

Cathay Pacific Corporate General Condition



Date of Issue : Please refer to DOI & DOT on each
Date of Travel : corporate

Highlights Update - 3 Dec'18

- Reroute - Change Fee for Business Class
- Refund Fee for Business Class
- No Show Fee for First Class, Business Class, Economy Class

General Conditions :

1	BCODE Corporate	BCODEIDXXXXXZ (BCODE is different for each corporate account, please refer to the table given on email).
	BCODE location	<p>Always input BCODE Corporate under Form of Payment (FOP) for all Corporate Fare and Non-Corporate Fares (Corporate/Promo/Publish/etc) BEFORE issue ticket: FORMAT: INV/AGT/BCODEIDXXXXXZ</p> <ul style="list-style-type: none"> - If the ticket is not BCODE-ed, the revenue will not be counted into corporate spending to achieve the target. - Use capital letters and do not input spaces between the characters. - Enter bcode on one line, do not carry down to the next line.

2 Tour Code

Tier	Tourcode
Tier 1	IDO7956FF600
Tier 2	IDO7957FF600
Tier 3	IDO7958FF600
Tier 4	IDO7959FF600
Tier 5	IDO7960FF600

3	Date of issue :	Please refer to DOI & DOT each corporate given.
	Date of travel :	

4	Seasonality	Low Season	All corporate fares is refer to Low Season fare only, but please refer to booking class restriction below if pax travel on mentioned period and use higher booking class.
	ex-JKT	Peak Season (18-31 Dec, 30May-9Jun)	Economy Class: S and V class are not valid for all destinations. Premium Economy Class: E class is not valid for HKG, JFK/EWR, LAX, SFO, and EUR. Business Class: I class is not valid for HKG, TWN, KR, JP, CHN, JFK/EWR, LAX, and SFO.
	ex-SUB		Economy Class: S and V class are not valid for all destinations, except YVR and YYZ. Premium Economy Class: E class is not valid for HKG, JFK, EWR, LAX, SFO, EUR. Business Class: I class is not valid for HKG, KR, JP, PEK, SHA, PVG, XMN, FOC, CTU, JFK, EWR, LAX, SFO.
	ex-DPS		Economy Class: S and V class are not valid for all destinations, except YVR and YYZ.
	All Ports	Sakura Season (20 Mar-15 Apr)	Economy Class: S class is not valid for all JP destinations.

Cabin	Corporate Booking Class
First Class	A
Business Class	C, D, I
Premium Economy Class	R, E
Economy Class	B, H, K, M, L, V, S

5	Minimum / maximum stay	Minimum stay	refer to fare rules of corresponding fare.
		Maximum stay	refer to fare rules of corresponding fare.
		Open dated return flight	NOT PERMITTED

6	Fares	Infant fare	Not Applicable. Please follow PUB rules autoprice.
		Child fare	80% from adult corporate fare (manual issuance).
		Adult fare	Refer to CX Corporate Fares.

All fares are based on **IDR**.

Valid on CX flights only unless otherwise specified.

All fares are also valid for routing ending in SIN (manual ticket issuance).

Subject to change without prior notice.

General Conditions :

7 Mixed Fare, Mixed Class, Mixed Cabin, Mixed Destination

FIT	PERMITTED / NOT PERMITTED	NOTES	EXAMPLE
MIXED FARE			
Mixed fare between Corporate Fare and other non-corporate fares.	Not permitted	Corporate fare <u>cannot</u> be mixed with non-corporate fares, <u>unless otherwise specified</u> .	JKT/HKG/PEK/HKG/JKT all using corporate fare => PERMITTED JKT/HKG/PEK - using non-corporate fare + PEK/HKG/JKT - using corporate fare => NOT PERMITTED <u>UNLESS OTHERWISE SPECIFIED</u> .
MIXED CLASS AND MIXED CABIN			
Between First, Business, Premium Economy and Economy Class	permitted <i>(using half round trip net fare)</i>	Based on OD (Origin Destination) basis. Mixed cabin by sector is NOT permitted.	Routing : JKT/HKG/PEK/NRT/HKG/JKT JKT/HKG - economy, HKG/PEK/NRT/HKG/JKT - business => NOT PERMITTED JKT/HKG/PEK - economy, NRT/HKG/JKT - business => PERMITTED
MIXED DESTINATION			
Between Continent	permitted <i>(using half round trip net fare)</i>	Based on OD (Origin Destination) basis. Mixed destination by sector is NOT permitted. (manual ticket issuance)	JKT/HKG/LAX//LHR/HKG/JKT
Between City / Region	permitted <i>(using half round trip net fare)</i>		JKT/HKG/ICN//OKA/HKG/JKT
Between China and HKG	permitted <i>(using half round trip net fare)</i>		JKT/HKG/PEK//HKG/JKT
Between JKT, SUB, and DPS	permitted with condition <i>(using half round trip net fare)</i>	Fares refer to each Corporate Fare, subject to Corporate Travel Agreement contract.	JKT/HKG/PEK/HKG/SUB
Fare is constructed based on half nett fare.			
Ticket validity follow lower Booking Class, Fare Basis refer to each applicable booking class.			

8 Amendment Fees, Penalties and Surcharges

Please **reissue/reroute** the ticket using normal reissue/reroute procedures and **issue EMD afterwards**.
Please insert the **new E-ticket number** in **Issuance in Connection with (ICW)** in EMD.

CHANGE FEE - REBOOK			
IN CASE OF	FEE	NOTES	
CX or KA operated flights and CX codeshare flights with KA or vv:			
Economy Class : S	IDR 1,500,000	Short Haul: HKG, North Asia, China, South East Asia	Ticket MUST be reissued by travel agent through GDS system
	IDR 2,000,000	Long Haul: Middle East, India, North America, Europe, Africa, South West Pacific.	
Other Booking Classes	FOC	For revalidation : please input SSR TKNM CX (info ET number).	
Ticket involving Interline (except CX codeshare flights operated by KA or vv.)	IDR 1,000,000	Ticket MUST be reissued by travel agent through GDS system, otherwise it will be subject to interline discretion.	
Downgrading from higher to lower cabin	FOC	Involuntary Downgrading (due to aircraft change)	Voluntary Downgrading (due to change date / destination)
- From First class to Business class		Refer to CX Office	NO REFUND VALUE Please book on J-cl
- From Business class to Premium Economy class		Refer to CX Office	NO REFUND VALUE Please book on W-cl
- From Business class to Economy class		Refer to CX Office	NO REFUND VALUE Please book on Y-cl
- From Premium Economy to Economy class		Refund value please refer to CX Office Reissue must be done at CX office	NO REFUND VALUE Reissued by travel agent through GDS system
Any UPSSELL case to higher cabin and/or higher booking class	Refer to Change Fee - Rebook above	Subject to fare difference from nett to nett. Ticket reissuance should be done by travel agent.	
Reissuance from old TC to new TC	FOC with conditions	Permitted if the ticket is half-used, not permitted for totally unused ticket.	Subject to fare difference from nett to nett.

General Conditions :

CHANGE FEE - REROUTE

IN CASE OF	FEE	NOTES	
CX or KA operated flights and CX codeshare flights with KA or vv:			
First Class: A, C	Short haul	Short Haul: HKG, North Asia, China, South East Asia Long Haul: Middle East, India, North America, Europe, Africa, South West Pacific	
	Long haul		
Business Class: D	Short haul		IDR 1.000.000
	Long haul		IDR 1.500.000
Business Class: I	Short haul		IDR 3.000.000
	Long haul		IDR 3.000.000
Premium Economy: R	Short haul		FOC
	Long haul		FOC
Premium Economy: E	Short haul		IDR 1.500.000
	Long haul		IDR 2.000.000
Economy Class: B, H, K	Short haul	FOC	
	Long haul	FOC	
Economy Class: M, L, V	Short haul	IDR 750.000	
	Long haul	IDR 1.000.000	
Economy Class: S	Short haul	IDR 1.500.000	
	Long haul	IDR 2.000.000	
Reroute from Stopover to No Stopover or vv. (Apply for Stopover HKG)		Fare difference from nett to nett & applicable taxes must be collected, if any. No refund for nett fare if new fare is lower than original routing. Manual ticket reissuance should be done by travel agent. For any rerouting case involving date change, please collect reroute fee only.	
Rerouting between JKT/SUB/DPS/MES			
Rerouting from ending JKT/SUB/DPS/MES to ending SIN or vv	Refer to change fee-reroute above		
Rerouting for additional stopover in SIN or BKK with GA			
Change destinations			
Airport change within the same city (NRT and HND, SHA and PVG, JFK and EWR)	FOC		
Any UPSELL case	Refer to change fee-reroute above	Subject to fare difference from nett to nett. Ticket reissuance should be done by travel agent.	

NAME CORRECTION

IN CASE OF	FEE	NOTES
Name correction (updated as per 1 July 2018)	USD 60	Must obtain approval from CX Reservation Team prior to reissuance. Manual ticket reissuance should be done by travel agent.

REFUND FEE

IN CASE OF	Short / Long Haul	FEE	NOTES
CX or KA operated flights and CX codeshare flights with KA or vv:			
In case of refund, no show fee applies, if any			
First Class: A	Short haul	IDR3,500,000	Short Haul: HKG, North Asia, China, South East Asia Long Haul: Middle East, India, North America, Europe, Africa, South West Pacific
	Long haul	IDR4,000,000	
Business Class: C	Short haul	FOC	
	Long haul		
Business Class: D	Short haul	IDR 2.500.000	
	Long haul	IDR 3.500.000	
Business Class: I	Short haul	IDR 4.000.000	
	Long haul	IDR 4.500.000	
Premium Economy: R	Short haul	IDR 2.000.000	
	Long haul	IDR 2.000.000	
Premium Economy: E	Short haul	IDR 2.250.000	
	Long haul	IDR 3.000.000	
Economy Class: B, H, K	Short haul	IDR 1.000.000	
	Long haul	IDR 1.500.000	
Economy Class: M, L, V	Short haul	IDR 2.000.000	
	Long haul	IDR 3.000.000	
Economy Class: S	Short haul	IDR 2.500.000	
	Long haul	IDR 4.000.000	
Unsequence use of flight coupon		NO REFUND	

General Conditions :

STOPOVER SURCHARGE

STOPOVER IN..	FEE (per stop)	NOTES
HKG :		
Outbound Journey	IDR 1,500,000	Valid for PEY and Economy Class
	IDR 4,275,000	Valid for Business and First Class
Inbound Journey	FOC	Valid for all cabin
SIN :		
By SQ, booked on K-clc	IDR 2,400,000	Valid for PEY and Economy Class Fare only. Note : no PEY services on GA & SQ Manual ticket issuance
By SQ, booked on L-clc	IDR 2,700,000	
By GA, booked on Q-clc <i>* Pls refer to flight restriction file for GA flight nbr</i>	IDR 1,600,000	
By GA, booked on D-clc <i>* Pls refer to flight restriction file for GA flight nbr</i>	IDR 6,800,000	
BKK :		
By GA, booked on Q-clc <i>* Pls refer to flight restriction file for GA flight nbr</i>	IDR 3,700,000	Valid for PEY and Economy Class Fare only. Note : no PEY services on GA & SQ Manual ticket issuance
By GA, booked on D-clc <i>* Pls refer to flight restriction file for GA flight nbr</i>	IDR 9,800,000	
TPE : (for SEL and JPN except SPK)		
Economy Class	IDR 715,000	
Premium Economy Class	IDR 1,000,000	
Business Class	IDR 1,500,000	

NO SHOW FEE

IN CASE OF	FEE	NOTES
CX or KA operated flights and CX codeshare flights with KA or vv:		
First Class: A	Short haul	IDR 4.000.000
	Long haul	
Business Class: C	Short haul	FOC
	Long haul	
Business Class: D	Short haul	IDR 3.500.000
	Long haul	IDR 4.000.000
Business Class: I	Short haul	IDR 4.000.000
	Long haul	IDR 4.500.000
Premium Economy: R	Short haul	IDR 2.000.000
	Long haul	IDR 2.000.000
Premium Economy: E	Short haul	IDR 3.000.000
	Long haul	IDR 3.000.000
Economy Class: B, H, K	Short haul	IDR 1.000.000
	Long haul	IDR 1.500.000
Economy Class: M, L, V	Short haul	IDR 2.000.000
	Long haul	IDR 3.000.000
Economy Class: S	Short haul	IDR 2.500.000
	Long haul	IDR 5.000.000

Ticket must be reissued by agents.

General Conditions :

VOID FEE

IN CASE OF	FEE (per pax)	NOTES
Void Fee	IDR 750,000	IATA rules applied For conjunction ticket, please send email to JKTFIN.AR@cathaypacific.com on the same void day. Fail to do so, void fee IDR 750,000/ticket applies.

UNACCOMPANIED MINOR (UM) SERVICE

UM SERVICE	FEE (per pax per sector) subject to change	NOTES
UM by CX :		
Between HKG and South West Pacific, North America, Europe, Middle East, Africa, South Asia Sub Continent	IDR 1,400,000	Fares valid for UM travellers using any 1 Year Adult fare : 1. HKG 2. TPE, SEL, JPN 3. JFK, LAX, SFO, YVR, YYZ 4. EUROPE
Between destinations not listed as above	IDR 700,000	
UM by KA :		
Between HKG and South Asia Sub Continent	IDR 1,350,000	
Between destination not listed as above	IDR 700,000	

9 Other Conditions :

Ticket validity	Based on the first departure date
Ticket must be used in-sequence.	
Tax and surcharges	All applicable taxes and security charges are excluded Refund for HKG airport tax must be done by passenger in Hong Kong Airport at HKG tax refund counter
Asia Miles accruable on the following flights	CX, KA

10 Endorsement Box

CORPORATE FARES: BCODEXXXXXZ/NONEND/TCAPPLY

11 Ticketing Guidelines

Auto	
All fare and condition uploaded by Cathay Pacific Airways.	
Fare box will use IT.	
Manual	
Tour Code please follow CX Corporate Confi.	
Fare box will also use IT.	
Fare Basis	Take any Fare Basis on your system. Change Fare Basis name as per CX PUB
Fare Calculation	Delete NUC fare. Keep other conditions such as routing and ROE.

FLIGHT RESTRICTION TABLE

For the **latest updated flight restrictions table**, please refer to www.cxagents.com under FLIGHT RESTRICTIONS folder.

PROCEDURES OF CATHAY PACIFIC EMD ISSUANCE

Services supported by EMD-S on CX/KA

No	Service Type	Reason for Issuance Code (RFIC)	Reason for Issuance Sub Code (RFISC)	Service Code	Consumed at Issuance	Issuance in Connection With (ICW)	Refundable by GDS	Exchangeable by GDS
1	Group Deposit / Full Payment	D	997	PYMT	X	N/A	X	X
	Service Details : Group Deposit, Group Full Payment, Tour Package							
2	Ticket Penalty Fee	D	98F	PENF	√	Mandatory	X	X
	Service Details : Rebooking Fee, Reissue Fee, Reroute Fee, No Show Fee							
3	Miscellaneous Charges	D	98J	MISC	√	Optional	X	X
	Service Details : Name Correction Fee							

Please reissue/reroute the ticket using normal reissue/reroute procedures and **issue EMD afterwards**. Please **insert the new E-ticket number** in **Issuance in Connection with (ICW)** in EMD.

For other services not listed above, please contact Cathay Pacific Reservation Office at email jkt#res@cathaypacific.com

For detailed information on EMD, please visit http://www.cxagents.com/cxa/gc/en_ID/policies/bspemd