

Thursday, August 17<sup>th</sup>, 2023

**Important Notice Regarding Minimum Connection Time for Seamless Passenger Experience**

Dear Valued Trade Partners,

We hope this memo finds you well. We would like to draw your attention to an essential aspect of ensuring a seamless travel experience for our passengers connecting to and from Cathay Pacific flights. Minimum Connection Times (MCTs) help minimize the likelihood of missed connections, delays, and inconveniences during the travel journey. These MCTs are calculated to allow passengers sufficient time to comfortably transfer between flights, complete security and immigration processes, and collect baggage.

In order to guarantee a smooth connection, we kindly request your cooperation in reviewing and adhering to the published MCTs available in the Global Distribution System (GDS) before booking or rebooking flights with our codeshare and interline partners.

We kindly request that you review and take the necessary steps as follows:

**Review MCTs in the GDS:** Before making any flight bookings or re-bookings, please access the GDS to review the published Minimum Connection Times for your passengers' specific connecting airports. This will ensure that you have the most up-to-date and accurate information.

**Adhere to Prescribed MCTs:** When selecting flights and itineraries involving Cathay Pacific codeshare or interline partners, please ensure that the chosen connections fall within the MCT requirements. This will allow passengers ample time for a hassle-free transition between flights.

**Provide Transparent Information:** We encourage you to share the importance of allowing ample MCTs with your clients. Inform them about the necessity of selecting connections that align with these requirement as it directly impacts their travel experience.

Should you require any assistance or clarification regarding Minimum Connection Times or flight itineraries, please do not hesitate to reach out to your dedicated Cathay Pacific Account Manager. Thank you for your continued partnership in delivering exceptional travel experiences. Together, we can provide passengers with a seamless and memorable journey on Cathay Pacific.

Kind Regards,

Cathay Pacific Commercial Sales Team, Americas