

U.S. Department of Transportation “U.S. DOT” 24 Hour Reservation Rule Requirement

In compliance with the U.S. DOT 24 Hour Reservation Rule requirement, Cathay Pacific invites all travel agency partners to review the 24 Hour Reservation Rule policy and procedure:

The 24 Hour Reservation Rule - 14 C.F.R. 259.5(b)(4):

- The U.S. DOT customer service rule requires carriers to hold a reservation at the quoted fare for 24 hours without payment or allow a reservation to be cancelled within 24 hours without penalty (the “24 Hour Reservation Rule”).
- The 24 Hour Reservation Rule is mandated by the U.S. Department of Transportation’s consumer rule “Enhancing Airline Passenger Protections” and applies to all reservations made seven days or more prior to the flight’s scheduled departure time.
- The Rule applies to all bookings (including redemption bookings) and for any routes that are made in the U.S. (either online, in person, or over the phone) or through a sales channel that is marketed to U.S. consumers.
- “Fare” means “Gross Fare” including the base fare, fuel surcharge and any taxes. Even if the fare, fuel surcharge level or tax amount changes during that 24 hour period, the fare at the time of booking must be guaranteed. Ancillary fees (such as ASR) are not required to be refunded under the rule.

Procedure for Travel Agents

- If a ticket is issued within 24 hours and meets all the criteria of the “24 Hour Reservation Rule”, agents can simply issue the ticket at the applicable fare at the time of booking or refund the ticket without penalty.
- 24 hours is measured from the original PNR PCC booking; There is no need by the Travel Agent to enter any additional code or waiver.
- Any applicable discounts, commissions or programs must be applied at time of ticketing; they cannot be retroactively applied.
- No exceptions or waivers will be granted post-ticketing.
- Fare changes due to missed advance purchase (AP) conditions or due to missed ticketing time limit (TKTL) conditions are not applicable; All AP and TKTL conditions of all fares must be followed at the time of booking.
- Cathay Pacific reserves the right to raise an ADM to recover any losses resulting from an improperly issued fare and/or from agents not adhering to the terms and conditions of the refund requirement of the 24-Hour Reservation Rule.

For more information regarding US DOT Customer Service Plan, please check our [website](#).

For further questions, please contact our Customer Care Department:

OLSR: [OLSR \(Online Service Request\)](#)

Response time within 24 hours; Waitlist, Name Correction, Schedule Change/Flight Cancellation, General Questions

Email: customerservice_nam@cathaypacific.com

Phone: 1 (833) 988 1365