



# Refund Procedure

## Refund Eligibility:

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

Note: All Refund Penalty Fees are inclusive of K3.

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](http://www.cxagents.com)

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