Note : For flight that has been cancelled and / or confirmed to be cancelled, please handle as Involuntary Changes. For details, please refer to Appendix A.

d. Group

Conditions 1 (b – c) above are applicable for Groups. Please contact local sales office for details.

2. For **oneworld** carriers tickets

The latest version of oneworld customer disruption management applies.

3. Other carriers tickets

Refer to the validating carrier.

4. Redemption Tickets (CX ticket stock only)

a) Cancellation and Refund

- No waiver on refund fee.

b) Rebooking / Rerouting

- Waive on flight change fee.
- No show passenger is not eligible for the waiver.
- Request must be made on / before 13 August 2025 and before departure, by contacting CX Customer Care, with booking and ticketing service fee waived.
- Applicable to all award types.
- Applicable to totally unused / partly used tickets.
- Revised (NEW) travel date must be on / before 31 October 2025 and subject to flight and redemption seat availability. In which case, the ticket expiry date will be adjusted accordingly.
- Rerouting to / from / via other destinations within Cathay Pacific and our partner airlines' network is permitted, subject to flight and redemption seat availability, miles and tax difference.

We will monitor the situation closely and advise amendments if necessary.

Appendix A: Involuntary Changes

Status of Affected E-ticket coupon	Booking Status	Involuntary Refund Procedure	Involuntary Rebook & Reissue
"C" / "CKIN"	Flight Cancelled (UN) only	Contact CX Customer Care to update E-ticket coupon status to "O" / "open for use"	
	Flight Cancelled (UN) with Flight Protection (TK)		
"O" / " open for use "	Flight Cancellles (UN) only	Wholly unused: via GDS Partial refund: via BSPlink and leave the refund amount blank (to be calculated and approved by our Refund Team)	Follow the above (b) rebooking / rerouting conditions
	Flight Cancelled (UN) with Flight Protection (TK)	Wholly unused: Via BSPlink with remark: "CX flight number / date cancelled and not accept the flight protection CX flight number / date" Partial refund: Via BSPlink with remark: "CX flight number / date cancelled and not accept the flight protection CX flight number / date" leave the refund amount blank (to be calculated and approved by our Refund Team)	One FREE rebook and reissue if not accept the protected flight, according to the above (b) rebooking / rerouting conditions

**Please be reminded to cancel all unnecessary segments for avoiding noshow, otherwise, applicable fees to be charged.

Appendix B : CX E-Tickets Rebooking / Rerouting Guidelines

Ticket Nature	Status	Change On	Changes	Action Required	Collect / Refund Fare Difference	Collect Rebooking/ Reissuance Fee	Collect Tax / Charges Difference	Collect Fuel Surcharge Difference	To be Handled by
Published / Market Fare	Totally Unused	CX	Rebook	Reissue	Yes if any *Note 1	N/A	N/A *Note 2		Ticketing Agents *Note 3
			Reroute						
	Partially Used		Rebook						
			Reroute						

Note 1 : Refer Special Ticketing guidelines

The newly rebooked sector must observe and conform to the conditions of the respective fare rule, e.g. blackout dates, flight application, weekend / weekday travel, stopover charges and applicable seasonality ...etc by collecting additional / refunding difference (if any) as appropriate.

* Rerouting to / from / via CX online (marketing) cities by CX marketing flights only.
And subject to flight availability and fare / tax difference

Note 2 : For Voluntary Changes, new applicable Taxes / Charges / Fuel Surcharges must be collected as result of new routing and or different airports and or new travel dates.

Note 3 : Travel Agents request CX Agency Ticketing Office to reissue ET that is being covered by the guidelines, CX need to collect a standard 'Ticket Service Fee'. This fee will be **HK\$470** per ticket

Remarks :

- a. Endorsement box MUST contain “ **Tropical Storm Podul in TPE/KHH** ”
- b. For other related enquiries, you may send to [Cathay Agents](#) for details

> Fares & Service Request > Service Request > Tropical Storm Podul
- c. Ticketing agent are required strictly to follow the Special Ticketing guidelines to apply reissuance.
- d. CX reserves the right to claim for indemnity loss via Agency Debit Memo (ADM) in case of abuse found.