



Revenue Management Memo

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Approved by: Zheng Qiang

Endorsed By: Angel Li

Handled by: Ruby Lam

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 Vietnam (R2)

(This memo will replace RM-200307-PT (R1) with immediate effect)

With immediate effect, special waiver will be honored for rebooking, re-routing and refund charges for all tickets issued worldwide (irrespective of fare type) on/before 19Mar2020 (original ticket issue date) for travelling on Hong Kong Airlines (HX) flight with confirmed booking(s) arriving to or departing from Vietnam between 20Mar2020 and 30Jun2020.

I. Applicable Ticket Type

- HX 851 ticket stock.

II. Rebooking/Re-routing

- Such requests are made on/before 30Jun2020, for travel on Hong Kong Airlines (HX) flight with confirmed bookings arriving to or departing from Vietnam between 20Mar2020 and 30Jun2020.
- 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.



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 waiver.

IV. Group Tickets

- Please refer to your local sales office.

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