

Notice via email

Date : 23 September 2020

From : Cathay Pacific Airways Limited

To : Corporate Customers / Trade Partners

[Update] Fly (worry) free – unlimited ticket changes



Dear Valued Travel Partner,

We understand being flexible is more important now than ever – that is why we have extended the offer of unlimited changes to all new tickets purchased up to **31 December 2020**. Moreover, your travellers can now have more time to alter their plans with unlimited changes available up to one year after ticket purchase, without the usual change fees. (Please note that fare/tax difference may still apply, depending on the fare restrictions/conditions of the ticket.)

- **If your travellers have booked directly with us**, they can easily rebook and reroute using [Manage Booking](#), with unlimited changes available until 31 December 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 [our website](#) for more information.

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Your travellers can also exchange their tickets for [Cathay Credits](#) or cancel their booking with a full [refund](#) if their tickets were issued on or before 23 March 2020 and the original travel period is between 17 March and 31 December 2020. Please visit our [COVID-19 Information Centre](#) to learn more.

We hope this helps your travellers in making plans.

Fly confidently with Cathay Care

Cathay Care is our commitment to your travellers' wellbeing. We have put in place a comprehensive list of safeguarding measures that prioritises what matters most to your travellers. Please visit our [page](#) to view the latest video of how we help your travellers fly confidently with us.

Furthermore, Hong Kong International Airport (HKIA) has recently been accredited under the Airport Health Accreditation programme of the Airports Council International, and is among the first few Asia Pacific airports to be accredited by the programme. The programme recognises the airport's high standard in upholding health and safety in its operations, including cleaning and disinfection, physical distancing, staff protection, physical layout, passenger communications and passenger facilities. For more information on the enhanced hygiene measures at HKIA, please visit its [website](#).

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 of Fly (worry) free

1. Travel must be completed within one year from the date of ticket issuance.
2. Applicable to all tickets originally purchased and issued between 9 March and 31 December 2020.
3. The offer above applies to Cathay Pacific and Cathay Dragon tickets only.
4. Applicable to all fares, including tickets that have been upgraded to a higher cabin class with Asia Miles, but excluding redemption tickets, group tickets, and Cathay Pacific holiday packages.
5. Booking changes must be made before departure.
6. Fare/ tax differences may apply, due to the fare restrictions/ conditions of your travellers' ticket.
7. Standard cancellation guidelines apply to all fares.