

Commonly Asked Questions – Cathay Pacific system upgrade

Why is Cathay Pacific upgrading its systems?

In order to keep pace with our passengers' needs, Cathay Pacific must make sure that our systems are up-to-date. This upgrade will allow Cathay Pacific to continue to meet our passengers' needs now, and in the future.

What impact will this have on customers trying to book flights or change bookings?

The Cathay Pacific Reservation system will be unavailable from 15.00 hours Hong Kong time (07:00 GMT) on Saturday 11 February until 20.00 hours Hong Kong time (12:00 GMT) on Sunday 12 February. Customer service representatives will not be able to make bookings or change existing bookings during this time. This includes frequent flyer redemption bookings. However, we'll be working hard to bring the systems back up as soon as possible.

The Cathay Pacific website will be down during the same period.

What is Cathay Pacific doing to minimise impacts on passengers travelling 11-12 February?

The upgrade will affect our Reservation system and so our passenger and cargo services will operate on the planned schedule over the weekend of 11-12 February 2012. Airport staff are well-trained and prepared for the upgrade.

Passengers should bring a printout of their e-ticket to the airport when they are travelling as this will ensure that check-in is a smooth and seamless process.

Will I be able to check-in online during the upgrade for flights departing between Saturday 11 February and the Tuesday 14 February?

Passengers will not be able to check-in online or on mobile between 15.00 hours Hong Kong time (07:00 GMT) on Saturday 11 February and 20.00 hours Hong Kong time (12:00 GMT) on Sunday 12 February. If passengers wish to check- in online or on mobile, they can do so 48 hours before their flight but not between 15.00 hours Hong Kong time (07:00 GMT) on Saturday 11 February and 20.00 hours (12:00 GMT) Hong Kong time on Sunday 12 February.

If passengers wish to check in at the airport, they should arrive at the airport a little earlier than normal and bring a print out of their e-ticket; check-in counters open three hours before flight departures.

Will special requests still be available during the weekend of the 11/12 February?

Staff will endeavour to help any passenger who needs assistance such as a special seat assignment. If a passenger requires a special meal or has any other special requirements, they should request this by 10 February to avoid disappointment.

How will I know that my flight is still on time?

Passengers should check their local airport authority website between 15.00 hours Hong Kong time (07:00 GMT) on Saturday 11 February and 20.00 hours Hong Kong time (12:00 GMT) on Sunday 12 February for the most up-to-date flight information.

Will my reservation/confirmation number change after the new system goes live?

Yes, a new reservation number will be created but previous reservation numbers can still be used as a cross-reference even after the system upgrade.

If passengers cannot find their reservation online after 12 February, they should call their local Cathay Pacific office. The phone number for your local office is available on cathaypacific.com before and after the system upgrade is completed.

Will I still be subscribed to NotiFLY during the Cutover?

Any NotiFLY alerts that passengers have signed up for will be sent during the weekend of 11 and 12 of February. Passengers should sign up for NotiFLY on or before Friday 10 February to ensure they receive alerts during the update period.

Can I still log onto cathaypacific.com after the system upgrade?

Marco Polo Club members may continue to log-in with their existing details.

Asia Miles members may continue to log-in with their existing details.

Will Cathay Pacific still use paper tickets after the upgrade?

Cathay Pacific will only use e-tickets after the upgrade, in line with industry practice.

When will the new system be up so I can call my local Cathay Pacific office?

We will aim to get the system back on line as soon as possible on Sunday 12 February. If passengers have a query relating to travel over the 11 and 12 February, we recommend that they go to the airport a little earlier than normal. However, ticket sales will not be available at the airport on Saturday 11 or Sunday 12 February.

Passengers may experience slightly longer than usual hold times due to a high call volume in the week commencing Monday 13 February. We recommend that any routine changes are made online by 10 February or after 12 February.