

COMP052 Special Ticketing Guideline for Bombing in Surabaya

Issue on 14May18

Due to the Bombing in Surabaya, with immediate effect, rebooking and rerouting charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before 14May18 for travel with CX/KA confirmed booking arriving to and departing from Surabaya between 14May18 and 27May18.

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 27May18 and before departure, for travel with CX/KA confirmed booking arriving to and departing from Surabaya between 14May18 and 27May18
No-show passenger is not eligible for the waiver
 - Revised (NEW) travel date must be on/before 30Jun18 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.
 - d. Group/YIT
Please refers to local sales office.
2. For oneworld carriers tickets
The latest version of oneworld customer disruption management applies.
3. Other carriers tickets
Passenger Air Tarff general condition applies.
4. FFP Tickets
Please refer to the related special guidelines under cathaypacific.com travel advisories or Asia Miles latest news section or contact the Marco Polo Club at (852) 27475500/ Asia Miles Service Centre (852) 27473838.

We will monitor the situation closely and advise amendments if necessary.

Please advise all concerned in particular to ticketing, reservation and airport personnel.