

## CAD meets Cathay Pacific Airways management to reiterate concern on flight arrangement

Having conveyed the department's concerns to the Cathay Pacific Airways Limited (CPA) earlier, the management of the Civil Aviation Department (CAD) met the CPA's management today (January 9) and expressed the department's concern over CPA's flight arrangement issues again. The CAD has requested the CPA to properly manage its deployment of manpower and other resources so as to ensure the stable provision of reliable flight services to passengers, especially for meeting the travel demand during the coming Chinese New Year peak season. The CAD also requested the CPA to submit a report by the end of January on the incident, to elucidate the cause of the incident, the approach for handling its flight arrangement, etc, in order to prevent reoccurrence of similar incidents.

Regarding the current flight arrangement situation, the CAD has again urged the CPA to explain clearly to affected passengers the related arrangements after flight consolidation as soon as possible, and to notify the passengers in advance on any related changes. Those arrangements include refund or other appropriate options based on air ticket conditions (such as arranging affected passengers to take other flights of the airline or other airlines, etc), so as to minimise the inconvenience caused to passengers. The CAD will continue to closely monitor the relevant arrangements adopted by the CPA.

The CAD would like to reiterate that the CPA is responsible for providing reliable services to passengers. It was extremely undesirable for the CPA cancelling a number of flights for consecutive days and in the remainder of January and February. This also falls short of the expectation of both the Government and the public. The CAD understands the public's concern over the incident and will take appropriate follow-up actions upon receiving and studying the report to be submitted by the CPA in detail.