

Notice via email

**Date : 23 July 2020**

**From : Cathay Pacific Airways Limited**

**To : Trade Partners**

## Important reminder on Cathay Pacific and Cathay Dragon Inter Airline Through Check-In



Dear Valued Travel Partner,

Following the re-commencement of transit services at Hong Kong International Airport in early June, the Airport Authority of Hong Kong has introduced a number of criteria that must be met for a customer to be able to transit in Hong Kong. These can be found on our Travel Alert [here](#).

One of the key requirements for a customer to transit Hong Kong is that airlines must be able to through check the customer and their baggage from their origin to their final destination. It is important to note that the normal airside transfer desks and services are currently not available.

To ensure our travel agents only book customers on itineraries that we can facilitate this requirement, please find the list of [interline partners](#) that Cathay Pacific and Cathay Dragon have Inter Airline Through Check-In (IATCI) agreements with. Please note that our agreements may differ between Cathay Pacific and Cathay Dragon and may also be airport ('gateway') specific.

Travel agents are strongly advised to book on Cathay Pacific (CX) and Cathay Dragon (KA) with our [interline partners](#) with IATCI only for connecting itineraries. Failure to do

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so will not only result in inability to through check customers to final destination but also denied boarding.

To avoid denial of passenger travel and complaint at airport, please help manage your GDS bookings immediately if reserved on Cathay Pacific and Cathay Dragon with interline connection itineraries.

Below example is a common one in which through check to final destination TPE cannot be done as CX does not have IACTI agreement with Eva Air (BR). Only KA has IACTI agreement with BR.

1. PAX/ONE
- 2 CX 222 K 14JUL 2 LHRHKG HK1
- 3 BR 111 K 15JUL 3 HKGTPE HK1

The airlines reserve the right to raise warning and/or impose penalty against those who have failed to comply with such through check requirement.

Should you have any questions or concerns, please do not hesitate to contact your account manager.

Thank you for your continued support. We look forward to welcoming you and your customers on board soon.

Yours Sincerely,

**Commercial Sales Team**