

Special Ticketing Guideline for Krosa in Japan

15 Aug 2019

Due to Typhoon Krosa in Japan, with immediate effect, rebooking and rerouting charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before 14 August 2019 for travel with Cathay Pacific / Cathay Dragon confirmed booking arriving to and departing from Osaka (KIX) / Nagoya (NGO) on 15 August 2019.

Details as follows:

1. Cathay Pacific / Cathay Dragon 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 15 August 2019 and before departure, for travel with Cathay Pacific / Cathay Dragon confirmed booking arriving to and departing from Osaka (KIX) / Nagoya (NGO) on 15 August 2019.
- No-show passenger is not eligible for the waiver
- Revised (NEW) travel date must be on/before 29 August 2019 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 seasonality 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 Cathay Pacific / Cathay Dragon online (marketing) Japan cities, namely Fukuoka (FUK) / Komatsu (KMQ) / Okinawa (OKA) / Sapporo (SPK) / Tokyo (TYO).
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 apply.

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 Tariff general condition applies.

4. FFP Tickets

Please refer to the related special guideline 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