

Travel agents: Frequently Asked Questions

For passengers traveling on
Cathay Pacific Airways and Cathay Dragon

Updated 17 February 2020

Information

Q: Where can I find updates on Cathay Pacific (CX) and Cathay Dragon (KA) travel waiver policy?

Cathay Pacific main website:

US: https://www.cathaypacific.com/cx/en_US/travel-information/travel-preparation/travel-advisories.html.

Canada: https://www.cathaypacific.com/cx/en_CA/travel-information/travel-preparation/travel-advisories.html.

Cathay Pacific CX Agents website:

US: <https://cxagentsusa.com>.

Canada: <https://www.cxagentscanada.com>.

Q: Where can I find latest Cathay Pacific (CX) and Cathay Dragon (KA) operations affected by the coronavirus?

US: https://www.cathaypacific.com/cx/en_US/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre.html.

Canada: https://www.cathaypacific.com/cx/en_CA/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre.html.

Q: What are the travel arrangements being made on journeys affected by Cathay Pacific (CX) and Cathay Dragon (KA) flight cancellations?

US: https://www.cathaypacific.com/cx/en_US/travel-information/travel-preparation/travel-advisories/important-information-for-cathay-pacific-and-cathay-dragon-passengers.html.

Canada: https://www.cathaypacific.com/cx/en_CA/travel-information/travel-preparation/travel-advisories/important-information-for-cathay-pacific-and-cathay-dragon-passengers.html.

Q: Where do I get information related to CX redemption tickets?

For **Asia Miles** please refer to the latest special ticketing guideline in <https://www.asiamiles.com/en/support/latest-news.html>.

For other airline redemption please contact the redemption carrier except if flight disruption is within 48 hours of flight departure please contact the **North America Global Call Centre** for travel agents for alternative option.

USA: 1-800-848-5008,

Canada: 1-800-833-6168.

Note: The above contact numbers are for travel agents use only. Please do not refer your clients to call the above numbers.

Schedule changes, cancellations handling

Q: How will I know if my client is protected or offered alternative flights?

Just like any other schedule changes, you will receive notifications via SSR messages.

Q: Which special ticketing guidelines should I refer to when it comes to flight schedule change or cancellations?

If your client's flights are cancelled, handle as usual flight cancellations, you do not need to refer to special ticketing guidelines:

- Passenger can make a full refund for totally unused tickets if you have received notification that the flight has been cancelled or changed. Input waiver code **TAM2020** in endorsement box to apply for refund through ARC/BSP.
- If you need to rebook passenger **within 48 hours prior to departure** of the original flight please input "**INVOL**" in the endorsement box.
- If you need to rebook passenger **beyond 48 hours prior to departure** of the original flight please input "**SKCHG**" in the endorsement box.

Q: What if the alternative flights is not acceptable?

If the protection offered is not acceptable please contact **Cathay Pacific Airways North America Global Call Centre** for alternative option:

USA: 1-800-848-5008,

Canada: 1-800-833-6168.

Q: Can I rebook my client onto a different booking class than original booking class?

If rebooking is due to a flight cancellation, yes you can rebook onto a different booking class within the same cabin on Cathay Pacific (CX) and Cathay Dragon (KA) flights only. Use the original booking class for interline bookings and use the original ticketed fare basis for both Cathay Pacific (CX) and Cathay Dragon (KA) and interline.

Q: My clients CRK-HKG flight was cancelled and there is no alternative flight offered can I put her on another carrier?

We are unable to endorse passenger to another carrier. Travel agent refund per the special ticketing guidelines.

Q: Will my client be eligible for hotel accommodation due to schedule change?

If the layover is over 6 hours and is due to involuntary schedule change, CX will provide a day room or overnight hotel accommodation during transit in Hong Kong. Please contact **Cathay Pacific Airways North America Global Call Centre** for travel agents to request hotel accommodation.

USA: 1-800-848-5008,

Canada: 1-800-833-6168.

Refunds

Q: Is there a code I can use to refund totally unused tickets that are caused by involuntary flight cancellations or schedule changes?

If you have received notification that the flight has been cancelled or changed and passenger wants to make a refund due to involuntary flight cancellations or involuntary schedule change please input waiver code **TAM2020** in endorsement box. Please note this waiver code **do not apply** for rebooking and rerouting request.

Q: Is there a code I can use to refund totally unused or partial used tickets not caused by flight cancellation or schedule changes?

Please refer to our special travel waiver policy in:

US CXAgents website: <https://cxagentsusa.com>.

Canada CXAgents website: <https://www.cxagentscanada.com>.

The waiver code can be found under endorsement that begins with COMP, please input the appropriate COMP code in the endorsement box.

Q: How do I compute a partial refund?

For partial refund calculation under current situation, please refund the un-used ticket coupons based on the calculation example below:

Below example applies to ticket with same booking class only.

Refund the un-used portion based on **Ticketed Point Mileage (TPM)** proportion.

e.g. SIN-HKG-NRT-HKG-SIN at SGD 3146 (Published fares equal gross fares/ Market fares equal net fares).

TPM on SIN-HKG = 1594 (system entry: FQMSINHKG)

TPM on HKG-NRT = 1823 (system entry: FQMHNRT)

TPM on NRT-HKG = 1823 (system entry: FQMNRTNRT)

TPM on HKG-SIN = 1594 (system entry: FQMHKGSIN)

Total TPM = 6834

(Please note the above **FQMSINHKG** entry is an Amadeus function to show the **TPM**, please consult with your respective GDS for correct entry).

Un-used ticket coupons = HKG-NRT-HKG Refund = SGD 3146 x (3646/6834) = SGD 1678
(Un-used tax and surcharges can be refunded).

If you need further assistance on ticket refund calculation please email your request to the following:

Canada Refund Group: ca_refund@cathaypacific.com

USA Refund Group: us_refund@cathaypacific.com.

Q: Where can I find information on seat reservation refunds?

Advance seat reservations are non-refundable except if it's due to flight disruption.

If payment for advance seat reservation is made through a travel agent and passengers affected flight comply with Cathay Pacific (CX) and Cathay Dragon (KA) travel waiver policy.

Please email your refund request to:

Canada Refund Group: ca_refund@cathaypacific.com.

USA Refund Group: us_refund@cathaypacific.com.

If payment for advance seat reservation is made directly by passenger to CX and the passengers affected flight comply with the Cathay Pacific (CX) and Cathay Dragon (KA) travel waiver policy. Please contact **Cathay Pacific Airways North America Global Call Centre** for travel agents:

USA: 1-800-848-5008,

Canada: 1-800-833-6168.

Q: Can you change coupon status from "exchanged" to open?

Please contact **Cathay Pacific Airways North America Global Call Centre** for travel agents:

USA: 1-800-848-5008,

Canada: 1-800-833-6168.

Cruise Company

Q: Is there a special ticketing guideline for cruise passengers affected by coronavirus?

If passenger is on a cruise with Cathay Pacific (CX) and Cathay Dragon (KA) tickets issued on/before **12 February 2020** with confirmed Cathay Pacific (CX) and Cathay Dragon (KA) booking from/transit via Hong Kong with onward journey onto a cruise on **12 February 2020 to 31 March 2020**. Rebooking, rerouting and refund charges will be waived for all Cathay Pacific (CX) and Cathay Dragon (KA) tickets. No show passenger are not eligible for this waiver.

Please email to the sales office below for special waiver codes:

West coast travel agents: trade_sales_west_group@cathaypacific.com,

East coast travel agents: trade_sales_east_group@cathaypacific.com.

Q: What if the cruise passengers flight is cancelled or schedule changed?

The same procedure as schedule changes / cancellations handling will apply.