

## COMP046 Special Ticketing Guideline for Earthquake in TW

### Issue on 18Apr19

In view of the Earthquake in TW, with immediate effect, rebooking and rerouting charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before 18Apr19 for travel with CX/KA confirmed booking with itinerary involving TPE/KHH/RMQ between 18Apr19 and 23Apr19.

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 23Apr19 and before departure, for travel with CX/KA confirmed booking with itinerary involving TPE/KHH/RMQ between 18Apr19 and 23Apr19
    - No-show passenger is not eligible for the waiver
    - Revised (NEW) travel date must be on/before 08May19 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 seasonality 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 (marketing) 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 apply.  
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 Tariff general condition applies.

4. FFP Tickets

Please refer to the related special guideline under [cathaypacific.com](http://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, reservations and airport personnel.