Schedule Changes Policy: Rebooking / Reissue

(Updated as of 01Mar20)

Rebooking: Itineraries involving CX/KA sectors only (CX 160 / KA 043 ticket stock)

- If passenger has checked in online, please log into 'Manage Booking' and cancel online check-in.
- Rebook required flights in the original booking class.
- If seats are available in the same cabin but **NOT** the original booking class, waitlist on original booking class, otherwise upsell to higher booking class.
- New travel flights **MUST** be booked in the same booking class, same origin/destination and operated by CX/KA only.
- If no alternative flights on CX/KA can be offered, please proceed for full refund. No rebooking on other carriers allowed.
- No rerouting to other destinations or via other CX/KA gateways allowed.

Scenario 1: Tickets are reissued/revalidated to protection flights by CX/KA with passengers' acceptance

- No further reissuance/revalidation or confirmation with CX/KA required.

Scenario 2: Protection flights by CX/KA is <u>NOT</u> accepted by passengers

- If same booking class is available for all required flights:

  o Rebook required flights in the same original booking class.
  o Submit a Service Request via CX Agents for **revalidation**.

- If same booking class in the same cabin is **NOT** available for all required flights:

  o Option 1:

    ▪ Waitlist on original booking class.
    ▪ Submit a Service Request via CXAgents for seat confirmation (subject to seat availability).

  o Option 2:

    ▪ Upsell to higher booking class.
    ▪ Reissue the tickets as follows and collect fare differences.

    If change occurs within 48hrs from ticketed departure

    ▪ Reissue ticket including ticket endorsement INVOL CX897 24FEB (using relevant affected flight no/date)
    ▪ Precede Fare Calculation on new ticket with I-

    Example Endorsement: INVOL CX897 24FEB /RTE FEEAPPLYADDONCXR RESTR/VLD CX/KA NONEND.REF/RBK

    Example Fare Calculation: I-SYD CX X/HKG Q43.47CX LON830.80CX X/HKG CX SYD830.80NUC1705.07END ROE1.449191

    If change occurs more than 48hrs from ticketed departure

- ▪ Reissue ticket including ticket endorsement SKCHG CX897 24FEB (using relevant affected flight no/date)
- ▪ Precede Fare Calculation on new ticket with S-

Example Endorsement: SKCHG CX897 24FEB/RTE FEEAPPLYADDONCXR RESTR/VLD CX/KA NONEND.REF/RBK

Example Fare Calculation: S-SYD CX X/HKG Q43.47CX LON830.80CX X/HKG CX SYD830.80NUC1705.07END ROE1.449191

- • Use of SKCHG/INVOL is audited and any abuse is subject to ADM.

- • For TK segment, please check if tickets have been auto revalidated.

Rebooking: Itineraries with CX/KA sectors and CX/KA codeshare or other carrier flight numbers (CX 160 / KA 043 ticket stock)

- • If passenger has checked in online, please log into 'Manage Booking' and cancel online check-in.
- • Rebook required flights in the original booking class.
- • New travel flights **MUST** be booked in the same booking class, same origin/destination.
- • No rerouting to other destinations or via other CX/KA gateways allowed.

Scenario 1: If same booking class is available for all required flights

- o Rebook required flights in the same original booking class.
- o **Reissue** the tickets accordingly.

Scenario 2: If same booking class in the same cabin is NOT available for all required flights:

- o Submit a Service Request via CXAgents.

Cancellation and Refund

- • Cancellation and refund waiver are permitted if:

  - o Flights have been UN.
  - o Flights have been TK that result in misconnection.
  - o Supported by Special Ticketing Guideline.

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

- • All refund cases are to be processed through GDS.

Totally Unused Tickets

Unused tickets may be refunded in full without any applicable penalty.

- • Please process ticket refund through GDS

  - o If Special Ticketing Guideline is applicable, please include COMP reference in the waiver field.

    Example: COMP019D

o If flight protection is not acceptable by passenger, please include FLT CANX details in the refund remark.

Example: FLT CANX/CX716/24FEB20

Partially Used Tickets

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

For partial refund calculation, please refund the un-used ticket coupons base on calculation example below:

Refund the un-used portion base on Ticketed Point Mileage (TPM) proportion.

e.g. SIN-HKG-NRT-HKG-SIN at SGD 3146 (Published fares equal gross fares/ Market fares equal net fares)

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 = 6834

(Please note the above FQMSINHKG entry is an Amadeus function to show the TPM, please consult with your respective GDS for correct entry).

Un-used ticket coupons = HKG-NRT-HKG Refund = SGD 3146 x (3646/6834) = SGD 1678 (Un-used tax and surcharges can be refunded).

For Latest Updates

For latest travel advisories concerning CX/KA flights and destinations, visit:

https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories.html

For precautionary measures implemented by CXKA to reassure customers, visit:

https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/novel-coronavirus-information-centre.html