

Enjoy More Flexibility When Booking with Us



Dear Valued Travel Partner,

Our best wishes are with you for your good health and wellbeing and we thank you for standing by us. During this challenging time, we want to make it easy for your travellers to alter their plans. That's why we are offering different options for ticket changes – so your travellers have the freedom to choose what suits them best.

Free rebooking

The [special ticketing arrangements](#) we have in place allow your travellers to make free and unlimited changes to their travel dates, or pick a new destination, as many times as they like.

This is available for original tickets issued on or before 23 March 2020, for travel until 30 June 2020. Your travellers have the flexibility to pick flights for travel until 30 June 2021.

For new tickets purchased between 9 March 2020 and 30 June 2020, we have extended our [Fly \(Worry\) Free offer](#) to allow unlimited changes up to a year after purchase.

Cathay Credits

If your travellers are unsure when they would like to fly, you can now swap their tickets for [Cathay Credits](#). Equal to the amount of the original tickets, Cathay Credits can be used to make a booking at a later date.

This is available for tickets issued on or before 23 March 2020, with an original travel period between 17 March and 30 June 2020. Once the tickets have been changed to Cathay Credits, your travellers will have until 31 December 2020 to redeem their new bookings. Travel must be completed before 30 June 2021.

Refunds

We have waived cancellation fees for bookings impacted by COVID-19 if the tickets were issued on or before 23 March 2020, with an original travel period between 17 March 2020 and 30 June 2020. Customers can continue to receive full refunds in line with our [refund policy](#).

For more information

Please visit our [COVID-19 Information Centre](#) to learn more about all of our ticket change options, as well as the precautionary measures we are taking to ensure the wellbeing of your travellers.

Forward schedule

We will extend the temporary suspension of flights until June 2020. A reduction and suspension of some flights is inevitable during this time; however, Cathay Pacific is agile and ready to scale our operations up or down to in accordance to the market demand. Should there be any further changes to flights operating out of the Middle East over the upcoming weeks and months, we will keep you updated with the latest schedules and announcements. For the latest on travel restrictions and waivers, visit www.cathaypacific.com (click "Travel Alerts" at the top of the page)

If you have any questions or concerns, please do not hesitate to contact your account manager.

Thank you for your continued business and partnership.

Yours sincerely,

Commercial Sales Team