



SPECIAL SCHEDULE IRREGULARITY AND COVID-19 REBOOKING GUIDELINES

THE LATEST COVID-19 UPDATES Click [here](#) for information

SPECIAL TICKETING GUIDELINES Click [here](#) for information

Waiver code is not required for ticket change or refund when affected tickets meet the terms and conditions prescribed in the special ticketing guidelines.

INVOLUNTARY SCHEDULE CHANGE AND CANCELLATION ON CX OPERATED FLIGHTS ISSUED ON CX (160)

	GUIDELINES
Program validity	Until 31 May 2022
Point of sale	USA/Canada/Latin America
Valid protection period	The requested protection flights fall into the same seasonality, day of week and travel validity as the original flights.
Origin/Destination	All
Ticket eligibility	Fully unused and partially used tickets
New ticket change deadline	Before the original ticketed departure date
New travel re-protection window from the affected travel date ¹	<p>To/From HKG: All travel must be completed before 31 December 2022. Blackout period applies for travel from HKG to the Americas between 01 Aug – 25 Sep 2022.</p> <p>To/From other Asia destinations excluding HKG: Please contact agency support for assistance.</p>
Booking class	Please book the original booking class. If the original booking class is unavailable and the requested cabin's prime (Y/W/J) class is available, please contact CX agency support for confirmation assistance.
Rerouting with HKG destination only¹	When flights are unavailable for the original routing on the preferred arrival date, passengers can reroute to other online CX gateways (SFO/LAX/JFK/YVR/YYZ)
Rerouting with CX onward misconnection¹	When connections are not available for the original ticketed travel date, passengers can reroute to other online CX gateways (SFO/LAX/JFK/YVR/YYZ) to connect the CX flights onward
Change fee	Waived
No-show fee	Required per fare rules
Fare/tax difference	Waived
Change waiver code (endorsement box)	1/ Within 48 hours of departure INVOL 2/ Before 48 hours of departure SKCHG
Refund fee	Waived
Refund waiver code (endorsement box)	TAM2020

Note:

1/ If rerouting involves interline airlines and re-protection involving travel dates under the blackout period, please contact CX agency support for assistance.

FLEXIBLE REBOOKING OPTION

	FLY (WORRY) FREE ¹	CATHAY CREDITS ³
Program validity	Until 31 December 2022	Click here for details
Point of sale	All	
Origin/Destination	All	
Ticket eligibility	1/ Fully unused ticket 2/ Partially used ticket	1/ Fully unused ticket 2/ Involuntary schedule change with a fully unused ticket
Original ticket issuing date	09 March 2020 to 31 December 2022	Click here for details
Original travel period	All	
New ticket change deadline	Before the original ticketed departure date and 31 December 2022 ²	
Whole new travel completion date	On/before 31 December 2023 or within the ticket validity, whichever comes earlier	
Change fee	Waived	
No-show fee	Required per fare rules	Waived ⁴
Fare/tax difference	Required per fare rules	Required per fare rules
PNR SSR special remark	Not required	FC
Change waiver code (endorsement box)	FLEXFLY20	Not required

Note:

1/ The program applies to CX tickets only. Applicable to all fares, including tickets upgraded to a higher cabin with Asia Miles, excluding redemption, group, and CX holiday package tickets. Click [here](#) for more information.

2/ After 31 December 2022, CX offers one additional free change at any time before the original ticketed departure date.

3/ Please request the credit cardholder to fill in the **Cathay Credits Consent Form** if the original ticket was settled by a credit card using CX as the merchant of record. Click [here](#) for more information.

4/ The no-show fee will be applied when all segments are not cancelled in the PNR before the original ticketed departure date.

REFUND METHOD

	SPECIAL PROCEDURES DURING COVID-19 (subject to end until further notice)	NORMAL PROCEDURES
Fully unused ticket	Agents process through GDS for ARC/BSP within 24 months from the original issuing date	Agents process through GDS for ARC (within 13 months) or BSP (within 12 months) from the original issuing date
Partially used ticket	Agents process through GDS for ARC/BSP within 24 months from the original departure date	
Ticket validity expired	<ul style="list-style-type: none"> ➤ Point of sale USA: email us_refund@cathaypacific.com for assistance ¹ ➤ Point of sale Latin America: email us_refund@cathaypacific.com or submit refund applications/authority (RAA) via BSPlink for assistance ¹ ➤ Point of sale Canada: email ca_refund@cathaypacific.com or submit refund applications/authority (RAA) via BSPlink for assistance ¹ 	
Ticket controlled by CX		
Advance seat reservation due to flight disruption		
Refund calculation (including involuntary downgrade)		

Note:

1/ The refund team monitoring the email address will not authorize waiver requests. Therefore, please provide applicable waivers, if any, before submitting refund assistance.

AGENCY SUPPORT CONTACT

Online portal	www.cxagents.com
Email	customerservice_nam@cathaypacific.com
Toll-free telephone number – Top Account (Pin required)	USA : 1-800-848-5008 / Canada : 1-800-833-6168
Toll-free telephone number – Flight Enquiries	USA : 1-833-933-2244 / Canada : 1-833-895-3535