



COMPLETE CARE FOR YOUR COMPLETE PEACE OF MIND

News / Airlines



Cathay Pacific is helping customers travel with confidence by collaborating with AXA General Insurance Hong Kong Limited to provide free COVID-19 coverage to all passengers whenever they fly with us.

Customers who fly with Cathay Pacific from 7th December 2020 to 28 February 2021 will be covered for medical expenses related to a COVID-19 diagnosis incurred whilst overseas. Cathay Pacific free COVID-19 insurance is automatically applied – all customers have to do is book their flight.

Coverage includes:

Medical and hospitalization

Cathay Pacific will cover customers' COVID-19 PCR tests and hospitalisation if it becomes necessary. Coverage for medical expenses related to COVID-19 extends to up to US\$200,000.

Quarantine costs

Customers will receive an allowance of US\$100 per day per passenger for up to 14 days due to COVID-19 to help them during periods of unforeseen and mandatory quarantine.

Evacuation and repatriation

Cathay Pacific will ensure that affected customers, as well as their travel companions and any children they may be travelling with, get home safe.

24/7 emergency hotline

Customers can call AXA's 24/7 Emergency Assistance hotline on +852 2863 5785, or send a WhatsApp message to +852 2863 5784, no matter the time.

Customers are covered for a period of 30 days starting from the date of their departure, or until they return to their home, whichever is earliest.

Safety is always our number one priority. To ensure our customers take off with peace of mind, we introduced Cathay Care, our enhanced measures across every stage of the journey from check-in to the cabin. These measures include:

- Temperature checks
- Contactless check-in and boarding
- Antimicrobial coating on check-in counters, kiosks and other common areas
- Mandatory wearing of face coverings by passengers and crew throughout the flight
- Enhanced cleaning and sanitisation of all surfaces
- HEPA air filters that remove 99.999% of airborne contaminants

For more details about Cathay Pacific's free COVID-19 insurance, please visit https://www.cathaypacific.com/cx/en_HK/flying-with-us/cathaycare/free-covid-19-insurance.html

07 DECEMBER 2020

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