



## CX Schedule Change Policy : Rebooking and Refund Guidelines

**INVOLUNTARY Schedule Change and Flight Cancellation on CX Validated (160) tickets only**

Program Validity	Until Further Notice
Point of Sale	Applicable to tickets issued in Australia and New Zealand
Eligibility	Applicable to fully unused and partially used tickets
Origin/Destination	Applicable to all travel origin and destination
Rebooking Deadline	Rebooking must be made before the original ticketed departure date of the affected flight(s), otherwise No-Show fee will apply
Valid Protection Period	The validity as the original ticket purchased
New Travel Date	+/- 7 days (or first available operational flight), and applicable to subsequent flights within the same PNR to ensure same length of stay.
Booking Class	<p><b>On CX flights:</b> Same RBD as original ticketed flight segment. If not available, and the requested cabin's prime class is available (Y/W/J), please waitlist the same RBD as original ticketed flight segment and contact Trade Support for flight(s) confirmation.</p> <p><b>On Interline flights:</b> Same RBD as original ticketed flight segment. If not available, please contact Trade Support for assistance</p>
Rerouting	Please contact Trade Support for assistance Email: <a href="mailto:customerservice_au@cathaypacific.com">customerservice_au@cathaypacific.com</a> Phone: 1300 962 528
Rebooking Fee, Reissue Fee	Waived
No-Show Fee	Per ticketed fare rules
Fare and Tax Difference	Reassessment <b>NOT</b> required  With +/- 7 days new travel dates, waive fare difference (e.g. weekday to weekend, low season to high season, surcharges)
Waiver Code for Rebooking *Must be entered in endorsement box	1/ Within 48 hours of flight departure – <b>INVOL</b> 2/ More than 48 hours from flight departure – <b>SKCHG</b>
Waiver Code for Ticket Refund *Must be entered in Refund Application via BSPLink	<b>SWPUN</b>

**REBOOKING PROCEDURE****100% CX itinerary**

<b>Rebook</b>	<ul style="list-style-type: none"> <li>Rebook required flights in the original booking class. If seats are available in the same cabin but not the required booking class, waitlist required flight in the original booking class.</li> <li>Submit a <a href="#">Service Request</a> via Cathay Agents for seat confirmation if flights can only be waitlisted (Subject to seat availability)</li> <li>New date must within +/- 7 days (or first available operational flight) in same booking class, same origin/destination.</li> </ul> <p><b>Exception:</b></p> <ul style="list-style-type: none"> <li>Rerouting over another CX gateway, using QF domestic flights is permitted (NOT involved PER).</li> <li>Book same booking class as CX. le) BNE CX HKG can be rebooked to BNE QF SYD CX HKG</li> </ul>
<b>Reissue</b> <i>If change occurs within 48hrs from ticketed departure (Involuntary Schedule Change)</i>	<ul style="list-style-type: none"> <li>Reissue ticket with rebooking waiver code <b>INVOL</b> plus relevant affected flight no/date in ticket endorsement box.</li> <li>Precede original fare Calculation with <b>I-</b></li> </ul> <p><b>Example Endorsement:</b> <b>INVOL CX253 24FEB</b> / NONENDORSEABLE FARE RESTRICTIONS APPLY  <b>Example Fare Calculation:</b> <b>I-SYD CX X/HKG Q43.47CX LON830.80CX X/HKG CX SYD830.80NUC1705.07END ROE1.449191</b></p>
<b>Reissue</b> <i>If change occurs more than 48hrs from ticketed departure (Planned Schedule Change)</i>	<ul style="list-style-type: none"> <li>Reissue ticket with rebooking waiver code <b>SKCHG</b> plus relevant affected flight no/date in ticket endorsement box.</li> <li>Precede original fare Calculation with <b>S-</b></li> </ul> <p><b>Example Endorsement:</b> <b>SKCHG CX253 24FEB</b> / NONENDORSEABLE FARE RESTRICTIONS APPLY  <b>Example Fare Calculation:</b> <b>S-SYD CX X/HKG Q43.47CX LON830.80CX X/HKG CX SYD830.80NUC1705.07END ROE1.449191</b></p>
<b>Notes</b>	<ul style="list-style-type: none"> <li>If pax has checked in online, please log into <a href="#">Manage Booking</a> and cancel online check-in.</li> <li>Please note use of SKCHG/INVOL is audited - any abuse will be detected and ADM will be issued.</li> <li>For TK segment, please check if tickets have been auto revalidated. Revalidation is not required for changes within 30 minutes.</li> </ul>

**REBOOKING PROCEDURE****Other carrier flight numbers (on CX 160 ticket stock)**

<b>Rebook</b>	<ul style="list-style-type: none"> <li>Keep the original flight in the booking.</li> <li>Hold in alternative +/- 7 days (or first available operational flight), in same booking class &amp; same origin/destination.</li> <li>Re-issue authority SSR from CX is required before ticket reissue.</li> </ul>
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## REFUND PROCEDURES

<b>Refund Eligibility</b>	Eligible only if flights have been UN. TK (time change only) flights are not eligible for cancellation waiver unless results in misconnection. PNR must be cancelled before original flight departure to avoid no-show fee.
<b>Totally unused Ticket</b>	Totally unused tickets may be refunded in full without any applicable penalty.  Process through <b>BSPLink</b> by raising a Refund Application within <b><u>24 months</u></b> from original ticket issue date. Refund waiver code <b>SWPUN</b> must be mentioned in RA.
<b>Partially used ticket</b>	Partially used tickets may be refunded without applicable penalty - refund valid for unused flight coupons based on Ticketed Point Mileage (TPM) proportion.  Process through <b>BSPLink</b> by raising a Refund Application within <b><u>24 months</u></b> from original ticket issue date. Refund waiver code <b>SWPUN</b> must be mentioned in RA.
<b>Refund Calculation including Involuntary Downgrade</b>	Please email to <a href="mailto:aus_refunds@cathaypacific.com">aus_refunds@cathaypacific.com</a>

**Note:** Refund team will not authorize waiver requests. Therefore, please obtain and provide applicable waivers (if any) before submitting refunds.