

11 May 2021

Important information for your travellers flying to Hong Kong



Dear Valued Travel Partner,

We are constantly monitoring and adapting to the latest travel information and restrictions. We remain dedicated to flying your travellers where they need to be.

Cathay Pacific is strictly adhering to the guidelines set out by the Hong Kong Government. We ask for your help to ensure that all of your travellers flying to Hong Kong are aware of the following requirements, or they may be denied boarding.

- **Correct contact details must be provided**
Passengers must provide both their mobile phone number and e-mail address in their booking. This will allow us to provide them with the most up-to-date information regarding requirements and restrictions so that they can be fully prepared for their journey.
 - **Early arrival at the airport**
Our check-in will open six hours ahead of the flight departing. We strongly recommend that passengers arrive well in advance of check-in closing, as all their documents will need to be checked and any issues resolved before they can proceed airside. Passengers connecting from another flight must contact the Cathay Pacific team at the departure gate as soon as they arrive in Terminal 2 to allow sufficient time to check their travel documents.
-



Notice via email

- **Complete and correct documentation must be presented**
We have put together a [step-by-step checklist](#) that details the documents that passengers must present at check-in. Passengers with incorrect or incomplete documents will be denied boarding.

May flight schedule

We will be operating an increased schedule until 31 May 2021, which you can view in the table below.

Route	May Flight schedule
London Heathrow – Hong Kong	8, 12, 14, 15, 16, 17, 18, 21, 22, 23, 24, 25, 28 May

Please note that these changes are subject to ongoing reviews and may be adjusted as the situation develops. We encourage your travellers to refer to our [website](#) and [flight timetable](#) for the most up-to-date flight schedule information. For more travel updates, please visit our [COVID-19 information centre](#).

If you have any questions or concerns, please do not hesitate to contact your Account Manager.

Thank you for your continued business and partnership, we wish to welcome you and your travellers on board soon.

Yours sincerely,
Commercial Sales Team