

COMP001B Special Ticketing Guideline for Winter Storm in U.S.

Issue on 05Jan18

Ref: COMP001A/04Jan18

Due to coming Winter Storm in U.S., with immediate effect, rebooking/rerouting/ refund charge will be waived for all tickets issued worldwide (irrespective of fare type) on/before 05Jan18 for travel with CX/KA confirmed booking arriving to and departing from South & North Carolina, Florida, Georgia, New York, Pennsylvania, Maryland, Virginia, Massachusetts, Maine, Connecticut, Vermont, New Hampshire, New Jersey, Rhode Island, Washington DC, Montreal & Quebec-Canada_between 05Jan18 and 08Jan18.

Details as follows:

1. CX/KA ticket stock
 - a. Cancellation and Refund
 - Waive on cancellation and refund charges
 - No show passenger is not eligible for the waiver
 - For all tickets include non- refundable tickets
 - i. Totally un-used tickets : 100 percent refund
 - ii. Partly used tickets :

Refund the un-used ticket coupons based on Ticketed Point Mileage (TPM) proportion with the example below:

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: FQMNRTTHKG)

TPM on HKG-SIN = 1594 (system entry: FQMHKGSIN)

Total TPM = 6834

Un-used ticket coupons = HKG-NRT-HKG

Refund = SGD 3146 x (3646/6834) = SGD 1678

- b. Rebooking/ Rerouting

Rebooking/ rerouting charges will be waived on conditions that

- such requests are made on/before last action date and before departure, for travel with CX/KA confirmed booking arriving to and departing from South & North Carolina, Florida, Georgia, New York, Pennsylvania, Maryland, Virginia, Massachusetts, Maine, Connecticut, Vermont, New Hampshire, New Jersey, Rhode Island, Washington DC, Montreal & Quebec-Canada between 05Jan18 and 08Jan18. No-show passenger is not eligible for the waiver.

- revised (NEW) travel date must be on/before 31Jan18 and subject to flight availability.
In which case, the ticket expiry date will be adjusted accordingly
- the newly rebooked sector must observe and conform to the conditions of the respective fare rule, e.g. blackout dates, flight application, weekend/weekday travel, stopover charges and applicable seasonalities by collecting additional/refunding difference (if any) as appropriate.
- Reissuance charges will only be waived due to the expiry of the original ticket.
- Rerouting to/from/via CX/KA online cities.

- And subject to flight availability and fare/ tax difference

Note : For flight that has been cancelled and/or confirmed to be cancelled, please handle as involuntary changes.

c. Endorsement

Condition of the respective fare rules applies.

Note : For flight that has been cancelled and/or confirmed to be cancelled, please handle as involuntary changes.

d. Group/YIT

Please refers to local sales office.

2. For **oneworld** carriers tickets

The latest version of **oneworld** customer disruption management applies.

3. Other carriers tickets

Passenger Air Tarff general condition applies.

4. FFP Tickets

Please refer to the related special guidelines under CX.com travel advisories or Asia Miles latest news section or contact the Marco Polo Club at (852) 27475500/ Asia Mile Service Centre (852) 27473838.

We will monitor the situation closely and advise amendments if necessary