

/// This COMP031B supersedes COMP031A with removed specific ports///

## Special Ticketing Guideline for Thailand (06Mar20-30Apr20)

Issue on 09Mar20

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 arriving to or departing from Thailand 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 arriving to or departing from Thailand 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: **COMP031B** in 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](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](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.