

Notice to All Agents: Reminder on Cathay Pacific Payment Policy and Payment Card Compliance

It has been observed that there is an increasing number of agents utilizing payment cards for fares that do not permit card payments, particularly for itineraries originating outside of the US, Canada, or Latin America.

Please be reminded to always observe the fare payment acceptance conditions under the rule note before ticketing to avoid penalty due to misuse of payment card.

Payment Cards Policy Highlights

Agents may accept payment cards for issuing our electronic tickets (ETs), provided that the following conditions are met:

1. the cards are our accepted card brands (namely Amex, Diners Club, Discover Card, JCB, MasterCard, UATP, Union Pay* and Visa) which are specified per BSPlink/ARC;
2. the cards are owned by customers, not the agencies;
3. **the ETs are eligible for credit card payment (e.g. selected published fare tickets). Eligibility for credit card payment is separately defined by Cathay Pacific for different markets;**
4. the Agents have provided evidence to BSP/ARC that they are PCI DSS compliance.
5. they are not anonymous cards

Eligibility Criteria for Payment Cards

Eligibility for credit card payment must be checked by travel agents as per the Fare Rule before ticketing, especially the Rule Note information, as this is not auto validated in the GDS system and will determine if payment card is an accepted form of payment.

For example, Credit Card Payment is not permitted in Agency Channel and the information is filed in Rule Note.

SR.SALES RESTRICT

TICKETS MUST BE ISSUED ON CX.

NOTE – CREDIT CARD PAYMENT IS NOT PERMITTED IN AGENCY CHANNEL.

Consequences of Non-Compliance

Violations of the Payment Acceptance Policy, such as issuing ETs using unacceptable payment methods or without prior written consent, may result in:

1. Termination of booking and ticketing rights with Cathay Pacific;
2. Issuance of an ADM to recover associated costs and an administrative fee (as per the ADM policy of each market).

We urge all agents to review and comply with these policies for every transaction to avoid violations and potential consequences. For full details, please visit our Policies & Procedures section:

- Payment Policy: https://www.cxagents.com/ta/en_US/policies/reservation-ticketing/payment-policy.html
- E-Ticketing Policy and Best Practice for Travel Agents: https://www.cxagents.com/ta/en_US/policies/reservation-ticketing/e-ticketing-policy-and-best-practice-for-travel-agents.html
- ADCM – USA Policy: [US ADCM Policy](#)
- ADCM – LATAM Policy: [LATAM ADCM](#)
- ADCM – Canada Policy: [ADCM - CA Policy](#)

Thank you for your attention and cooperation.