

## Special Ticketing Guideline for Winter Storm in East Coast

### Issue on 06Mar18

Due to winter storm in East Coast, with immediate effect, rebooking and rerouting charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before 05Mar18 for travel with CX/KA confirmed booking arriving to and departing from JFK/EWR/BOS between 06Mar18 and 08Mar18.

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 08Mar18 and before departure, for travel with CX/KA confirmed booking arriving to and departing from JFK/EWR/BOS between 06Mar18 and 08Mar18

No-show passenger is not eligible for the waiver

    - Revised (NEW) travel date must be on/before 11Mar18 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 cities.

And subject to flight availability and fare/tax difference

Note : For flight that has been cancelled and/or confirmed to be cancelled, please handle as involuntary changes.
  - c. Endorsement

Condition of the respective fare rules applies.

Note : For flight that has been cancelled and/or confirmed to be cancelled, please handle as involuntary changes.

We will monitor the situation closely and advise amendments if necessary

If you have any question, please contact CX Sales Office or North America Reservation Office at 1-00-848-5008