

CATHAY CONNECTS

Welcome to the April edition of Cathay Connects.

This month's edition includes the removal of testing requirements to enter Australia and Hong Kong, our updated name change policy, increased ferry services into HKIA and much more.

We wish you and your families a Happy Easter!

The CX Trade Team - Australia & New Zealand



COVID travel update for Hong Kong and Australia

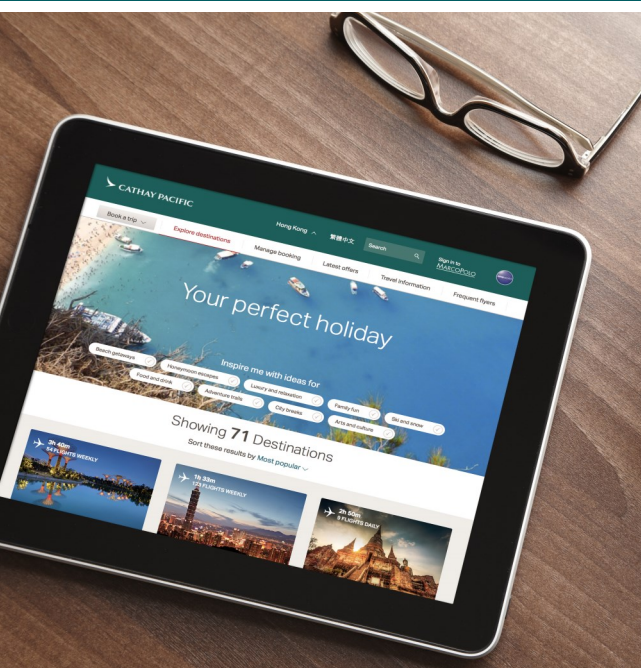


The Australian Government has lifted their inbound PCR test requirement for passengers from Mainland China, Hong Kong and Macau. Passengers are no longer required to present evidence of a negative test for COVID-19.

Refer to the [Australian Department of Health](#) and [Smartraveller](#) websites for more information on international travel and COVID-19.

Hong Kong has also removed their pre departure testing requirements for entry. Refer to the [Government website](#) for further information.

Helping us create better experiences



As Cathay Pacific's positive momentum to the start of the year continues, we would like to invite you to share your views via our [Business Travel Pulse Survey](#). This will give us valuable insight on important business areas that can help us create a better travel experience, and more importantly, how we can better engage with your company as our business partner. This short survey would take around 10 minutes to complete. We would be most grateful if you could give us your feedback by 14 April 2023.

Please be rest assured that your responses will be kept confidential. The results may only be shared in anonymised or aggregated form. We would like to once again thank you for your time and support, and we look forward to welcoming back your travellers soon.



OLSR - On Line Service Request



We would like to remind you that our most convenient and preferred method of communication is via our [Online Service Request](#) on Cathay Agents. Please be advised we are experiencing a large volume of email enquiries therefore responses via the email channel can be delayed. The Trade Support team is currently expanding and we expect service efficiency to be back to normal very soon.

Name Change Policy Update

Effective 28 March 2023, we have removed the name amendment fee associated with a name change. Names are allowed to be corrected based on the same person principle, regardless of the number of letters for a spelling mistake or a typo error.

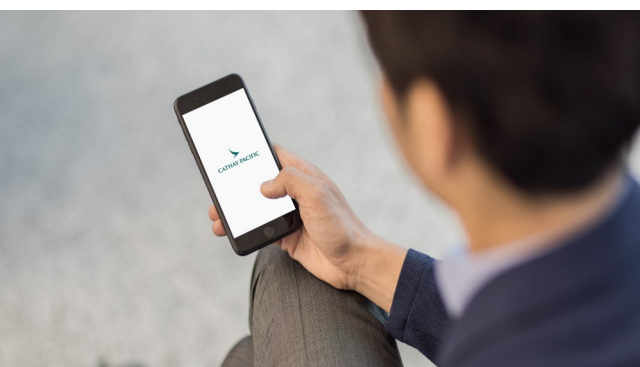
Permitted fee-free changes are based on "same person" and must match passenger's travel documents:

- Middle name addition or deletion
- Surname, Middle and First name swapped
- Omitted part of name
- Title / gender correction
- Spelling mistake or typo (regardless of number of letters)
- Legal reasons i.e. marriage, divorce or adoption

Please note that airline authority is still required in the PNR and agents must not change a name in a PNR without CX authority. Please follow the instructions as outlined in Cathay Agents.

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

Schedule Change Policy



A reminder that our comprehensive Schedule Change Policy gives you all the tools required to action any Schedule Changes that you may receive.

Please find the policies below:

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

Ferry Increases from HKIA

Seamless journey with one ticket



Ferry services into Shenzhen Shekou (ZYK) resumed from 17 March 2023. This ferry service connects passengers to Cathay Pacific flights both outbound and inbound at HKIA.

Refer to the updated HKG-ZYK schedule below.

Ferry #	CX Flight #	From	To	Departure	Arrival
3A101	CX9801	HKG	ZYK	08:15	08:45
3A102	CX9803	HKG	ZYK	09:45	10:15
3A105	CX9805	HKG	ZYK	11:00	11:30
3A107	CX9807	HKG	ZYK	13:00	13:30
3A108	CX9809	HKG	ZYK	15:00	15:30
3A109	CX9811	HKG	ZYK	16:30	17:00
3A110	CX9813	HKG	ZYK	17:30	18:00
3A111	CX9815	HKG	ZYK	18:30	19:00

Other ferry ports in the Greater Bay Area that we connect to include Zhongshan (ZGN) and Dongguan (ZTI).

Ferry fares can be added to all itineraries into and out of Australia and New Zealand, as long as they meet the minimum connecting time.

Itineraries will auto price in the GDS.

More Cathay Pacific Lounges Opening Globally



Cathay Pacific continues to re-open lounges across the network as business grows. The latest lounges to open include Tokyo Narita, Singapore Changi, Bangkok Suvarnabhumi and Manila Ninoy Aquino International Airports.

These locations join our Hong Kong lounges; The Deck, The Wing, First and The Pier, Business. Network lounges currently open are Shanghai Pudong International Airport, Tokyo Haneda International and our First and Business class lounges at London Heathrow.

Insider Tips



Did you know about our amazing Manual Add On Fares?

These fares expand our network utilising partner airlines around the world. They are sold in conjunction with our published fares from South West Pacific to Europe, North America allowing extended itineraries to over 650 destinations.

- Create RTW with Trans-Atlantic add on fares
- Trans-Tasman add on fares
- PER to MEL/SYD v.v. fares
- Asia Side Trip fares
- European Gateway fares

These fares manual price and a tour code must be included on the ticket. Please refer to our Cathay Agents pages for full details and ask your Trade Sales Manager for an info session!

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

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 Macau

Trade Support:

- AU** 1300 962 528
Monday-Friday 9am-7pm AEST
customerservice_au@cathaypacific.com
- NZ** 09 888 9312
Monday-Friday 9am-5pm NZST
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Please note Easter trading hours, Trade Support is closed on AU/NZ public holidays

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