

Terms and Conditions for Air+Land

Cross-Boundary Coach Tickets

These terms and conditions apply to the booking of cross-boundary coach tickets via Manage Booking on the Cathay Pacific official website (cathaypacific.com) (except on the Chinese Mainland (China) page) (“Cross-boundary Coach Ticket Booking”).

Cross-boundary Coach Ticket Booking is applicable only to passengers who purchased flight tickets for designated itineraries and cabin classes, on the Cathay Pacific mobile application, on the Cathay Pacific official website or via an appointed agency of Cathay Pacific in Australia, India or the United States (“Eligible Passengers”). Eligible Passengers can book cross-boundary coach tickets between Hong Kong International Airport and Guangdong Province via the dedicated webpage accessible through Manage Booking on the Cathay Pacific official website subject to these terms and conditions.

These terms and conditions apply between you (referred to as “you” or “passenger”) and Cathay Pacific Airways Limited (referred to as “Cathay Pacific”) on matters related to Cross-boundary Coach Ticket Booking.

By making a Cross-boundary Coach Ticket Booking, you are deemed to have accepted and agreed to be bound by these terms and conditions.

Departure date of cross-boundary coach:

From Hong Kong International Airport to cities in Guangdong Province: Within three days after flight arrives in Hong Kong

From cities in Guangdong Province to Hong Kong International Airport: Within seven days before departure of flight from Hong Kong

Designated flight itineraries and cabin classes for Eligible Passengers by sales channel:

Sales channel	Applicable flight itineraries	Applicable cabin classes
Cathay Pacific mobile application	Flight itineraries originating from Australia, India or the United States to Hong Kong or other destinations with a stopover in Hong Kong of more than 24 hours	First class, business class, premium economy class and economy class (fare class F/A/J/C/D/P/I/W/R/E/Y/B/H/K/M/L/V/S/N/Q/O)
Cathay Pacific official website		
Appointed agency of Cathay Pacific in Australia, India or the United States	Flights operated by Cathay Pacific between Hong Kong and ^any destination (^for Chinese Mainland destinations, limited to Urumqi only)	

Codeshare flights, group flight tickets, free tickets, and mileage redemption tickets are excluded.

Cross-boundary coach services:

Cross-boundary coach services between Hong Kong International Airport and selected cities in Guangdong Province provided by the Coach Operators from time to time.

Disclaimer:

1. The cross-boundary coach services available for booking on the Cathay Pacific official website are provided by Eternal East Cross-Border Coach Mgt. Ltd. (“EEB”), Trans-island Chinalink Bus Company Limited (“TIL”) or China Travel Tours Transportation Services Hong Kong Limited (“CTG Bus”) (collectively, the “Coach Operators”). The relevant Coach Operator for a cross-boundary coach service will be identified during the booking process.
2. Cathay Pacific acts as agent for the relevant Coach Operator only for the sale and promotion of tickets for cross-boundary coach service.
3. Cathay Pacific is not liable for any parts of the journey performed in connection with any cross-boundary coach service.

4. It is your responsibility to ensure that you arrive at Hong Kong International Airport with sufficient time before your connecting flight. In such circumstances, to the extent permitted by applicable laws, Cathay Pacific is not liable for any loss, damage or delay to your journey or baggage due to the passenger failing to reserve sufficient time.
5. To the extent permitted by law, Cathay Pacific is not liable for any direct or indirect loss or damage, any loss of profit or any additional travel costs arising from (i) the use of the Cross-boundary Coach Ticket Booking website or any information contained therein; (ii) any failure or delay in providing services through the site (including, without limitation, as a result of force majeure, system failure, communication failure or otherwise); and/or (iii) the provision of any personal details to Cathay Pacific including credit card details.

Applicable terms: Your contract for the cross-boundary coach service sector is governed by the relevant Coach Operator's applicable terms and conditions of service as set out on that Coach Operator's website:

EEB: <https://www.myeibus.com/eebusfans/>

TIL: https://www.tilchinalink.com/luggage_information.php

CTG Bus: <https://www.hkctgbus.com/#/index/home>

Flights which are operated by Cathay Pacific are subject to Cathay Pacific's [General Conditions of Carriage for Passenger and Baggage](#).

Baggage allowance: The baggage allowance for the air segment is subject to the terms and conditions of Cathay Pacific; the baggage allowance for the cross-boundary coach service is subject to the terms and conditions of the relevant Coach Operator.

Modification of the cross-boundary coach services:

1. The information contained in the Cross-boundary Coach Ticket Booking page (including cross-boundary coach service listings) is for general information only and subject to change without notice.
2. Cross-boundary coach services may be operated by a bus and/or SkyLimo, subject to the arrangement of the relevant Coach Operator.
3. The issuance of cross-boundary coach ticket(s) to the passenger is subject to seat availability on the relevant service and payment of all applicable fares and charges.
4. The passenger agrees that Cathay Pacific may suspend or terminate the sale of cross-boundary coach tickets at any time without prior notice.

Terms of use for coach ticket ordering:

1. Passengers can purchase cross-boundary coach tickets between Hong Kong International Airport and Guangdong Province on the Cathay Pacific official website.
2. Passengers may select the cross-boundary coach service based on the minimum connection time prompted by the system and bookable coaches departing within a maximum of 90 days from the time of booking (subject to restrictions above on the departure date of the coach). Passengers must complete the payment process within the specified time or the order will be canceled automatically.
3. After completing the order, the system will generate an electronic QR code coach ticket and send a notification via SMS and email.
4. Passengers can board the coach according to the date, time, and pick-up point selected at the time of booking by using the electronic QR code coach ticket or by collecting a physical ticket from the relevant Coach Operator using the ticket number and the mobile phone number used when booking the ticket.
5. The staff of the relevant Coach Operator at the pick-up point will check the passenger's information and confirm their identity before allowing the passenger to board.
6. Passengers are asked to sit according to the seat numbers stated on their coach tickets. If the ticket displays "no fixed seating," please sit according to the arrangements of the on-site staff.
7. If you require a receipt for reimbursement, please contact cross-boundary coach providers:

EEB: please contact customer service Mainland China 400-886-1668, Hong Kong +852 3760 0888

TIL: please send the request by email to info@tilchinalink.com

CTG: please request and download the receipt at <https://m.hkctsbus.com/BusSearch/searchByOrder>

Note: As the operating service company is registered in Hong Kong, only a reimbursement receipt (not a Chinese mainland invoice) can be provided.

Refund and change regulations for cross-boundary coach ticket:

1. Coach tickets are valid only for the date and time for which they are booked.
2. Tickets cannot be changed after issuance. If you need to change your ticket, please purchase a new ticket after refunding the original ticket. A handling fee will be charged as follows:

Ticket Refund Time	Refund Fee (Based on Coach Operator and Ticket Value)		
	EEB	TIL	CTG Bus
48 hours or beyond before bus/SkyLimo departure	10%	Free of charge	Free of charge
24 hours or more but less than 48 hours before bus/SkyLimo departure	20%		10%
2 hours or more but less than 24 hours before bus/SkyLimo departure	50%		30%
Less than 2 hours before bus/SkyLimo departure	No refund		
Refund Amount = Actual Payment Amount – Refund Fee.			
The refund fee is calculated based on the original ticket value of the ticket during promotional activities. If the refund fee is equal to or exceeds the actual payment amount paid by the customer at the time of purchase, no refund will be processed and the ticket will be voided.			

3. The purchase of a new ticket is subject to seat availability at the time when you attempt to make a new purchase. After cancelling your original ticket, you may not be able to purchase a new ticket.
4. No refunds or coach ticket changes will be accepted within 2 hours before departure.
5. Coach tickets must be used in conjunction with the flight tickets. If you cancel your flight ticket, then you must also cancel your coach tickets in connection with that flight ticket, subject to the conditions applicable to the refund of coach tickets as set out in these terms and conditions. The refund amount for air tickets and coach tickets may be returned to the passenger's respective original payment method.
6. Passengers must change each coach ticket separately.
7. In the event of Cathay Pacific flight cancellations or delays, flight schedule changes, or cross-boundary coach cancellations, please apply for a refund within 30 days from the originally booked coach departure date using the cross-boundary coach ticket refund page on Cathay Pacific official website (https://www.cathaypacific.com/busticket/en_HK/land-transportation.html). After verification, Cathay Pacific will waive the refund fee and refund the coach ticket fare to your payment method within 7 calendar days. If the passenger's submission of the application through the refund page is unsuccessful, please contact Cathay Pacific's [Customer Care](#).

Infant/child coach tickets:

1. Infant tickets (without booked seat) are available on some cross-boundary coach routes for passengers under the age of 2 years old. Child tickets are available for passengers aged 2 or above and under 12 years old.
2. Infant tickets are not available on some cross-boundary coach routes. Subject to the terms and conditions of the relevant Coach Operator, passengers under the age of 2 may travel on those cross-boundary coach routes for free if they do not occupy a seat. Please refer to the price displayed in the system.
3. Infants and children must travel on the coach service and have their coach tickets purchased together with at least one adult on the same flight itinerary. When only infants or children are in the coach ticket order, the system will not allow infants and children to book coach tickets. If you have already booked coach tickets for the adult(s), please purchase coach tickets for the infants and children from other channels for the same coach as the adult(s) with whom they are traveling.

4. If there is any infant or child in the coach ticket order and you need to change the coach tickets, please cancel the tickets for the infant or child and the adult(s) and purchase new coach tickets.

Matters of note:

1. Cross-boundary coach tickets can be used only by the person and at the time and pick-up point printed on the ticket. The name on the coach ticket must match the name of the flight ticket.
2. Each passenger may only purchase up to one cross-boundary coach ticket from Hong Kong International Airport to Guangdong Province for each flight arriving in Hong Kong and up to one cross-boundary coach ticket from Guangdong Province to Hong Kong International Airport for each flight departing from Hong Kong.
3. It is your responsibility to ensure that you have all required travel documents and/or visas for travel between Hong Kong and Mainland China.

Payment:

1. A valid form of payment is required for completing the transaction online. Once you have pressed the "Pay now" button, Cathay Pacific will be entitled to debit your chosen form of payment. Cathay Pacific will apply risk management controls before a transaction is accepted, and delays or rejections may occur. If the transaction is accepted, the coach ticket booking will be made immediately, and Cathay Pacific will transmit to you your electronic coach ticket. If you do not receive your electronic coach ticket, please contact Cathay Pacific's [Customer Care](#).
2. Cathay Pacific accepts most major credit card brands. Actual acceptable forms of payment may vary by markets and are displayed at the payment page. Note that credit card issuing banks may charge you an international transaction fee, dependent upon currency of credit card. Please check with your credit card issuing bank for details of charges. For questions related to payment security, please refer to Cathay Pacific's [Privacy Notice](#) (<http://www.cathaypacific.com/customer-privacy-notice>) or contact Cathay Pacific's [Customer Care](#) (<http://www.cathaypacific.com/contactus>).
3. All coach ticket fares will be displayed and charged in Hong Kong Dollars. If any alternative payment option is provided by Cathay Pacific, such as the choice to complete your transaction in another currency, the price provided by Cathay Pacific may incorporate costs, fees and/or charges such as bid-ask spread and mark-up. In determining any pricing, or components thereof, Cathay Pacific may consider the costs and risks it assumes under the transaction, including any foreign exchange risks. For example, bid-ask spread and margin may be influenced by various factors such as the chosen currency pair, liquidity, market volatility, credit risk, internal costs and profit margin, as well as any other relevant considerations. The alternative and original pricing currencies are fully disclosed on the payment page for your reference and comparison. By clicking "Pay now" after choosing an alternative currency, you agree to be charged by the chosen currency and amount instead of the original currency.
4. In rare occasions, the payment transaction may not be successfully authorized and debited from your banking service provider while tickets have been issued for use. Cathay Pacific's Customer Care would contact you to complete the payment. In case of failure to get in touch with you after multiple attempts or you refuse to pay in full, Cathay Pacific may cancel or suspend any unused ticket portions, and may take further action to recover the outstanding purchase amount together with any interest and costs incurred in the process.

General:

1. Personal data supplied during the course of Cross-boundary Coach Ticket Booking will only be processed in accordance with Cathay Pacific's [Privacy Notice](#) (<http://www.cathaypacific.com/customer-privacy-notice>).
2. Other terms and conditions of Cathay Pacific, including the terms of use of the Cathay Pacific official website, shall apply.
3. To the extent permitted by law, Cathay Pacific reserves the right to amend these terms and conditions at any time without notice. The current version at the time of your Cross-boundary Coach Ticket Booking will apply to your booking.
4. These terms and conditions are in English and Traditional Chinese. If there is any discrepancy between the language versions, the English version shall prevail.
5. These terms and conditions and this promotion are governed by the laws of Hong Kong. If there is any dispute in relation to Cross-boundary Coach Ticket Booking or these terms and conditions, you agree

to engage in good faith negotiations with Cathay Pacific in the first instance before commencing any legal proceedings. If you and Cathay Pacific fail to come to a mutually acceptable resolution following good faith negotiations, you may commence court proceedings, but you must do so within the courts of Hong Kong.

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