

## Travel Agents NOT to offer voucher unilaterally

17 Apr 2020

It has come to our attention that, instead of passing on our refunds for booking cancellations, a number of travel agents are asking customers to accept travel vouchers/credit for such cancelled bookings on Cathay Pacific / Cathay Dragon services.

We would kindly like to remind travel agents of their obligation under the IATA Passenger Sales Agency Agreement to make refunds only in accordance with the airline's written instructions. Unless the use of travel vouchers/credit is expressly offered or endorsed by us, travel agents have no authority to, and must NOT offer any travel vouchers/credit on behalf of Cathay Pacific / Cathay Dragon.

Travel agents are strongly advised to cease all such activity immediately, as this does not only lead to potential customers complaints (as carrier has offered refund already) but may also constitute a violation of applicable IATA and ARC rules and procedures relating to refunds. The current Cathay Pacific / Cathay Dragon GDS Booking and Ticketing Policy is available in Policies and Procedures on [CXAgents.com](http://CXAgents.com). Please continue to use [CXAgents.com](http://CXAgents.com) to access up-to-date information on Cathay Pacific / Cathay Dragon policies and procedures.

Please note that Cathay Pacific / Cathay Dragon will hold travel agents responsible and reserves the right to take further action (including but not limited to ADM, delink of inventory & ticketing access, charges for any loss or damages) against travel agents in case of violation of the above, in addition to other legal and equitable remedies available to it.

We recognize that these are challenging times and greatly appreciate your support, but do seek your kind cooperation in this matter.

Should you have any questions, please feel free to reach out to your Cathay Pacific / Cathay Dragon account manager.