



## 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 March 2023
Point of sale	USA/Canada/Latin America
Valid protection period	The requested protection flights fall into the same seasonality, 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 <sup>1</sup>	<p><b>To/From HKG flights between 01Jul22-30Sep22: +/-7 days.</b></p> <p><b>To/From HKG flights on/after 01Oct22: +/-1 Month</b></p> <p><u>Blackout period applies for travel from HKG to the Americas between 01 Aug – 25 Sep 2022.</u></p> <p><b>To/From other Asia destinations excluding HKG:</b> 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 waitlist the original booking class and contact CX agency support for confirmation assistance.
Rerouting with HKG destination only <sup>1</sup>	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 misconnection <sup>1</sup>	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 <b>INVOL</b> 2/ Before 48 hours of departure <b>SKCHG</b>
Refund fee	Waived
Refund waiver code (endorsement box)	<b>TAM2020</b>

**Note:**

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

Re-protection window example. The traveller booked 05May and the flight has a schedule change or cancellation. If traveler is protected on 07May the re-protection window +/- 7 days will allow the passenger to rebook between 30Apr – 14May. The re-protection window also applies to the subsequent segments in the PNR to ensure the same length of stay when making the one-time protection

**FLEXIBLE REBOOKING OPTION**

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

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

**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**

<b>Online portal</b>	<a href="http://www.cxagents.com">www.cxagents.com</a>
<b>Email</b>	<a href="mailto:customerservice_nam@cathaypacific.com">customerservice_nam@cathaypacific.com</a>
<b>Toll-free telephone number – Top Account (Pin required)</b>	<b>USA / Canada: 1-877-509-3513</b>
<b>Toll-free telephone number – Flight Enquiries for Trade &amp; Corporate Agents</b>	<b>Trade Agents</b>
	<b>USA: 1-833-988-1365 / Canada: 1-855-312-9118</b>
	<b>Corporate Agents USA / Canada: 1-800-333-5987</b>