

CATHAY PACIFIC / CATHAY DRAGON COVID-19 TRAVEL WAIVER POLICY

Updated as of 23Sep20 (*supercedes 04Sep20 version*)

1.0 Introduction

This document outlines the COVID-19 Travel Waiver Policy to be followed for passengers traveling on **CX 160** or **KA 043** ticket stock in the event of schedule changes, flights cancellations or not able to travel due to government travel restrictions.

For tickets not covered under the conditions in sections 1.1 and 1.2, standard Schedule Changes Policy applies.

This policy is applicable to all types of tickets, except redemption tickets, group tickets and Cathay Pacific Holiday packages.

Fare and/or taxes differences may apply, subject to final rebooked itineraries, seasonality, fare conditions and booking class.

Failure to comply with this Travel Waiver Policy may result in ADM.

1.1 Fully Unused Tickets

Origin/Destination	Original ticket issuance date	Original/Current travel period	Guideline/COMP#	Fly (Worry) Free / Unlimited Rebooking		Cathay Credits		Refunds
				Ticket change deadline	New travel must be completed by	Ticket change deadline	New travel must be completed by	Eligibility
All Origins / Destinations	On/Before 08Mar20	Between 17Mar20 to 31May20	COMP046F	Before departure date	On/Before 30Jun21	On/Before 31Dec20	On/Before 30Jun21	Eligible
		Between 01Jun20 to 31Dec20	COMP059E	Before departure date	On/Before 31Dec21	On/Before 30Jun21	On/Before 31Dec21	Eligible
	Between 09Mar20 to 23Mar20	Between 09Mar20 to 16Mar20	FLEXFLY20	1 year after the date of ticket issuance	1 year after the date of ticket issuance	Not Applicable		Not Eligible
		Between 17Mar20 to 31May20	FLEXFLY20	1 year after the date of ticket issuance	1 year after the date of ticket issuance	Not Applicable		Not Eligible
			COMP046F	Before departure date	On/Before 30Jun21	On/Before 31Dec20	On/Before 30Jun21	Eligible
		Between 01Jun20 to 31Dec20	FLEXFLY20	1 year after the date of ticket issuance	1 year after the date of ticket issuance	Not Applicable		Not Eligible
			COMP059E	Before departure date	On/Before 31Dec21	On/Before 30Jun21	On/Before 31Dec21	Eligible
		On/After 01Nov20	FLEXFLY20	1 year after the date of ticket issuance	1 year after the date of ticket issuance	Not Applicable		Not Eligible
	Between 24Mar20 to 31Dec20	On/After 24Mar20	FLEXFLY20	1 year after the date of ticket issuance	1 year after the date of ticket issuance	Not Applicable		Not Eligible

*Original / Current travel period: First outbound international sector

*All fully unused tickets are valid for one year from first ticket issuance date and must be utilized either before ticket expiry date or before new travel date stipulated above, whichever earlier.

1.2 Partially Used Tickets

Origin/Destination	Original ticket issuance date	Original/Current travel period	Guideline/COMP#	Fly (Worry) Free / Unlimited Rebooking		Cathay Credits		Refunds
				Ticket change deadline	New travel must be completed by	Ticket change deadline	New travel must be completed by	Eligibility
All Origins / Destinations	On/Before 08Mar20	Between 17Mar20 to 31May20	COMP046F	Before departure date	On/Before 30Jun21	Not Applicable		Eligible
		Between 01Jun20 to 31Dec20	COMP059E	Before departure date	On/Before 31Dec21			Eligible
	Between 09Mar20 to 23Mar20	Between 09Mar20 to 16Mar20	FLEXFLY20	1 year after the date of ticket issuance	1 year after the date of ticket issuance			Not Eligible
		Between 17Mar20 to 31May20	FLEXFLY20	1 year after the date of ticket issuance	1 year after the date of ticket issuance			Not Eligible
			COMP046F	Before departure date	On/Before 30Jun21			Eligible
		Between 01Jun20 to 31Dec20	FLEXFLY20	1 year after the date of ticket issuance	1 year after the date of ticket issuance			Not Eligible
			COMP059E	Before departure date	On/Before 31Dec21			Eligible
		On/After 01Nov20	FLEXFLY20	1 year after the date of ticket issuance	1 year after the date of ticket issuance			Not Eligible
	Between 24Mar20 to 31Dec20	On/After 24Mar20	FLEXFLY20	1 year after the date of ticket issuance	1 year after the date of ticket issuance			Not Eligible

*Original / Current travel period: Either first outbound international sector or first inbound international sector, provided first outbound international sector must be completed

2.0 Rebooking / Reissuance Guidelines

All tickets are to be reissued/revalidated prior to departure date to avoid no-show charges. **Exemption:** No show fee is waived for COMP046F only.

For no show cases covered under COMP059E or FLEXFLY20, charge no show fee plus change fee.

For first time change, eligibility for Fly (Worry) Free / Unlimited Rebooking, Cathay Credits and Refunds are evaluated based on **first/original ticket issuance date** and **first/original travel period**.

For second and subsequent rebookings, eligibility for Fly (Worry) Free / Unlimited Rebooking are evaluated based on **first/original ticket issuance date** and **current travel period**.

For rebooked tickets that request for refunds, eligibility for Refunds is evaluated based on **first/original ticket issuance date** and **current travel period**.

Repricing of all itineraries are to be calculated using **current** applicable fares (base fare, surcharges, taxes).

For **Cathay Credits** tickets, enter special waiver code: **FC** in the PNR SSR segment when rebooking and enter **FC** in the endorsement box upon ticket reissuance.

For tickets issued on/before 23Mar20 and original travel period between 17Mar20 and 31May20 that are eligible for unlimited rebooking, enter special waiver code: **COMP046F** in the PNR SSR segment when rebooking and enter **COMP046F** in the endorsement box upon ticket reissuance. **New travel to complete on/before 30Jun21.**

For tickets issued on/before 23Mar20 and original travel period between 01Jun20 and 31Dec20 that are eligible for unlimited rebooking, enter special waiver code: **COMP059E** in the PNR SSR segment when rebooking and enter **COMP059E** in the endorsement box upon ticket reissuance. **New travel to complete on/before 31Dec21.**

For tickets issued between 09Mar20 and 31Dec20, and original travel period on/after 09Mar20 that are eligible for unlimited rebooking, enter special waiver code: **FLEXFLY20** in the PNR SSR segment when rebooking and enter **FLEXFLY20** in the endorsement box upon ticket reissuance. **New travel to complete within 1 year after first/original ticket issuance date.**

For tickets that are entitled for both **Cathay Credits** and unlimited rebooking, enter special waiver code: **FC FLEXFLY20** in the PNR SSR segment when rebooking and enter **FC FLEXFLY20** in the endorsement box upon ticket reissuance.

2.1 Itineraries Involving CX/KA Sectors Only

If pax has checked in online, please log into 'Manage Booking' and cancel online check-in.

Rebook required flights at **original booking class** with the **same seasonality / blackouts** and **same fare conditions**. Fare and/or taxes differences apply.

If seats are **NOT** available at the original booking class, waitlist on the original booking class, otherwise upsell to higher booking class. Fare and/or taxes differences apply.

Routing is allowed from the same origin country to any CX or KA operated destinations on CX or KA operated flights only. Fare and/or taxes differences apply.

In any cases where tickets do not meet the requirements outlined in sections 1.1 or 1.2, standard/original ticket conditions apply.

2.2 Itineraries Involving CX/KA Sectors and CX/KA Codeshare or Other Carriers Flight Numbers

If pax has checked in online, please log into 'Manage Booking' and cancel online check-in.

Rebook required flights at **original booking class** with the **same seasonality / blackouts** and **same fare conditions**, and reissue tickets accordingly. Fare and/or taxes differences apply.

New travel flights **MUST** be booked at the original booking class, with the **same seasonality / blackouts** and **same fare conditions** on the **same origin / destination**.

If seats are **NOT** available at the original booking class, submit a service request via CXAgents and wait for feedback from our service agents.

Routing is allowed from the same origin country to any CX or KA operated destinations on CX or KA operated flights only. Fare and/or taxes differences apply.

In any cases where tickets do not meet the requirements outlined in sections 1.1 or 1.2, standard/original ticket conditions apply.

3.0 Refunds Guidelines

Refunds waivers are allowed under the conditions stipulated in sections 1.1 and 1.2 only.

For tickets which flights have been UN or if flights have been TK that result in misconnection, standard Schedule Changes Policy applies.

If eligible for refunds, PNR **MUST** be cancelled before original flight departure date to avoid no-show fee.

Refunds policy in sections 1.1 and 1.2 is **NOT** applicable to previously refunded tickets, either partially refunded due to tickets eligibility/rules/conditions, or has been fully refunded.

All refund cases are to be processed through GDS.

3.1 Fully Unused Tickets - Refunds via GDS

COMP# to be inserted in the remark/waiver field.

COMP046F: For eligible tickets original travel period from 17Mar20 to 31May20

COMP059E: For eligible tickets original travel period from 01Jun20 to 31Dec20

3.2 Partially Used Tickets - Refunds via BSP Link (Same Booking Class both Outbound and Inbound)

Partially used tickets may be refunded without applicable penalty - refund valid for unused flight coupons only.

COMP# to be inserted in the remark/waiver field.

COMP046F: For eligible tickets original travel period from 17Mar20 to 31May20

COMP059E: For eligible tickets original travel period from 01Jun20 to 31Dec20

For partial refund calculation, refund the unused ticket coupons based on calculation example below:

Refund the unused portion based on **Ticketed Point Mileage (TPM) proportion**.

For example, SIN-HKG-NRT-HKG-SIN on RBD: C both outbound and inbound at SGD 3146 (Published Net Fares, excluding fuel surcharges and taxes)

TPM on SIN-HKG = 1594 (System Entry: FQMSINHKG)

TPM on HKG-NRT = 1823 (System Entry: FQMHKGNRT)

TPM on NRT-HKG = 1823 (System Entry: FQMNRTHKG)

TPM on HKG-SIN = 1594 (System Entry: FQMHKGSIN)

Total TPM = 6559

Unused ticket coupons = HKG-NRT-HKG Refund = SGD 3146 x (3646/6834) = SGD 1678

Unused tax and surcharges can be refunded

Note that above FQMSINHKG entry is an Amadeus function to show the TPM. Please consult with your respective GDS for correct entries.

3.3 Partially Used Tickets - Refunds via BSP Link (Different Booking Class between Outbound and Inbound)

Partially used tickets may be refunded without applicable penalty - refund valid for unused flight coupons only.

COMP# to be inserted in the remark/waiver field.

COMP046F: For eligible tickets original travel period from 17Mar20 to 31May20

COMP059E: For eligible tickets original travel period from 01Jun20 to 31Dec20

For partial refund calculation, refund the unused ticket coupons based on calculation example below:

Refund the unused portion based on **Ticketed Point Mileage (TPM) proportion**.

For example, net fare in fare calculation box for SIN-HKG-NRT on RBD: C at SGD 2146 and KIX-HKG-SIN on RBD: N at SGD 1000. Total is SGD 3146 (excluding fuel surcharges and taxes)

TPM on SIN-HKG = 1594 (System Entry: FQMSINHKG)

TPM on HKG-NRT = 1823 (System Entry: FQMHKGNRT)

TPM on KIX-HKG = 1548 (System Entry: FQMKIXHKG)

TPM on HKG-SIN = 1594 (System Entry: FQMHKGSIN)

Total TPM = 6559

Unused ticket coupons = KIX-HKG-SIN Refund = SGD 3146 - [SGD 2146 x 2 x (3417/6559)] = SGD 910

Unused tax and surcharges can be refunded

Note that above FQMSINHKG entry is an Amadeus function to show the TPM. Please consult with your respective GDS for correct entries.