



Flight disruption Handling Policy

Re-booking/Rerouting

Rebooking/Rerouting fees are waived provided original ticketed flight is cancelled and status shows as UN (SSR remark will reflect on the booking of the cancelled flight or kindly check itinerary history).

- Booking class: Same RBD as original ticketed flight segment (Cathay Pacific and Interline flights).
- If not available, please waitlist the same RBD as original ticketed flight segment.
- Contact Customer Care Department for flight(s) confirmation at +94 11 2029183.
- Mandatory endorsement remarks to be updated while reissuing the tickets '**Invol Reissue due Flt No. ___ / dt ___ xxld**'

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

Last updated on 10 August 2023



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Refund

Refund fee waived provided original ticketed flight status shows as UN (SSR remark will reflect on the booking of the cancelled flight or kindly check itinerary history)

- Ticket to be refunded on **GDS** with mandatory Refund remark **Full Refund due CX Flt No.____/ dt ____xxld.**
- Refund application to be raised for partial utilised tickets with mandatory remark **Refund due CX Flt No.____/ dt ____xxld.**
- More information Contact Customer Care Department for flight(s) at +94 11 2029183.

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

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