

# Schedule Changes Policy: Rebooking / Reissue

(Updated as of 01Mar20)

## Rebooking: Itineraries involving CX/KA sectors only (CX 160 / KA 043 ticket stock)

- If passenger has checked in online, please log into 'Manage Booking' and cancel online check-in.
- Rebook required flights in the original booking class.
- If seats are available in the same cabin but **NOT** the original booking class, waitlist on original booking class, otherwise upsell to higher booking class.
- New travel flights **MUST** be booked in the same booking class, same origin/destination and operated by CX/KA only.
- If no alternative flights on CX/KA can be offered, please proceed for full refund. No rebooking on other carriers allowed.
- No rerouting to other destinations or via other CX/KA gateways allowed.

### **Scenario 1: Tickets are reissued/revalidated to protection flights by CX/KA with passengers' acceptance**

- No further reissuance/revalidation or confirmation with CX/KA required.

### **Scenario 2: Protection flights by CX/KA is **NOT** accepted by passengers**

- If same booking class is available for all required flights:
  - Rebook required flights in the same original booking class.
  - Submit a Service Request via CX Agents for **revalidation**.
- If same booking class in the same cabin is **NOT** available for all required flights:
  - Option 1:
    - Waitlist on original booking class.
    - Submit a Service Request via CX Agents for seat confirmation (subject to seat availability).
  - Option 2:
    - Upsell to higher booking class.
    - Reissue the tickets as follows and collect fare differences.

### **If change occurs within 48hrs from ticketed departure**

- Reissue ticket including ticket endorsement INVOL CX897 24FEB (using relevant affected flight no/date)
- Precede Fare Calculation on new ticket with I-

Example Endorsement: INVOL CX897 24FEB /RTE FEEAPPLYADDONCXR  
RESTR/VLD CX/KA NONEND.REF/RBK

Example Fare Calculation: I-SYD CX X/HKG Q43.47CX LON830.80CX X/HKG  
CX SYD830.80NUC1705.07END ROE1.449191

### **If change occurs more than 48hrs from ticketed departure**

- Reissue ticket including ticket endorsement SKCHG CX897 24FEB (using relevant affected flight no/date)
- Precede Fare Calculation on new ticket with S-

Example Endorsement: SKCHG CX897 24FEB/RTE FEEAPPLYADDONCXR  
RESTR/VLD CX/KA NONEND.REF/RBK

Example Fare Calculation: S-SYD CX X/HKG Q43.47CX LON830.80CX X/HKG  
CX SYD830.80NUC1705.07END ROE1.449191

- Use of SKCHG/INVOL is audited and any abuse is subject to ADM.
- For TK segment, please check if tickets have been auto revalidated.

## Rebooking: Itineraries with CX/KA sectors and CX/KA codeshare or other carrier flight numbers (CX 160 / KA 043 ticket stock)

- If passenger has checked in online, please log into 'Manage Booking' and cancel online check-in.
- Rebook required flights in the original booking class.
- New travel flights **MUST** be booked in the same booking class, same origin/destination.
- No rerouting to other destinations or via other CX/KA gateways allowed.

### Scenario 1: If same booking class is available for all required flights

- Rebook required flights in the same original booking class.
- **Reissue** the tickets accordingly.

### Scenario 2: If same booking class in the same cabin is **NOT** available for all required flights:

- Submit a Service Request via CXAgents.

## Cancellation and Refund

- Cancellation and refund waiver are permitted if:
  - Flights have been UN.
  - Flights have been TK that result in misconnection.
  - Supported by Special Ticketing Guideline.
- If eligible for refund, PNR **MUST** be cancelled before original flight departure to avoid no-show fee.
- All refund cases are to be processed through: GDS (full refund)/BSP Link (partial refund).

### 3.1 Totally Unused Tickets (GDS)

Unused tickets may be refunded in full without any applicable penalty.

- Please process ticket refund through GDS
  - If Special Ticketing Guideline is applicable, please include COMP reference in the waiver field.

Example: COMP019D

- If flight protection is not acceptable by passenger, please include FLT CANX details in the refund remark.

**Remark when refund: FLT CANX/Flight No./Flight date**

**For example: FLT CANX/CX716/24FEB20**

### **3.2 Partially Used Tickets (Same Booking Class both Outbound and Inbound) (BSP Link)**

Partially used tickets may be refunded without applicable penalty - refund valid for unused flight coupons only.

For partial refund calculation, please refund the un-used ticket coupons base on calculation example below:

Refund the un-used portion base 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: FQMHKGNRT)

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

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).

**Remark when refund: FLT CANX/Flight No./Flight date**

**For example: FLT CANX/CX716/24FEB20**

### **3.3 Partially Used Tickets (Different Booking Class between Outbound and Inbound) (BSP Link)**

Partially used tickets may be refunded without applicable penalty - refund valid for unused flight coupons only.

For partial refund calculation, refund the unused ticket coupons based on calculation example below:

Refund the unused portion based on Ticketed Point Mileage (TPM) proportion.

For example, net fare in fare calculation box for SIN-HKG-NRT on RBD: C at SGD 2146 and KIX-HKG-SIN on RBD: N at SGD 1000. Total is SGD 3146 (excluding fuel surcharges and taxes)

TPM on SIN-HKG = 1594 (System Entry: FQMSINHKG)

TPM on HKG-NRT = 1823 (System Entry: FQMHKGNRT)

TPM on KIX-HKG = 1548 (System Entry: FQMKIXHKG)

TPM on HKG-SIN = 1594 (System Entry: FQMHKGSIN)

Total TPM = 6559

Unused ticket coupons = KIX-HKG-SIN Refund = SGD 3146 - [SGD 2146 x 2 x (3417/6559)] = SGD 910

Unused tax and surcharges can be refunded

Note that above FQMSINHKG entry is an Amadeus function to show the TPM. Please consult with your respective GDS for correct entries.

**Remark when refund: FLT CANX/Flight No./Flight date**

**For example: FLT CANX/CX716/24FEB20**

## For Latest Updates

For latest travel advisories concerning CX/KA flights and destinations, visit:

[https://www.cathaypacific.com/cx/en\\_HK/travel-information/travel-preparation/travel-advisories.html](https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories.html)

For precautionary measures implemented by CXKA to reassure customers, visit:

[https://www.cathaypacific.com/cx/en\\_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/novel-coronavirus-information-centre.html](https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/novel-coronavirus-information-centre.html)