

## Information Sheet

### Special discount air fare offer for HKUST undergraduate students participating in study abroad programs

Cathay Pacific Airways (CX) and Cathay Dragon (KA) have agreed to offer discount air fare **exclusively for HKUST undergraduate students who have been nominated by HKUST to participate in HKUST-organized study abroad programs**. The University has compiled this information sheet for the reference of HKUST students.

Please note that the University is not responsible for any discrepancies or inaccuracies in the below information, as the final decisions rest with the commercial operator. Please also note that the University does not endorse the services provided by any particular commercial operator. We encourage you to research about the services and costs offered by various providers, and make decisions that are appropriate for your individual needs.

#### Offer Period of Special Discount Air Fares

- The below fare table is valid from 1 May 2018.
- Tickets must be issued on or before 30 Apr, 2019.
- All journeys ex-Hong Kong must be commenced on or before 30 Apr, 2019.

Destinations		Round Trip Fare (HK\$)	Booking Class*		
			N	S	V
<b>Australia</b>	Adelaide, Brisbane, Cairns, Melbourne, Perth, Sydney	—	6100	7100	—
<b>Canada</b>	Vancouver	6100	7100	—	—
	Toronto	8100	9100	—	—
<b>China</b>	Beijing, Hangzhou, Nanjing, Shanghai (Pudong, Hongqiao), Xian	1750	2150	—	—
<b>Europe</b>	Amsterdam, Barcelona, Brussels, Copenhagen <sup>#</sup> , Dublin <sup>##</sup> , Frankfurt, Madrid, Milan, Paris, Rome, Tel Aviv, Zurich <i><sup>#</sup>Note: Flights between Copenhagen and Hong Kong will be operated from 2 May 2018 to 26 Oct 2018 only.</i> <i><sup>##</sup>Note: Flights to Dublin will be effective from 2 Jun 2018.</i>	5600	6600	—	—
<b>Korea</b>	Busan, Jeju, Seoul (Incheon Airport)	—	2550	3050	—
<b>Japan</b>	Okinawa	—	3100	3630	—
	Tokyo (Narita Airport), Osaka, Nagoya, Fukuoka	—	3730	4570	—
	Tokyo (Haneda Airport), Sapporo	4150	4990	—	—
<b>New Zealand</b>	Auckland	—	8100	9100	—
<b>Singapore</b>	Singapore	2370	—	2890	—
<b>Taiwan</b>	Kaohsiung, Taichung, Taipei	—	1750	2150	—
<b>UK</b>	London (Heathrow, Gatwick), Manchester	6100	7100	—	—
<b>USA</b>	Los Angeles, San Francisco	6100	7100	—	—
	Boston, Chicago, New York (J.F. Kennedy, Newark), Washington D.C. (Dulles Airport) <sup>###</sup> <i><sup>###</sup>Note: Flights to Washington D.C. will be effective from 15 Sep 2018.</i>	—	8100	9100	—

\*Higher Booking class usually will give you a higher priority to book a seat.

**Ticket conditions:**

Eligibility:	Students who have been nominated by HKUST to participate in HKUST-organized study abroad programs are eligible. <b>Proof of student identity is required.</b> HKUST Student ID card and Study Abroad Program offer letter downloadable from HKUST <i>MyStudyAbroad</i> system must be presented at <u>check-in counter</u> or <u>boarding gate</u> for verification.
Baggage Allowance:	Excess baggage allowance will be offered to all students travelling on CX/KA operating flights only. Total baggage allowance varies depending on the destination: <ul style="list-style-type: none"> <li>- Canada / USA: 3 pieces</li> <li>- New Zealand: 2 pieces</li> <li>- London (Heathrow) / Manchester / Europe: 40 kgs</li> <li>- London (Gatwick): 50 kgs</li> <li>- Other destinations not mentioned above: 35 kgs</li> </ul> (Excess Baggage would be reflected on the face value of the ticket.)
Restricted flights:	Valid on CX/KA operating flights only (Not valid on all codeshare flights)
Ticket validity:	Min 1 month / Max 1 year
Ticket Endorsement:	T5 BCODEHKHOKO1Z NONEND/NONRTE/NONREF TERMS N CONDITIONS APPLY
Rebooking:	Change of booking class is permitted within validity. <ul style="list-style-type: none"> <li>- Lower to higher fare: Subject to applicable fare difference.</li> <li>- Higher to lower fare: Any residual value is non-refundable.</li> </ul> Rebooking <b>must be done BEFORE</b> the original departure date or the intended departure date, whichever earlier. Changes made after the original departure date are subject to No Show fee.
Refund:	For totally unused ticket: Subject to cancellation fee HKD\$900 (Short haul) & HKD\$1,800 (Long haul) For partially used ticket: Non-refundable Passenger <b>MUST</b> cancel the original flight before departure. Otherwise, No Show fee applied.
No Show:	Subject to No Show fee HKD \$1,000 (Short haul) & HKD\$2,000 (Long haul)
Open Jaw: <i>(i.e. Arrival port of your outbound flight is different from the departure port of your return flight)</i>	Open jaw is permitted at half round trip basis as below: <ul style="list-style-type: none"> <li>- Within Australia &amp; New Zealand</li> <li>- Within Canada &amp; USA</li> <li>- Within UK &amp; Europe</li> <li>- Other destinations not mentioned above must be within the same country</li> </ul>
Re-route:	Not allowed.
Taxes & charges:	Fares are subject to the Hong Kong Passenger Security Charge, taxes and other surcharges. For ticket cancellations, where applicable the Hong Kong Passenger Security Charge, the Hong Kong Air Passenger Departure Tax and the Hong Kong International Airport Construction Fee will be refunded.
Others:	<ul style="list-style-type: none"> <li>• Flight schedules and rates are subject to change.</li> <li>• Confirmed reservation is required for the entire journey.</li> <li>• Departure date of the first outbound sector determines the fare for the entire journey.</li> <li>• For details regarding mileage accrual, please refer to <a href="http://www.asiamiles.com">www.asiamiles.com</a>.</li> </ul>

**Procedures for booking, ticket issuance and payment**

- A. For tickets arriving at and returning from the **same** airport
- Go to the booking URL: [https://www.cathaypacific.com/cx/en\\_HK/latest-offers/email-offers/target-unique-code-login.html](https://www.cathaypacific.com/cx/en_HK/latest-offers/email-offers/target-unique-code-login.html) and key in the Target Code/ Target-Unique Code: **HKUSTCUG**
  - Check the flight timetable with the searching engine provided and choose your designed flights
  - Enter all the passenger details accurately. You are required to key in your HKUST Student ID number. The total price will be shown at the bottom of the page. Please click continue to further confirm and pay for the ticket.
  - You are required to present your proof of student identity at the check-in counter or the boarding gate.** Please bring along your HKUST Student ID card and Study Abroad Program offer letter downloadable from HKUST *MyStudyAbroad* system.
  - Rebooking must be done before the original departure date or the intended departure date, whichever earlier. Rebooking can be done via “*Manage booking*” on <https://www.cathaypacific.com/>. You may login with your details and the Booking Reference Number provided earlier. For flight cancellation and refund request, please contact CX Global Contact Centre at (852) 2747 3333.
  - For other enquiries, please contact CX Global Contact Centre at (852) 2747 3333.

- B. For Open Jaw Tickets (i.e. Arrival port of your outbound flight is **different** from the departure port of your return flight):
- Check the flight timetable via <http://www.cathaypacific.com/>
  - Email your flight booking request to the CX Ticketing Office at [hkg#cto@cathaypacific.com](mailto:hkg#cto@cathaypacific.com) at least 3 working days prior to departure. Please send your request following the template below:

Flight Booking Request	Details to be provided by passenger
• Passenger Name(s) according to travel document	Last Name / Middle Name / Passenger Title
• Contact Telephone no. (HKG/Destination)	HKG Telephone no. / Destination Telephone no.
• Ticket Itinerary	Hong Kong / xxxxxxx / Hong Kong
• Flight / Date of Departure	CX flight no. / ddmmyy / departure & arrival time
• Flight / Date of Return	CX flight no. / ddmmyy / departure & arrival time
• Marco Polo Club / Asia Miles No. (if any)	Marco Polo Club or Asia Miles no.

- The CX Ticketing Office will respond within 2 working days after receiving your request. Confirmed flight details with Booking Reference No. (or alternate flight/date if original request is not available) and fare quotation details will be emailed back to you as below:

Flight Confirmation Details	Details to be provided by Ticketing Office
• Computer Reference No.	xxxxxx
• Departure Flight / Date confirmed	CX flight no. / ddmmyy / departure & arrival time
• Return Flight / Date confirmed	CX flight no. / ddmmyy / departure & arrival time
• Alternative Flight / Date (**if applicable)	CX flight no. / ddmmyy / departure & arrival time
• Total Fare Amount	HKDxxx
• Total Tax/Fuel Surcharge Amount	HKDxxx (subject to change before ticket payment)
• Fare Terms & Conditions	Recap according to fare table
• Payment Deadline	Date of payment deadline

- Settle the ticket payment in person before the payment deadline specified in the email from CX Global Contact Centre.
  - Please bring along your Study Abroad Program offer letter downloadable from HKUST *MyStudyAbroad* system and your travel document.
  - Payment can be made in cash or by credit card.
  - Tickets will be issued within the ticket deadline and emailed to you within the next working day.
  - CX Ticketing Office opening hours: Monday to Friday 09:00–18:00
- For flight amendments, contact CX Global Contact Centre at 2747 3333 for any request at least one working day before original departure date. If you are advancing your trip, you should make your request at least one working day before the intended departure date.