



Refund Procedure

Refund Eligibility:

Agents to process refund via BSP link. If PNR purged, then agent can raise an RA.

Fully unutilized ticket refund to be applied through GDS and partially used ticket refunds to be applied through BSP link.

Refund application (RA):

Agents are required to submit the below details:

- Fill out the refund application on the BSP link for partially un-used and purged tickets.
- Keep the amount column blank as the same will be entered by Cathay Pacific team.

For more details, kindly log in to www.cxagents.com

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