



CATHAY PACIFIC

IMPORTANT TRAVEL AGENT UPDATE

Canada, 16 November 2009

Credit Card payment reminder

Dear Travel Partners:

We have recently received information that indicates some IATA and non-IATA agents may be using a personal or agency credit card to purchase air transportation on their client's behalf. Please be reminded that IATA resolution 890, paragraph 1.4 expressly prohibits this practice:

"No Card issued in the name of the Agent, or in the name of a person permitted to act on behalf of the Agent, or in the name of the Agent's office, partner or employee, shall be used in connection with the sale of air transportation on behalf of a Member/Airline to any customer of the Agent"

Should Cathay Pacific detect any such practice as outlined above, we reserve the right to take action accordingly, including issuance of an Agency Debit Memo and/or suppression of the offending agent's ability to book/ticket CX.

Thank you for your cooperation & continued support.

Cathay Pacific Airways Pricing – Canada