



Married Segments / Origin and Destination (OD) Control

In order to help us optimally manage Cathay Pacific's inventory usage, we would like to ask for your every effort in complying with the married segments / origin and destination control policy. Few examples are given below, request to follow the same. For serious abuses, Cathay Pacific will consider to block abusive agent for accessing Cathay Pacific's inventory without advance notice,

Segment 1 : BA761V20JUL OSLLHR

Segment 2 : CX250V20JUL LHRHKG

Segment 3 : CX406V21JUL HKGTPE

Segment 4 : CX495V28JUL TPEHKG

Segment 5 : CX251V28JUL HKGLHR

- Book the itinerary in sequence from first departure flight ie.BA761V20JUL OSLLHR.
- Travel agent must not book return flight(s) prior to first departure flight.
- Whole PNR should be cancelled and rebooked if you want to change the first departure flight with different country of origin.
- Travel Agent should not cancel segment(s) that result in different country of origin no matter it is Cathay Pacific or non Cathay Pacific flight (before or after ending the booking).
- E.g. Cancelling of BA761V20JUL OSLLHR in above example, departure country origin is changed from NO to GB and OD (Origin and Destination) is changed from OSLTPE to LHRTPE. It is considered as abusive action.
- Travel agent must not partially cancel any married segments within a PNR. Whole bundled segments should be cancelled if it is no longer required.
- Do not reborn a flown segments PNR by adding new segment(s) as booking is marked with departure origin (previous flown segment) which may different from the newly added segment.
- A reminder that action of cancelling a Cathay Pacific or non Cathay Pacific flight before ending the booking can still be detected by CX Head Office though the cancellation action does not reflect in PNR history.

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

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