



Revenue Management Memo

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From : Pricing & Tariff – Revenue Management		
To : Sales Office/Business Development / AP / MP / Ecommerce / Call Center / FOCC / OPS / ICC / CRD/ Marketing / Corporate Communications / Duty Desk / IC / FIN / HU Int'l FIN/Res Control		
Copy : Commercial Director / Deputy Commercial Director / RM		

Special Ticketing Handling for travelling from/to Mainland China

With immediate effect, special waiver will be honored for all tickets issued worldwide (irrespective of fare type) on/before 28Jan2020 for travel on Hong Kong Airlines (HX) flight with confirmed booking involving Mainland China between 28 Jan2020 and 31 Mar2020.

I. Applicable Ticket Type

- HX 851 ticket stock

II. Rebooking/Re-routing

- Such requests are made on/before 31 Mar 2020 for travel on Hong Kong Airlines (HX) flight with confirmed booking involving Mainland China departure or arrival between 28 Jan2020 and 31 Mar2020.
- Revised (new) travel date must be on/before 31May2020 and subject to flight availability. In which case, the ticket expiry date will be adjusted accordingly.

a. Rebooking charges will be waived on condition that:

- Reissuance charges will be waived due to the expiry of the original ticket.
- Such waiver on all rebooking request can only be applied once.
- The newly rebooked sector must observe and conform to the conditions of the respective fare rule, e.g. blackout dates, flight application, weekend / weekday travel, stopover charges, and applicable seasonality by collecting additional as appropriate.
- Rebooking is subject to flight available and fare/tax different which should be paid by passenger.
- No-show passengers are not eligible for waiver



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b. Re-routing charges will be waived on condition that:

- Reissuance charges will be waived due to the expiry of the original ticket.
- Such waiver on rerouting request can only be applied once.
- Rerouting is subject to flight availability and fare/tax difference which should be paid by passenger
- No-show passengers are not eligible for waiver.

III. Cancellation / Refund

- Non-refundable ticket for affected departure date is also eligible for refund without charge.
- Waiver of refund or cancellation penalty only applies to refund submit within 60 days from the affected flight date.
- No-show passengers are not eligible for waiver

IV. Group Tickets

- Please refer to your local sales office.