

23 June 2024

**SUBJECT – CX216 / 23JUN FLIGHT DISRUPTION**

**Dear Customer,**

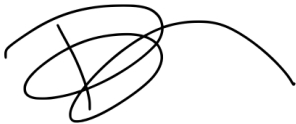
On behalf of Cathay Pacific, I'm very sorry for the disruption to your journey today.

The major power cut suffered by Manchester Airport on 23<sup>rd</sup> June 2024 resulted in the total incapacitation of its baggage handling system. We regret that your checked-in bags could not travel with you on the same flight.

My colleagues around the network have been informed of the situation and they will be on hand to co-ordinate with you on delivery details and provide any assistance upon your arrival at your destination.

We know any kind of disruption to your travel plans can be frustrating and we thank you for your patience and understanding. My team and I shall endeavour to expedite the delivery of your bags to you as soon as practical.

Yours faithfully,



**Paul Smith**  
**Airport Operations Manager – Manchester**



Cathay Pacific Airways Limited  
Airline Offices Level 1 Terminal 2  
Manchester Airport M90 1QX  
UNITED KINGDOM

2024 年 6 月 23 日

## 主題 – 有關 06 月 23 日 CX216 航班異常

尊敬的顧客，

我謹代表國泰航空公司，對你今天的旅程被延誤深表歉意。

曼徹斯特機場於 2024 年 6 月 23 日遭遇大規模電力中斷事故，導致行李處理系統完全癱瘓。因此閣下的寄倉行李未能與期就運。我們僅此致歉。

國泰航空全球網絡各地的同事已獲悉有關情況，他們將在閣下抵達目的地後與你協調行李宅配細節及提供幫助。

我們深明任何形式的異常都會為你的旅程帶來不便，我們感謝你的耐心和理解。我和我的團隊將盡力盡快將閣下的行李運送到你的目的地。

此致，

史寶安

曼徹斯特航站營運經理

