



# Revenue Management Memo

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From : Pricing & Tariff – Revenue Management

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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

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Copy : Commercial Director / Deputy Commercial Director / RM

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## **Special ticketing handling for travelling to and from Thailand (R1)**

(This memo will replace RM-200301-PT (Upd) with effective on 29Apr2020)

With effective on 29Apr2020, special waiver will be honored for rebooking, re-routing and refund charges for all tickets issued worldwide (irrespective of fare type) on/before 06Mar2020 (original ticket issue date) for travelling on Hong Kong Airlines (HX) flight with confirmed booking(s) arriving to or departing from Thailand between 06Mar2020 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 or departing from Thailand between 06Mar2020 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.
  - Rerouting is subject to flight availability and fare/tax difference which should be paid by passenger.
  - No-show passengers are not eligible for waiver.



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### **III. Cancellation / Refund**

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

### **IV. Group Tickets**

- Please refer to your local sales office.

Revenue Management