

## Important travel information: **Hong Kong**

As part of its response to the current Novel Coronavirus outbreak, the Hong Kong SAR Government has introduced strict new immigration and travel restrictions which came into effect at midnight Hong Kong time on Wednesday, 25 March, 2020.

From this date:

1. Only Hong Kong residents with the following documents are permitted to enter Hong Kong:
  - a **Hong Kong Permanent Identity card**.
  - a **Hong Kong SAR passport or British National (Overseas) passport** – with a right of abode in Hong Kong.
  - a **Hong Kong Identity card** (which needs to be accompanied by a valid work or study visa).

A very limited number of exemptions exist, for which our Airport teams will assist the customers eligible for those exemptions.

2. All transiting and transferring to other flights in Hong Kong is suspended. This means if you have a connecting flight onward from Hong Kong, we will be unable to accept you for travel today.

As all airlines have reduced their flight schedules as a result of Government travel restrictions, unfortunately we are not able to provide you with any alternative flight arrangements.

We are waiving all cancellation and refund fees for all bookings impacted by these new Regulations. If you booked on our website, mobile app or through our contact centre, the fastest way to arrange a refund is to log into Manage Booking on the Cathay Pacific website. If you booked through a travel agent or third-party website, please contact them directly to organize your refund as we are unable to process refunds for these bookings.

If you have any other associated expenses resulting from this situation and you are able to make a travel insurance claim, please use this letter in support of your claim. Should you need any further documentation, please contact us via the **Contact us** section on [cathaypacific.com](http://cathaypacific.com)

We don't underestimate the impact these Government restrictions have to your personal travel plans and we sincerely apologize for the inconvenience. If there is anything we can do to help, please let us know. We are here to help in any way we can.

From all of us at the Cathay Pacific Group, our heartfelt thanks for your understanding.