

COMP032 Special Ticketing Guideline for Japan (06Mar20-30Apr20)

Issue on 06Mar20

With immediate effect, rebooking/rerouting/ refund charge will be waived for all tickets issued worldwide (irrespective of fare type) on/before 06Mar20 (original ticket issue date) for travel with CX/KA confirmed booking between Hong Kong and Japan on 06Mar – 30Apr20.

Details as follows:

1. CX/KA ticket stock

a. Cancellation and Refund

- Waive on cancellation and refund charges
- For all tickets include non- refundable tickets
 - i. Totally un-used tickets: 100 percent refund
 - ii. Partly used tickets: Permitted, refund penalty waived.

b. Rebooking/ Rerouting/ No show

Rebooking/ rerouting/ no show charges will be waived on conditions that

- such requests are made on/before 30Apr20, for travel with CX/KA confirmed booking between Hong Kong and Japan on 06Mar – 30Apr20.
- revised (NEW) travel date must be on/before 10Dec20 and subject to flight availability.
In which case, the ticket expiry date will be adjusted accordingly
- 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 by collecting additional/refunding difference (if any) as appropriate.
- Reissuance charges will only be waived due to the expiry of the original ticket
- Rerouting to/from/via CX/KA online (marketing) cities by CX/KA marketing flights only.
And subject to flight availability and fare/ tax difference

c. Endorsement

Condition of the respective fare rules applies.

Note: Please include waiver code: **COMP032** in the END BOX.

d. Group

Conditions 1 (a-c) above are applicable for Groups. Please contact Cathay Pacific North America Group Desk.

2. For Redemption Tickets

Please refer to the related special guidelines in Asia Miles website or contact the Marco Polo Club at 855-781-7104 (USA) / 855-214-5935 (Canada) / Asia Miles Service Centre 866-892-2598 (USA) / 877-631-6283 (Canada)

3. Please refer to latest special ticketing guidelines in:

USA: https://www.cathaypacific.com/cx/en_US/travel-information/travel-preparation/travel-advisories.html

Canada: https://www.cathaypacific.com/cx/en_CA/travel-information/travel-preparation/travel-advisories.html

On behalf of **Cathay Pacific Airways**, we would like to take this opportunity to thank you for your continued support. If you have any question, please contact Cathay Pacific Airways North America Global Call Center at 1-800-848-5008.