

Special Ticketing Guideline for Tropical Cyclone Noul

Due to Tropical Cyclone Noul approaching Hong Kong, with immediate effect, rebooking, rerouting and refund charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before **24 July 2026** (original ticket issue date) for travel with Cathay Pacific confirmed booking arriving to or departing from Hong Kong (HKG) on **26 July 2026**.

Details as follows:

1. Cathay Pacific ticket stock (for Redemption ticket, please refer to point 4)

a. Cancellation and Refund

- Waive on cancellation and refund charges
 - No-show passenger is **eligible** for the waiver
 - For all tickets include non- refundable tickets
 1. Totally un-used tickets :
 - 100 percent refund
 2. Partly used tickets :
 - Refund the un-used ticket coupons based on Ticketed Point Mileage (TPM) proportion with each fare component, the apportion would be referenced to fare calculation shown in ticket.
e.g.SIN - x/HKG – TYO (Y) – x/HKG – SIN (J)
SIN CX X/HKG CX TYO872.93CX X/HKG CX SIN2512.48NUC3385.41END ROE1.340309 SGD4538

TPM on SIN-HKG = 1594 (system entry: FQMSINHKG)
TPM on HKG-NRT =1823 (system entry: FQMHKGNRT)
TPM on NRT-HKG =1823 (system entry: FQMNRTHKG)
TPM on HKG-SIN = 1594 (system entry: FQMHKGSIN)
1. Un-used coupons = NRT-HKG-SIN
Used coupons : (1st FC) NUC872.93 * 1.340309= SGD1170
Refund amount : SGD4538 -1170 = SGD3368
 2. Un-used coupon = HKG-SIN
Used coupon : (1st FC) NUC872.93 + (2nd FC) NUC2512.48*1823/3417 => Total
NUC2213.36*1.340309 = SGD2967
Refund amount = SGD4538-2967 = SGD1571

Note: For flight that has been cancelled and/or confirmed to be cancelled, please handle as Planned Schedule Change or Involuntary Changes.

b. Rebooking / Rerouting

Rebooking / Rerouting charges will be waived on conditions that

- Such requests are made on/before **29 July 2026**
- No-show passenger is **eligible** for the waiver
- Revised (NEW) travel date must be on/before **30 September 2026** and subject to flight availability.
- The newly rebooked sector must observe and conform to the conditions of the respective fare rule, e.g. blackout dates, flight application, weekend/weekday travel, stopover charges and applicable seasonalities... etc by collecting additional/refunding difference (if any) as appropriate.
- Rerouting to/from/via Cathay Pacific online (marketing) cities by Cathay Pacific marketing flights only. And subject to flight availability and fare/ tax difference

Note: For flight that has been cancelled and/or confirmed to be cancelled, please handle as Planned Schedule Change or Involuntary Changes.

c. Endorsement

Condition of the respective fare rules applies.

Note: For flight that has been cancelled and/or confirmed to be cancelled, please handle as Schedule Change or Involuntary Changes.

d. Group

Conditions 1 (b-c) above are applicable for Groups. Please contact local sales office for details.

2. For oneworld carriers

The latest version of oneworld customer disruption management applies.

3. Other carriers tickets

Refer to the validating carrier.

4. Redemption Tickets (Cathay Pacific ticket stock only)

a. Cancellation and Refund

- Waive on cancellation fee.
- No-show passenger is **eligible** for the waiver.
- Request must be made offline by contacting Customer Care Department agents, with booking and ticketing service fee waived.
- Applicable to all award types.
- Applicable to totally unused/partly used tickets.

b. Rebooking / Rerouting

- Waive on flight change fee.
- No-show passenger is **eligible** for the waiver.
- Request must be made on/before **29 July 2026**, by contacting Customer Care Department agents, with booking and ticketing service fee waived.
- Applicable to all award types.
- Applicable to totally unused/partly used tickets.
- Revised (NEW) travel date must be on/before **30 September 2026** and subject to flight and redemption seat availability. In which case, the ticket expiry date will be adjusted accordingly.
- Rerouting to/from/via other destinations within Cathay Pacific and our partner airlines' network is permitted, subject to flight and redemption seat availability, miles and tax difference.

Note: For flight that has been cancelled and/or confirmed to be cancelled, please handle as Planned Schedule Change or Involuntary Changes.

We will monitor the situation closely and advise amendments if necessary.

Remarks :

- a. Endorsement box MUST contain “2026COMP064”.
- b. Ticketing agents are required strictly to follow the Special Ticketing guidelines to apply reissuance.
- c. Cathay Pacific reserves the right to claim for indemnity loss via Agency Debit Memo (ADM) in case of abuse found.