

/// This waiver **COMP059B** supersedes ~~COMP059A~~ ///

## Special Ticketing Guideline for Worldwide travel (01Jun20-31Jul20)

Issue on 28May20

With immediate effect, rebooking/ rerouting/ refund charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before 23Mar20 (original ticket issue date) for Worldwide travel with CX/KA confirmed booking (original or current) on **01Jun – 31Jul20**.

Details as follows:

### 1. CX/KA ticket stock

#### a. Cancellation and Refund

- Waive on cancellation and refund charges
- No show passenger is not eligible for the waiver
- For all tickets include non-refundable tickets

#### i. Totally un-used tickets:

- 1) 100 percent refund, or
- 2) Cathay Credits

The full value of totally unused tickets can be used to book on new travel and rebooking/ rerouting/refund charges will be waived on conditions that

- such requests are made on/before departure and any further change would not be later than 31Dec20
- revised (NEW) travel date must be completed /before 30Jun21 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...etc 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

#### ii. Partly used tickets: Permitted, refund penalty waived.

#### b. Rebooking/ Rerouting

Rebooking/ rerouting charges will be waived on conditions that

- such requests are made on/before departure
- No show passenger is not eligible for the waiver
- revised (NEW) travel date must be completed on/before 30Jun21 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... etc 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 **COMP059B** 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)

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.