

Vantage Pass Q & As

- Q1: Can I issue Vantage Pass tickets with routing originate outside 'HKG'?**
- **No.** ALL tickets must be originated and terminated in HKG.
- Q2: Can I share part of my Vantage Pass with somebody else?**
- **No.** The Bundle is for 2 roundtrips under the same passenger name.
- Q3: Is Vantage Pass only available to HK resident?**
- **No.** There is no restriction on Nationality. Any passenger can buy this pass as long as it is issued in Hong Kong & originated from Hong Kong.
- Q4: Can I choose destination from 2 different Distance Zones for 1 Pass?**
- **Yes.** Fare to be collected is the total sum of the 2 involved Zones.
- Q5: Can I travel to/and from the same destination or city more than once?**
- **No.** Repeat same destination or city is not allowed.
- Q6: Repeat same destination or city is not allowed. Is it only concern about the same airport code cannot be repeated?**
- **No.** Destination / city is on Port basis and hence JFK &/ EWR treated as same destination cannot be repeated.
- Q7: Can I issue a Pass with one Business class plus one Premium Economy class fare?**
- **Yes.** Combine of one Business roundtrip fare and one Premium Economy roundtrip fare is permitted.
- Q8: Does the fares can quote in ATPCO?**
- **No.**
- Q9: Are code share flights can be used in this offer? Can I book on CX codeshare on KA operating flight or KA codeshare on CX operating flights?**
- **No.** Any Code share flights and joint venture service are excluded from this offer.
- Q10: Do I need to decide my travel dates, and destinations before ticket issuance?**
- **Yes.** Confirmed reservations are required for the entire journey of all tickets. All bookings must be made under the same PNR (record locator), and 2 round trips for same passenger in one ticket must be issued at the same time.
- Q11: Any 'Cathay Limousine Service' will be offered for passengers who travel with Business Class Vantage Pass ticket?**
- **No.**
- Q12: Can I pay a surcharge to extend the ticket validity?**
- **No.**
- Q13: Do I entitle to Asia Miles accrual with Vantage Pass tickets and upgrade my class of travel with Asia Miles?**
- Mileage accrual will be counted base on booking class code shown on ticket. Please refer www.asiamiles.com for details for upgrade requirement.

- Q14:** If there is no Business class or Premium Economy class available on CX/KA service on the date / flight / destination I choose, can I book / issue ticket on Premium Economy class or Economy class code for my initial booking?
- **Yes.** Book and issue ticket with lower class code is permitted.
- Q15:** If there is only Economy class cabin service on KA destination I choose, should I issue Business fare with Economy class code 'V'?
- **Yes.** If 'I' class is not available, voluntary downgrade to book on 'V' class is allowed.
- Q16:** Can I book / travel in a lower class if 'I' or 'E' class not available when rebooking / rerouting?
- **Yes.** Voluntary downgrade is permitted but NO fare difference will be reimbursed.
- Q17:** Can I change zones after ticket issued / partially used?
- **Yes,** Rerouting is permitted provided the fares of new pass (Agent nett to pax / Fare to pax) is equal or lower than the original pass. Applicable rerouting fee will be collected with applicable taxes difference if any, however, any residual values as a result of rerouting is 'Nonrefundable'.
- Q18:** If I originally issued PEY ticket/pass, can I pay and upgrade to CCL on my totally unused or partially used ticket/pass?
- **No.** Upselling is not permitted at any time after ticket issuance.
- Q19:** Is Fare basis/ Baggage allowance requires to change when rebooking from a higher to a lower class code?
- **No.**
- Q20:** If I cannot depart from HONG KONG on/before 31Mar20, what can I do?
- First ex-HKG sector must travel on/between 01Nov19 - 31Mar20 except blackout period. Ticket is not valid for travel, please apply refund.
- Q21:** Which destinations are Longhaul and apply 30days validity?
- Same as Fuel Surcharge definition i.e. between Hong Kong and South West Pacific, North America, Europe, Middle East, Africa, South Asian Sub-Continent.
- Q22:** If rebooking &/ rerouting involved different penalty fee at the same transaction, what will be the rebooking/rerouting fee ?
- The highest penalty fee (rebooking/rerouting) will be applied.