

COMP045 Special Ticketing Guideline for the Measles at Okinawa

Issue on 23Apr18

Due to the Measles at Okinawa, with immediate effect, rebooking and rerouting charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before 23Apr18 for travel with CX/KA confirmed booking arriving to and departing from Okinawa between 23Apr18 and 11May18.

Details as follows:

1. CX/KA ticket stock

a. Cancellation and Refund

No waiver on cancellation, and refund charges.

b. Rebooking/ Rerouting

Rebooking/ rerouting charges will be waived on conditions that

- Such requests are made on/before 11May18 and before departure, for travel with CX/KA confirmed booking arriving to and departing from Okinawa between 23Apr18 and 11May18

No-show passenger is not eligible for the waiver

- Revised (NEW) travel date must be on/before 30Jun18 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.

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.

Please advise all concerned in particular to ticketing, reservation and airport personnel.