

Cathay Pacific Airways (CX) and Dragonair (KA) will launch the first Ancillary selling through Travel Agency Channel

We are pleased to launch the first Ancillary selling through Travel Agency Channel of CX & KA “**Extra-Legroom Seat**” on GDS Amadeus and Sabre Families (i.e. Abacus, Infini, Sabre) with effect from **09-May-2016**. A full rollout across other GDS providers is expected by the end of Q3 2016.

Extra-Legroom Seat refers to a seat which has significantly more legroom than other seats in normal Economy Cabin. It offers more personal space when you fly, stretch out in our extra legroom seats in Economy Class is available for an additional USD 35 / HKD275 on short haul flights, and USD 130 / HKD1,015 on long haul.



News on 05-May-2016



Characteristics of Extra-Legroom Seat



- ❖ Extra-Legroom Seats are offered in Economy Class;
- ❖ It has at least 50% extra seat pitch compared with the other seats in the Economy cabin.
- ❖ Most of the Extra-legroom Seats are located near the emergency exit doors; *(Please refer *Notes)*
- ❖ Passenger can stretch both legs in front of them when seated;
- ❖ The arm-rests between the Extra-legroom Seats cannot be retracted because meal-trays are stowed in the arm-rest section.

Notes: Extra-Legroom Seats located at the emergency exit doors are subject to the flight safety guidelines from Hong Kong Civil Aviation Department (HK CAD). Please refer to General Rules & Conditions – Safety Requirements for details.



Applicable Routes & Pricing

	Long haul		Short Haul
	CX	Flights between Hong Kong and: → South West Pacific; North America; Europe; Middle East; Africa; South Asian Sub-continent.	All other destinations.
	KA	Flights between Hong Kong and; → Bengaluru; Kolkata; Dhaka; Kathmandu	Flights between Hong Kong and; → Mainland China And, all other destinations.
	→ HKD1015 / USD130 or equivalent		→ HKD275 / USD35 or equivalent



Identify Extra-Legroom Seat from different GDS Seat-Map Display

GDS : Amadeus

GDS: Abacus



Seat Characteristic in different GDS

It provides real time information related to the aircraft seat characteristics.

GDS : Amadeus

Seat Characteristics

- Individual video screen-Choice of movies, games, information, etc.
- Chargeable seat
- Seat with facilities for handicapped/incapacitated passenger
- Leg space seat
- Left side of aircraft
- Preferential seat
- Overwing seat(s)
- Restricted seat - General
- Seat is vacant.

Seat Occupation

GDS: Abacus

43 C
Available

- Paid
- Aisle
- Exit Row
- Extra leg space



Automated pricing solution has been available in all GDS

GDS : Amadeus

```
>FXG
FXG

PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (HKD)FARE    TAX      TOTAL

01  CHAN/TAI MAN MR ADT
0B5 RQST  1 CX253  20MAY HKD1015                HKD1015

SERVICE PRICES MAY CHANGE BASED ON TICKET FARE DATA
>TQM
TSM  1 TYPE P      HKGH221TK JY/26APR 00 INT I EMD-A CARR CX
  1.CHAN/TAI MAN MR
RFIC-A/A  AIR TRANSPORTATION
  1. RFISC-0B5 SEAT ASSIGNMENT                                L 5
    OPERATING CC-CX FEE OWNER-CX                            ORIGIN-HKG DEST-LHR
    NON REFUNDABLE

ADD INF/RKS:
FARE    F  HKD    1015
EXCH VAL  HKD    1015
TOTAL   HKD    1015
FC  HKG CX  LON1015HKD1015END
```

GDS: Abacus

Notes: Please refer to your GDS helpdesk for respective layout and booking entries.



Ancillary Service Time Limit

Ancillary service time limit offers instant notifications to travel agency once the service is requested, in addition to the existing ticket time limit (ADTK). It calculates and applies a real time limit to ancillary service for BSP EMD-A issuance, and cancels the service itself when the time limit is reached.

Important Notes: Extra-Legroom seats are subject to availability and offered on a first come, first served basis. In order to secure the Extra-Legroom Seat reservation, a BSP EMD-A should be issued prior to ancillary service time limit, and an ETKT must be presented in advance or at the same time of EMD-A issuance.

GDS : Amadeus

```

--- TSM RLR ---
RP/HKGH221TK/HKGH221TK          JY/SU  26APR16/0643Z  YKZOAP
HKGH221TK/3008JY/26APR16
1 .CHAN/TAI MAN MR
2  CX 253 V 20MAY 5 HKGLHR HK1  1435 2030  20MAY  E  CX/YKZOAP
3  AP HKG (852)2913 7470 - AMADEUS HONG KONG LTD. - A
4  TK OK26APR/HKGH221TK
5  /SSR ROST CX HK1 HKGLHR/40CN,P1/S2  SEE RTSTR
6  OPW-26APR:1443/1C14/CX REQUIRES DOCUMENT ON OR BEFORE
   27APR:1443/E5
7  OPC-27APR:1443/1C16/CX CANCELLATION DUE TO NO DOCUMENT/E5
                
```

GDS: Abacus

```

IKMYRC
1.1TEST UAT/X EASY MR
1 CX 500Y 15NOV 7 HKGNRT HK1  1520  2015  HRS /DCCX*5VB39J /E
TKT/TIME LIMIT
1.TAW/
PHONES
1.HKG12345678
ANCILLARY EXISTS *AE TO DISPLAY
CUSTOMER NUMBER - 0987654321
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY ADDRESS
ABACUS INTL
FREQUENT TRAVELER DATA EXISTS *FF TO DISPLAY ALL
GENERAL FACTS
1.SSR ADTK 1B ADV TKT NBR TO CX/KA BY 04NOV QMT 0700 OR SUBJE
CT TO CANCEL
2.SSR ADMD 1B KKL TO CX BY27OCT1855OTHERWISEWILLBECANCELLED
RECEIVED FROM - JE
OSZ8.VMQ*AEJ 0352/27OCT15 IKMYRC H B M
                
```

General Rules & Conditions

1. Eligibility

Extra Legroom Seat is located in Economy Cabin.

Passengers who are meet the safety requirements. (Please refer 2. Safety requirements for details)

For free-of-charge benefits to eligible FFP members or redeem a seat with your Asia Miles, please always requested seat reservation with Airline Office.

2. Safety Requirements

Extra-Legroom Seats located near the emergency exit doors are subject to the flight safety guidelines from the Civil Aviation Department (CAD) of Hong Kong.

A passenger may be assigned an extra-legroom seat if he/she meets the following safety requirements, and will not obstruct emergency exits in a way of impeding the crew in their duties, obstructing access to emergency equipment, or hindering aircraft evacuation.

Passengers occupying an extra legroom seat must:

- ❖ Be at least 12 years of age at the commencement of the journey;
- ❖ Be able to understand and carry out safety instructions in English or Chinese;
- ❖ Be able to promptly reach, lift and throw open the exit door in an emergency;
- ❖ Not be a passenger travelling as Unaccompanied Minor (UMNR);
- ❖ Not be frail;
- ❖ Not be a passenger with any permanent or temporary disability, including a passenger travelling with a service dog, using portable oxygen or requiring the use of medical equipment on board;
- ❖ Not be seated with an infant;
- ❖ Not be under the influence of intoxicating substance;
- ❖ Not be travelling with someone who requires assistance in an emergency;

- ❖ Not require the use of an extension seat belt.

If a passenger does not fulfil the above safety requirements, passenger may be re-assigned to a regular Economy seat before or during the journey without refunding of the **Extra-Legroom Seat** reservation fees.

3. Ancillary Service Time Limit

Ancillary service time limit offers instant notifications to travel agency once the service is requested, in addition to the existing ticket time limit (ADTK).

Ancillary service time limit is introduced to our first Ancillary service Extra-Legroom Seat distributed to travel agency, It calculates and applies a real time limit to ancillary service for BSP EMD-A issuance, and cancels the service itself when the time limit is reached.

Extra-Legroom seats are subject to availability and offered on a first come, first served basis. In order to secure the Extra-Legroom Seat reservation, a BSP EMD-A should be issued prior to ancillary service time limit, and an ETKT must be presented in advance or at the same time of EMD-A issuance.

Notes: For passengers travelling with companion, who are not seated in Extra-Legroom Seat, please assign their seats separately. Otherwise both seats on that single SSR RQST will be cancelled when the time limit is reached.

4. Voluntary Seat Change

Voluntary change of Extra-Legroom Seat is allowed provided:

- ❖ Seat is available on the same flight or to a different flight/date between CX & KA;
- ❖ Additional charge or refund will be involved when change of Extra-Legroom Seat between short haul and long haul destinations or v.v..

5. Involuntary Seat Change

In involuntary cases, re-seat of extra legroom seat to any other CX/KA flights is possible. If the extra legroom seat is not available or the customer is protected to another airline, the extra-legroom seat is always refundable.

6. Refund

Extra Legroom Seat is a NON-REFUNDABLE paid service except in the following situations:

- ❖ Customers who have already paid for an Extra-Legroom Seat and wish to pay for an upgrade to a higher class afterwards (i.e. voluntary upgrade including redemption upgrade);
- ❖ Customers who have already paid for an Extra-Legroom Seat and wish to rebook onto another flight with no Extra-Legroom Seat available;
- ❖ Involuntary circumstances which result in Extra-Legroom Seat being unavailable, such as: Aircraft Equipment Change (AEC), flight cancellation, disruption and misconnections to/from CX or KA flights.

7. Refund Procedure

A BSP Refundable Application Form (RAA) from BSPLink shall be submitted to the Airline office with evidence provided when '6. Refund' circumstances met.

- ❖ Extra Legroom Seat must be removed from the customer record right before refunding of BSP EMD-A.
- ❖ The BSP EMD-A must be disassociated from ETKT to avoid the coupon being lifted with ETKT, otherwise the BSP EMD-A with final status codes are irreversible and prohibit any further actions to be taken.

8. Q & A

a. How much does Extra-Legroom Seat cost?

- Automated price based on ATPCO filing with all applicable service taxes is available. (Please refer P.3 'applicable routes & price')

b. Any commission to travel agency?

- Extra Legroom Seat is NON-COMMISSABLE.

c. Are Extra-Legroom Seats transferable to other passengers?

- Extra Legroom Seat is NON-TRANSFERRABLE.

d. Could I void the BSP EMD-A for Extra-Legroom Seat?

- Alike ETKT, only the issuing office can void BSP EMD-A on the same calendar day of issuance and before closure of sales. And the Extra Legroom Seat must be removed from the customer record right after the BSP EMD-A is voided.

e. How to compute the 'Ancillary Service Time Limit'?

- The service time limit will be 24-hours after the service is reserved or 1-hour prior to departure, whichever is earlier. And it is subject to change without prior notice.

f. My customer has purchased Extra-Legroom Seat for his outbound journey. Can he use it for the inbound journey instead?

- The BSP EMD-A must have the same route as the associated ETKT. If your customer would like to change it to a different route, please exchange/reissue the BSP EMD-A and re-associate it with ETKT.

g. My customer has purchased Extra-Legroom Seat for HKG-PVG on CX. He wishes to change to a HKG-PVG flight on KA instead. Can he transfer the BSP EMD-A from the CX flight to KA flight?

- The BSP EMD-A must have the same carrier as the associated ETKT. If your customer would like to change from a CX to KA flight please exchange/reissue the BSP EMD-A and re-associate it with ETKT.

h. My customer would like to change from an Extra Legroom Seat to another Extra Legroom Seat, how should I proceed?

- Whenever the seat is available, you can proceed the seat change in their agency system without the need of exchange/reissue BSP EMD-A.

i. My customer has purchased Extra-Legroom Seat for both his outbound and inbound flights, issued on the same ETKT and BSP EMD-A. Later on, he changed his inbound flight and partial reissue ETKT. In this case, should I reissue the BSP EMD-A as well?

- Currently we do not support a single BSP EMD-A to be associated with multiple ETKTs, you will be required to re-issue the BSP EMD-A and re-associate it to the new ETKT.

Notes: we are currently working on system enhancement to enable multiple ETKT associations on a single BSP EMD-A. You will be notified once this feature is enabled.

~~~~ END ~~~~