

Special Ticketing Guideline for severe winter weather in Chicago

Issue on 01Feb19

Due to severe winter weather in Chicago, with immediate effect, rebooking and rerouting charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before 31Jan19 for travel with CX/KA confirmed booking arriving to and departing from ORD between 31Jan19 and 02Feb19 .

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 02Feb19 and before departure, for travel with CX/KA confirmed booking arriving to and departing from ORD between 31Jan19 and 02Feb19

No-show passenger is not eligible for the waiver

- Revised (NEW) travel date must be on/before 05Feb19 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

c. Endorsement

Condition of the respective fare rules applies.

d. Group/YIT

Please refer to CX North America Group Desk.

2. 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.