

COMP097 Special Ticketing Guideline for Hurricane in US

Issue on 02Sep19

Due to Hurricane further affected in US, with immediate effect, rebooking and rerouting charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before 01Sep19 for travel with CX/KA confirmed booking arriving to and departing from Georgia, South & North Carolina on 01-06Sep19.

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 06Sep19 and before departure, for travel with CX/KA confirmed booking arriving to and departing from Georgia, South & North Carolina on 01-06Sep19.

No-show passenger is not eligible for the waiver.

- Revised (NEW) travel date must be on/before 15Sep19 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 CX/KA online ports

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

Conditions 1 (a-c) above are applicable for Groups. Please contact 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.