



[CORONAVIRUS \(COVID-19\) INFORMATION CENTRE](#)

Special ticketing arrangements

Tickets issued on/before 23 March 2020

If your ticket was issued on or before 23 March 2020, for travel until 31 July 2020, you can change your booking unlimited times with no rebooking or rerouting fees. We've also extended the final travel date to 30 June 2021, so you can travel when it suit you best.

Please refer to the below table to determine if your booking is eligible.

Destination/origin	Ticket booking period	Original travel period	Ticket change deadline	Travel must be completed by
All destinations/origins	On/before 23 March 2020	17 March to 31 July 2020	Ticket must be changed before the departure date	30 June 2021

If you booked through a travel agent or third-party website, please contact them directly to organise your changes.

If you're unsure when you'd like to fly, another option is to exchange your ticket for Cathay Credits. Equal to the value of your original ticket, Cathay Credits can be saved and used to book trip at a later date. Learn more about [Cathay Credits](#).

Some conditions apply:

- Tickets must be booked on a Cathay Pacific or Cathay Dragon flight.
- Tickets must be booked directly through our website, mobile app or Global Contact Centre. For bookings made through a travel agent or third-party website, please contact them directly for changes.
- Fare differences may apply.

[Tickets issued between 9 March and 30 June 2020](#)

We're giving you the flexibility to make free and unlimited changes to all new tickets issued between 9 March and 30 June 2020. Please refer to the below table to determine if your booking is eligible.

Destination/origin	Ticket booking period	Ticket change deadline	Must travel before
All destinations/origins	9 March 2020 to 30 June 2020	One year after the date of ticket issuance	One year after the date of ticket issuance

If you booked through a travel agent or third-party website, please contact them directly to organise your ticket changes.

Some conditions apply:

- Travel must be completed within one year from the date of ticket issuance.
- Applicable to all tickets originally purchased and issued between 9 March and 30 June 2020.
- The offer above applies to Cathay Pacific and Cathay Dragon tickets only.
- Applicable to all fares, except redemption tickets, group tickets and Cathay Pacific Holidays packages.
- Booking changes must be made before departure.
- Fare/ tax differences may apply, due to the fare restrictions/ conditions of your ticket.
- Standard cancellation guidelines apply to all fares.
- Those who have booked directly with us can rebook and reroute through Manage booking. Otherwise, please contact your travel agent.

Cathay Credits eligibility

Cathay Credits are available for passengers whose travel has been affected, as well as those who wish to change their travel plans.

Please refer to the below table to determine if your booking is eligible.

Destination/origin	Ticket booking period	Original travel period	Ticket change deadline	Travel must be completed by
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All destinations/origins	On/before 23 March 2020	17 March to 31 July 2020	31 December 2020	30 June 2021
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Some conditions apply:

- Tickets must be booked on a Cathay Pacific or Cathay Dragon flight.
- Only available for totally unused tickets.
- Requests for Cathay Credits must be made prior to your original travel date.
- Fare differences may apply (for example, if your new ticket is during peak season while the original ticket is for low season, or certain travel dates may not be eligible).

Refunds

Free cancellation eligibility

We're waiving cancellation fees for bookings impacted by coronavirus (COVID-19). Please refer to the table below to see if your ticket is eligible.

Destination/origin	Ticket booking period	Original travel period	Alternative option
All destinations/origins	On/before 23 March 2020	17 March to 31 July 2020	If you do not wish to cancel your flight, you can easily change your ticket or exchange it for Cathay Credits .

We have received a large increase in refund requests as a result of the coronavirus outbreak. While we are doing everything we can to process your refund quickly, this may take longer than usual. We apologise for any delays and thank you for your patience during this busy period.

Please note your refund will take 7 working days for tickets involving US sectors. For other tickets, it may take up to 45 calendar days.

If you need to alter your plans, please change or cancel your ticket before your departure date to avoid incurring a no-show fee.