

NEWS (/TA/EN_GB/NEWS.HTML)

Fly (worry) free – free and unlimited ticket changes (updated)

26 Aug 2020

We understand being flexible is more important now than ever – that is why we have extended the offer of free and unlimited changes to all new tickets purchased up to **31 October 2020**. Moreover, your travellers can now have more time to alter their plans, with unlimited changes available up to one year after ticket purchase, at no extra cost.

- **If your travellers have booked directly with us**, they can easily rebook and reroute using Manage Booking [☞](https://www.cathaypacific.com/cx/en_HK/manage-booking.html) (https://www.cathaypacific.com/cx/en_HK/manage-booking.html), with free and unlimited changes available until 31 October 2020. After this date, they can simply call their local reservations office [☞](https://www.cathaypacific.com/cx/en_HK/contact-us.html) (https://www.cathaypacific.com/cx/en_HK/contact-us.html) to make any further changes.
- **If your travellers have booked through a travel agent**, please contact them for assistance.

Find out more [☞](https://www.cathaypacific.com/cx/en_HK/offers/collection/unlimited-changes-without-charge.html) (https://www.cathaypacific.com/cx/en_HK/offers/collection/unlimited-changes-without-charge.html)

If your travellers booked before 9 March 2020, they are also able to alter their booking (fees may apply). Please visit **COVID-19 free rebooking** [☞](https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/free-rebooking.html) (https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/free-rebooking.html) for more information.

Your travellers can also exchange their tickets for **Cathay Credits** [☞](https://www.cathaypacific.com/cx/en_HK/covid-19/flight-credits.html) (https://www.cathaypacific.com/cx/en_HK/covid-19/flight-credits.html) or cancel their booking with a full **refund** [☞](https://www.cathaypacific.com/cx/en_HK/covid-19/refunds.html) (https://www.cathaypacific.com/cx/en_HK/covid-19/refunds.html) if their tickets were issued on or before 23 March 2020 and the original travel period is between 17 March and 31 October 2020. Please visit our **COVID-19 Information Centre** [☞](https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/information-and-updates.html) (https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/information-and-updates.html) to learn more.

We hope this helps your travellers in making plans.

Fly confidently with Cathay Care

Cathay Care is our commitment to your travellers' wellbeing. We have put in place a comprehensive list of safeguarding measures that prioritises what matters most to your travellers. Please visit our **page** [☞](https://www.cathaypacific.com/cx/en_HK/flying-with-us/cathaycare.html) (https://www.cathaypacific.com/cx/en_HK/flying-with-us/cathaycare.html) to view the latest video of how we help your travellers fly confidently with us.

To learn more about our other ticket change options and our enhanced precautionary measures, please visit our **COVID-19 Information Centre** [☞](https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/information-and-updates.html) (https://www.cathaypacific.com/cx/en_HK/travel-information/travel-preparation/travel-advisories/novel-coronavirus-information-centre/information-and-updates.html).

Terms and conditions of Fly (worry) free

- 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 31 October 2020.

- The offer above applies to Cathay Pacific and Cathay Dragon tickets only.
- Applicable to all fares, including tickets that have been upgraded to a higher cabin class with Asia Miles, but excluding redemption tickets, group tickets, and Cathay Pacific holiday packages.
- Booking changes must be made before departure.
- Fare/ tax differences may apply, due to the fare restrictions/ conditions of your travellers' ticket.
- Standard cancellation guidelines apply to all fares.

Frequently asked questions about 'Fly (worry) free'

Q1: How do I apply for the waiver?

- A special code 'FLEXFLY20' must be inserted in the ticket endorsement box of the first reissued ticket and all the subsequent tickets for identification.

Q2: Does the waiver override the ticket's applicable fare rules?

- No. The waiver is for the rebooking fee and rerouting fee only. Other ticket T&Cs must observe the applicable fare rules.

Q3: How many times can the booking be changed?

- No limitation and up to a year from the date of ticket issuance (original ticket issue date).

Q4: Can my travellers still enjoy the waiver in no-show cases?

- No. Both the change fee and no-show fee apply. Please continue to use 'FLEXFLY20' on the reissued ticket to enjoy the waiver for subsequent changes if applicable.

Q5: Are tickets reissued after 31 October 2020 still entitled to the waiver?

- Yes. If the original ticket was issued between 9 March and 31 October 2020, it will be entitled to the waiver. Please use 'FLEXFLY20' on the reissued ticket to enjoy the waiver for subsequent changes if applicable.

Q6: Can the special code 'FLEXFLY20' be quoted in ATPCO?

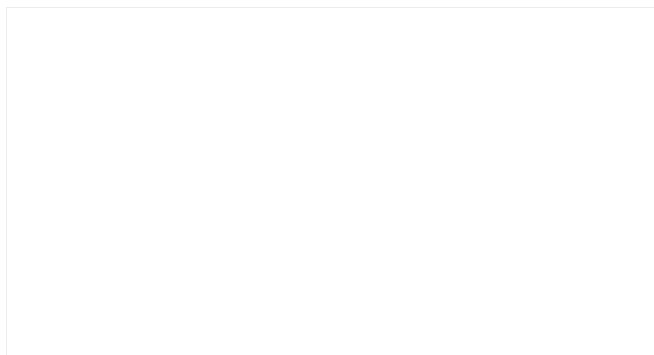
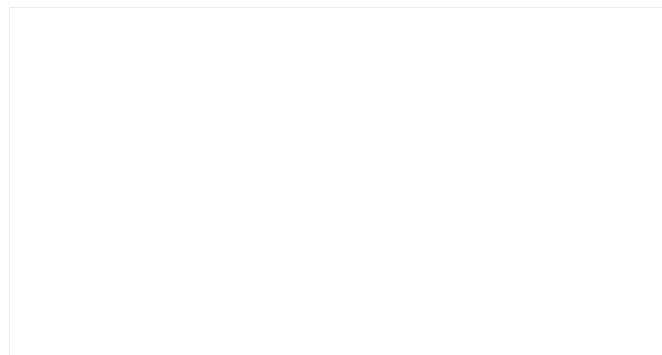
- No. It needs to be inserted manually in the reissued ticket's endorsement box.

Q7: If the ticket is also applicable to another Special Ticketing Guideline for the destination, what can I do?

- Either waiver can be applied, whichever is more appropriate.

Products [\(/content/cathay-agents/worldwide/en_GB/news.html?tag=products\)](/content/cathay-agents/worldwide/en_GB/news.html?tag=products)

Related news



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22 Sep 2020

Update to Energy, Resource & Marine traffic (transit/arrival into HK procedures) (updated) (/content/cathay-agents/worldwide/en_GB/news/2020/update-to-energy-resource-marine-traffic-transit-arrival-into-hkg-20200728.html)

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(/content/cathay-agents/worldwide/en_GB/news/2020/fly-worry-free-20200730.html)

30 Jul 2020

Update to Energy, Resource & Marine traffic (transit/arrival into HK procedures) (/content/cathay-agents/worldwide/en_GB/news/2020/update-to-energy--resource---marine-traffic--transit-arrival-int.html)

Related policies and procedures

Cathay Credits Policy and Procedure

(/content/cathay-agents/worldwide/en_GB/policies/reservation-ticketing/cathay-credits-policy.html)

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