

COMP022 Special Ticketing Guideline for Winter Storm Ulmer

Issue on 13Mar19

Due to Winter Storm Ulmer, with immediate effect, rebooking and rerouting charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before 12Mar19 for travel with CX/KA confirmed booking arriving to and departing from ORD/LAX/SFO between 13Mar19 and 15Mar19 .

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 15Mar19 and before departure, for travel with CX/KA confirmed booking arriving to and departing from ORD/LAX/SFO between 13Mar19 and 15Mar19

No-show passenger is not eligible for the waiver

- Revised (NEW) travel date must be on/before 18Mar19 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 (marketing) 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 cathaypacific.com travel advisories or Asia Miles latest news section or contact the Marco Polo Club at (852) 27475500/ Asia Miles 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.