

FAQs for Travel Agents
For Passengers traveling on Cathay Pacific Airways & Cathay Dragon

A. Information

1. Where can I find updates on Cathay Pacific and Cathay Dragon Travel waiver policy?

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

CXAgents.com: <https://cxagentsusa.com/>

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

CXAgents.com: <https://www.cxagentscanada.com/>

2. Where can I find latest CX/KA operations affected by the coronavirus?

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

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

3. What are the travel arrangements being made on journeys affected by Cathay and Cathay Dragon flight cancellations?

US: https://www.cathaypacific.com/cx/en_US/travel-information/travel-preparation/travel-advisories/important-information-for-cathay-pacific-and-cathay-dragon-passengers.html

CA: https://www.cathaypacific.com/cx/en_CA/travel-information/travel-preparation/travel-advisories/important-information-for-cathay-pacific-and-cathay-dragon-passengers.html

4. Where do I get information related to CX redemption tickets?

For Asiamiles Please refer to the latest special ticketing guideline in <https://www.asiamiles.com/en/support/latest-news.html>.

For other airline redemption please contact the redemption carrier except if flight disruption is within 48 hours of flight departure please contact the North America Global Call Centre for travel agents for alternative option.

USA: 1-800-848-5008 CANADA 1-800-833-6168

Note: The above contact numbers are for travel agents use only. Please do not refer your clients to call the above numbers.

B. SCHEDULE CHANGES / CANCELLATIONS HANDLING

1. How will I know if my client is protected or offered alternative flights?

Just like any other schedule changes, you will receive notifications via SSR messages.

2. Which special ticketing guidelines should I refer to when it comes to flight schedule change or cancellations?

If your client's flights are cancelled, handle as usual flight cancellations, you do not need to refer to special ticketing guidelines.

- Passenger can make a full refund for totally unused tickets if you have received notification that the flight has been cancelled or changed. Input waiver code TAM2020 in endorsement box to apply for refund through ARC/BSP
- If you need to rebook passenger within 48 hours prior to departure of the original flight please input "INVOL" in the endorsement box.
- If you need to rebook passenger beyond 48 hours prior to departure of the original flight please input "SKCHG" in the endorsement box.

3. What if the alternative flights is not acceptable?

If the protection offered is not acceptable by your clients please contact Cathay Pacific Airways North America Global Call Centre for travel agents for alternative option.

USA: 1-800-848-5008 CANADA 1-800-833-6168

4. Can I rebook my client onto a different booking class than original booking class?

If rebooking is due to a flight cancellation, yes you can rebook onto a different booking class within the same cabin on CX/KA flights only. Use the original booking class for interline bookings and use the original ticketed fare basis for both CX/KA and interline

5. *My clients CRK-HKG flight was cancelled and there is no alternative flight offered can I put her on another carrier?*

We are unable to endorse passenger to another carrier. Travel agent refund per the special ticketing guidelines.

6. Will my client be eligible for hotel accommodation due to schedule change ?

If the layover is over 6 hours and is due to involuntary schedule change, CX will provide a day room or overnight hotel accommodation where applicable. Please contact Cathay Pacific Airways North America Global call centre for travel agents to request hotel accommodation.

USA: 1-800-848-5008 CANADA 1-800-833-6168

C. **REFUNDS**

1. **Is there a code I can use to refund totally unused tickets that are cause by involuntary flight cancellations or schedule changes?**

If you have received notification that the flight has been cancelled or changed and passenger wants to make a refund due to involuntary flight cancellations or involuntary schedule change please input waiver code TAM2020 in endorsement box (Please note this waiver code do not apply for rebooking and rerouting request)

2. **Is there a code I can use to refund totally unused or partial used tickets not caused by flight cancellation or schedule changes?**

Please refer to our special Travel waiver policy in:

CXAgents.com: <https://cxagentsusa.com/>

CXAgents.com: <https://www.cxagentscanada.com/>

The waiver code can be found under endorsement that begins with COMP, please input the appropriate COMP code in the endorsement box.

3. **How do I compute a partial refund?**

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

Below example applies to ticket with same booking class only.

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).

If you need further assistance on ticket refund calculation please email your request to the following:

Canada Refund Group: ca_refund@cathaypacific.com

USA Refund Group: us_refund@cathaypacific.com

4. **Where can I find information on seat reservation refunds?**

Advance seat reservations are non-refundable except if its due to flight disruption.

If payment for advance seat reservation is made through a travel agent and passengers affected flight comply with CX/KA travel waiver policy.

Please email your refund request to:

Canada Refund Group: ca_refund@cathaypacific.com

USA Refund Group: us_refund@cathaypacific.com

If payment for advance seat reservation is made directly by passenger to CX and the passengers affected flight comply with the CX/KA travel waiver policy. Please contact Cathay Pacific Airways North America Global call centre for travel agents

USA: 1-800-848-5008

CANADA 1-800-833-6168

5. Can you change coupon status from “exchanged” to open?

Please contact Cathay Pacific Airways North America Global call centre for travel agents:

USA: 1-800-848-5008

CANADA 1-800-833-6168

D. CRUISE COMPANY

1. Is there a special ticketing guideline for Cruise passengers affected by coronavirus?

If passenger is on a cruise with CX/KA tickets issued on/before 12Feb20 with confirmed CX/KA booking from/transit via HKG with onward journey onto a cruise on 12Feb20 to 31 Mar20. Rebooking, rerouting and refund charges will be waived for all CX/KA tickets. (No show passenger are not eligible for this waiver).

Please email to the sales office below for special waiver codes:

West coast travel agents: Trade_sales_west_group@cathaypacific.com

East coast travel agents: Trade_sales_east_group@cathaypacific.com

2. What if the cruise passengers flight is cancelled or schedule changed?

The same procedure as schedule Changes / Cancellations handling will apply.