



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 Mainland China (R1)

(This memo will replace RM-200530-PT with immediate effect.)

With Hong Kong SAR Government Notice for Air transit/transfer services, immediate effect, special waiver will be honored for rebooking and refund charges for all tickets issued worldwide (irrespective of fare type) from 25May2020 to 08Jun2020 (original ticket issue date) for travelling on Hong Kong Airlines (HX) flight with confirmed booking(s) arriving to or departing from Mainland China between 01Jun2020 and 31Jul2020.

I. Applicable Ticket Type

- HX 851 ticket stock

II. Rebooking

- Such requests are made on/before 31Jul2020 for travel on Hong Kong Airlines (HX) flight with confirmed bookings arriving to or departing from Mainland China between 01Jun20 and 31Jul20.
- 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.

III. Cancellation / Refund

- Waiver of cancellation and refund charges only applies to refund submit within 60 days from the affected flight date.



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- 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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