

CATHAY CONNECTS

Welcome to the August/September edition of Cathay Connects.

This month's edition includes updates on Hong Kong lounges, in-town check in and our recent awards.

If you have any questions please contact your Trade Sales Manager - our details are on page four.

The CX Trade Team - Australia & New Zealand



Cathay Pacific Ranked in World's Top 10 Best Airlines



Cathay Pacific Airways is back in the top-ranking airline league with a string of achievements! Since June, we are honored to have received the following prestigious awards:

SKYTRAX World's Top 10 Best Airlines 2023 – Ranked No. 8

SKYTRAX World's Best Inflight Entertainment in 2023
World's Top 10 Best Airlines of AirlineRatings.com for 2023

We could not have come this far without the support of our people and you. As we celebrate these accolades, we will continue to refine our services on all fronts and move beyond limits. Thank you for being part of this journey with us.

Christchurch seasonal service returns



We are pleased to announce the resumption of our seasonal Hong Kong-Christchurch service with three flights per week from 15 December 2023 to 29 February 2024. Please refer to the flight schedule below:

HKG-CHC			CHC-HKG		
Flight	Day of Week	Time	Flight	Day of Week	Time
CX123	Wed,Fri,Sun	21:05-13:20+1	CX126	Mon,Thurs,Sat	14:50-21:20

The non-stop Christchurch flight compliments our existing Hong Kong-Auckland service, which is celebrating its 40th anniversary this year as Cathay Pacific's inaugural commercial flight to New Zealand. It is also the first seasonal route we have reinstated in our network since the pandemic. Book now to reconnect with Christchurch the garden city.



Special Seating Flexibilities



The following passenger categories will receive a seat assignment without charge on an Economy Class Light regardless of booking class.

1. Cathay members (Gold or above)
2. Oneworld members (Sapphire or above)
3. Passengers with Infant (INF,INS) or Child (CHD) in the same booking
4. Passengers with confirmed special assistance services (SSR) in the booking

This means that once bookings are ticketed you will be able to pre-select seating for your high tier frequent flyers, families and passengers requiring extra assistance.

All Cathay Pacific lounges now open at HKIA



Another exciting milestone on our rebuild journey - **The Pier, First** has re-opened at Hong Kong International Airport (HKIA) on 19 July 2023. This first class lounge is located near Gate 63 and is an alternate option for our premium customers. This lounge is also open to **oneworld** first-class passengers, as well as **oneworld** Emerald members traveling in any cabin.

Five Lounges are now available at HKIA:

- | | |
|---------------------------|----------------------------|
| The Pier, First Gate 63 | The Wing, First Gate 1-4 |
| The Pier, Business G65 | The Wing, Business G1-4 |
| The Deck G6 | |

Hong Kong in-town check in opens



We are pleased to announce that from 5 July 2023 we resumed in-town check in services at Hong Kong Airport Express Station. Cathay Pacific is the first airline to relaunch services outside of the airport after a three year suspension.

This service allows passengers to check in and bag-drop up to 90 minutes before flight departure, prior to arriving at the airport and to enjoy a seamless and stress-free boarding experience.

The in-town check in facilities at Hong Kong Station will be available every day from **6.00am to 3.00pm** in this introductory phase.

The Difference is in the Detail



As a Hong Kong-based airline, our home hub is a food haven that boasts some of the finest culinary chefs and restaurants in the world. The buzzy dining scene prides itself on quality and authenticity, with inventive new dishes and the most authentic Chinese cuisine. We have launched our new inflight dining experience with a promise to our customers that with Cathay Pacific, food is always done right. We are committed to bringing quality food and tastes to our customers' palettes. By partnering with local Hong Kong favourites such as Maks Noodles and Jing Tea your taste buds are sure to be salivating!

Schedule Change Policy Update



Effective 01 August 2023, our schedule change policy has been updated. Please refer to our CX Agents Portal to view our current schedule change policy.

You will find a guide to refer to with our rebooking and refund guidelines for CX flights only, as well as other carrier flight numbers on CX 160 ticket stock.

- [Australia](#)
- [New Zealand](#)

Sustainability Corner



Achieving further waste reduction is always a focus at Cathay Pacific. In our Economy Class cabin team have explored alternative materials and reviewed service procedures whilst also ensuring the passenger experience is not compromised. We have introduced new drinking cups that are sustainable and can serve both hot and cold beverages. We found a product that is paper based and comprises of less than 1% plastic, which certifies as Flustix material with the ability to be recycled.

Plastic cutlery has been replaced with the use of modified stainless steel cutlery, which has seen a positive impact on customer satisfaction with an elevated dining experience provided to passengers.

The lids on the side dishes have been made reusable dental floss replaced with wooden toothpicks, styrofoam dry ice containers replaced with cooler bags and plastic straws removed from the inflight experience.

Flashback - HKIA turns 25



The 6th July 2023 marked 25 years since Hong Kong International Airport (HKIA) opened its doors. This milestone celebrates not only a quarter-century of remarkable achievements, but also honors the legacy of the iconic Kai Tak Airport.

Kai Tak Airport, with its world-famous runway approach over Victoria Harbour, holds a special place in the hearts of the Hong Kong people and aviation enthusiasts worldwide. The farewell to Kai Tak marked the end of an era but also heralded a new beginning for Hong Kong's aviation ambitions.

Kai Tak has been redeveloped into the Kai Tak Cruise Terminal welcoming many international cruises. It is very popular for its central location - hotels and tourist attractions.

As we continue our rebuild journey, we are excited to see what the future months and years hold. No matter how far this journey takes us, we will continue to celebrate the spirit of both airports that have forever captured our hearts.

Get in touch

Agency Website:

- [Cathay Agents - Australia](#)
- [Cathay Agents - New Zealand](#)

- Service Requests
- Fare sheets / Fare rules
- Reservation policies
- Request group & fare quotes
- Info about HKIA, ferry transfer to China

Trade Support:

- AU** 1300 962 528
Monday-Friday 9am-7pm AEST
customerservice_au@cathaypacific.com
- NZ** 09 888 9312
Monday-Friday 9am-5pm NZST
customerservice_nz@cathaypacific.com

Trade Sales Manager	State	Email	Mobile
Ryan O'Connell	NSW/ACT	ryan_oconnell@cathaypacific.com	0434 561 876
Kate Dalton	VIC/TAS	kate_dalton@cathaypacific.com	0438 747 045
Olivia Glover	VIC/TAS	olivia_glover@cathaypacific.com	0466 747 279
Fiona Lawless	QLD	fiona_lawless@cathaypacific.com	0434 323 621
Melanie Thompson	WA/SA	melanie_thompson@cathaypacific.com	0438 747 160
Garry Smith	NZ	garry_smith@cathaypacific.com	027 747 0002