

# Terms and Conditions for Air Plus service

## Air Plus free cross-boundary pick-up service (for passenger on First Class or Business Class)

Ticket sales period: from today to 31 December, 2019

Ticket travel period: from today to 31 December, 2019

Free cross-boundary pick-up service validity:  
from today to 31 December, 2019

Free cross-boundary pick-up service booking time limit: Reservations must be made 48 hours prior to flight departure, otherwise free cross-boundary pick-up service is not guaranteed.

Applicable flight routes: Cathay Pacific and Cathay Dragon operated flight originating from Hong Kong to the UK/Europe/Australia or New Zealand/Middle East India (including Maldives, Sri Lanka and Nepal)/South Africa/North America, excluding codeshare flights.

Applicable passengers and travel classes: Applicable to the non-group travelers travelling on First Class (F/A) and Business Class (J/C/D/I). Excludes FOC (Free-of-charge) tickets and mileage redemption tickets.

Disclaimer: The legal responsibility for the free cross-boundary pick-up service is borne by the free cross-boundary pick-up service provider. It is passengers' responsibility to reserve sufficient time for the free cross-boundary pick-up service. It is outside Cathay Pacific's responsibility if passenger cannot take the Cathay Pacific and Cathay Dragon flight due to insufficient time reserved by passengers or other force majeure reasons.

Applicable Terms: The free cross-boundary pick-up service is provided by Trans-Island Ltd. and the transportation will be subject to Trans-Island Ltd. terms and conditions.

Scope of services: Free cross-boundary pick-up service from Zhuhai, Zhongshan (excluding Guzhen Town, Xiaolan Town, Dongfeng Town, Nantou Town, Huangpu Town, Sanjiao Town, Minzhong Town, Gangkou Town, Fusha Town, Dongsheng Town, Henglan Town) and Jiangmen to Hong Kong International Airport.

Free cross-boundary pick-up service: 07:00 – 19:00

Appointment time: 09:00 – 18:00

Please refer to the [website](#) of Trans-Island Ltd of the surcharge for the passengers.

Reservation and consultation: Please provide a departure time and pick up location according to your flight time, and ensure passenger is contactable with the phone number provided, otherwise it will be deemed as abandoning the service. Please click [here](#) for reservation or call Trans Island Ltd at 4006 123 148 for queries or consultation.

Cancellations and changes: Cancel or change bookings by contacting the free cross-boundary pick-up service provider 6 hours prior to the original reserved pick-up time.

Manual:

1. Purchase ticket from Cathay Pacific or Cathay Dragon official website, authorized agents in Guangdong or Global Customer Service Hotline. Eligible passenger can click [here](#) to reserve free cross-boundary pick-up service 48 hours prior to the flight departure or call the free cross-boundary pick-up service provider for consultation.
2. After verifying that the passenger's name, booking reference or ticket number complies with the free cross-boundary pick-up service, the service provider will schedule the free cross-boundary pick-up service based on your flight departure time.
3. The free cross-boundary pick-up service provider will send the license plate number, driver information and contact number to you by SMS at least 1 hour before the scheduled pick-up time.
4. Under the case where there is no change to ticket information, if the passenger wishes to change the pick-up time or location, please submit the request on the website of free cross-boundary pick-up service provider during the appointment time and at least 6 hours before the original reserved pick-up time, if there is change to ticket information and still meets the applicable terms, passengers need re-make a reservation 48 hours prior to the departure time of the changed flight.
5. The free cross-boundary pick-up service provider will pick up and drop off passengers according to the scheduled times, and verify the passenger information before departing for Hong Kong International Airport.
6. When the ticket is refunded or the changed ticket no longer meets the applicable terms, the free cross-boundary pick-up service will be automatically terminated.