

## Fly (worry) free — Update

One year of free and unlimited changes for all new tickets issued between 9 March and 31 July 2020

26 June 2020

Dear Valued Travel Partner,

We understand being flexible is more important now than ever — that is why we have extended the offer of free and unlimited changes to all new tickets purchased up to **31 July 2020**. Moreover, your travellers can now have more time to alter their plans, with unlimited changes available up to one year after ticket purchase, at no extra cost.

- ✓ **If your travellers have booked directly with us**, they can easily rebook and reroute using [Manage Booking](#), with free and unlimited changes available until 31 July 2020. After this date, they can simply call their [local reservations office](#) to make any further changes.
- ✓ **If your travellers have booked through a travel agent**, please contact them for assistance.

[Find out more.](#)

If your travellers booked before 9 March 2020, they are also able to alter their booking (fees may apply). Please visit [COVID-19 free rebooking](#) for more information.

We hope this helps your travellers in making plans.

### Reopening the world

We are constantly monitoring and adapting to the latest travel information and restrictions, and we remain dedicated to getting your travellers where they need to be. Please visit [our page](#) to find the most up-to-date information regarding our flights in June and July 2020.

To learn more about our other ticket change options and our enhanced precautionary measures, please visit our [COVID-19 Information Centre](#).

Should you have any questions or concerns, please do not hesitate to contact your account manager or travel agent.

Yours Sincerely,  
**Commercial Sales Team**

## Terms and conditions

- ✓ Travel must be completed within one year from the date of ticket issuance.
- ✓ Applicable to all tickets originally purchased and issued between 9 March and 31 July 2020.
- ✓ The offer above applies to Cathay Pacific and Cathay Dragon tickets only.
- ✓ Applicable to all fares, except redemption tickets, group tickets and Cathay Pacific Holidays packages.
- ✓ Booking changes must be made before departure.
- ✓ Fare/ tax differences may apply, due to the fare restrictions/ conditions of your travellers' ticket.
- ✓ Standard cancellation guidelines apply to all fares.

## Frequently asked questions

### Q: [How do I apply for the waiver?](#)

A special code **FLEXFLY20** must be inserted in the ticket endorsement box of the first reissued ticket and all the subsequent tickets for identification.

### Q: [Does the waiver override the ticket's applicable fare rules?](#)

No. The waiver is for the rebooking fee and rerouting fee only. Other ticket T&Cs must observe the applicable fare rules.

### Q: [How many times can the booking be changed?](#)

No limitation and up to a year from the date of ticket issuance (original ticket issue date).

### Q: [Can my travellers still enjoy the waiver in no-show cases?](#)

No. Both the change fee and no-show fee apply. Please continue to use **FLEXFLY20** on the reissued ticket to enjoy the waiver for subsequent changes if applicable.

### Q: [Are tickets reissued after 31 July 2020 still entitled to the waiver?](#)

Yes. If the original ticket was issued between 9 March and 31 July 2020, it will be entitled to the waiver. Please use **FLEXFLY20** on the reissued ticket to enjoy the waiver for subsequent changes if applicable.



Q: Can the special code **FLEXFLY20** be quoted in ATPCO?

No. It needs to be inserted manually in the reissued ticket's endorsement box.

Q: If the ticket is also applicable to another Special Ticketing Guideline for the destination, what can I do?

Either waiver can be applied, whichever is more appropriate.