



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 to and from Hong Kong (R4)

(This memo will replace RM-200204-PT (R3) with effective on 29Apr2020)

With effective on 29Apr2020, special waiver will be honored for rebooking and re-routing charges for all tickets issued worldwide (irrespective of fare type) on/before 07Feb2020 (original ticket issue date) for travelling on Hong Kong Airlines (HX) flight with confirmed booking(s) arriving to, departing from or transit through Hong Kong between 31Jan2020 and 31May2020.

I. Applicable Ticket Type

- HX 851 ticket stock.

II. Rebooking/Re-routing

- Such requests are made on/before 31May2020, for travel on Hong Kong Airlines (HX) flight with confirmed bookings arriving to, departing from or transit through Hong Kong between 31Jan2020 and 31May2020.
- Revised (NEW) travel date must be on/before 31Dec2020 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.

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.



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- 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

- No waiver on cancellation and refund charges.

IV. Group Tickets

- Please refer to your local sales office.

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