



V2023-001A

ex-HKG Standard Rules (With effective from **01FEB2023**)[Amendment](#)

31/01/2023

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Class of Travel	First	Business			Premium Economy		Economy		
Class Code (CX)	F*, A	J*, C	D, P	I	W*, R	E	Y*, B, H, K, M, L, V, S, N, Q, O		
		* Booking class code : F / J / W / Y and Fare Basis with 2 nd digit "Q" are included.							
Brand	--	--	--	--	--	--	Flex	Essential	Light
Rebooking / Rerouting fee (Agent Nett)	Free of charge	Free of charge	HKD250	HKD900	Free of charge	HKD900	Free of charge	HKD900	HKD1100
		For Infant without seat : Free of charge							
NoShow fee	Free of charge	Free of charge	HKD1300	HKD1300	Free of charge	HKD1300	HKD1300	HKD1300	HKD1300
		Except - For Infant without seat, when Rebooking/Rerouting with Noshow : Free of charge							
Cancellation fee for totally unused ticket (Agent Nett)	Free of charge (except for Chinese mainland)	Free of charge (except for Chinese mainland)	HKD900	HKD1100	Free of charge (except for Chinese mainland)	HKD900	HKD900	HKD900	HKD1100
	For Chinese mainland HKD900	For Chinese mainland HKD900			For Chinese mainland HKD900				
Cancellation fee for partially used ticket	Free of charge (except for Chinese mainland)	Free of charge (except for Chinese mainland)	HKD900	HKD1100	Free of charge (except for Chinese mainland)	HKD900	HKD900	HKD900	HKD1100
	For Chinese mainland HKD900	For Chinese mainland HKD900			For Chinese mainland HKD900				
Standby for earlier flight	Yes	Yes	No	No	Yes	No	Yes	No	No

Destination Group 2 = Africa, Kazakhstan, Kenya, Middle East, North America, South America, South West Pacific, UK/Europe

Class of Travel	First	Business			Premium Economy		Economy		
Class Code (CX)	F*, A	J*, C	D, P	I	W*, R	E	Y*, B, H, K, M, L, V, S, N, Q, O		
		* Booking class code : F / J / W / Y and Fare Basis with 2 nd digit "Q" are included.							
Brand	--	--	--	--	--	--	Flex	Essential	Light
Rebooking / Rerouting fee (Agent Nett)	Free of charge	Free of charge	HKD250	HKD1800	Free of charge	HKD1800	Free of charge	HKD1800	HKD2000
		For Infant without seat : Free of charge							
NoShow fee	Free of charge	Free of charge	HKD2200	HKD2200	Free of charge	HKD2200	HKD2200	HKD2200	HKD2200
		Except - For Infant without seat, when Rebooking/Rerouting with Noshow : Free of charge							
Cancellation fee for totally unused ticket (Agent Nett)	Free of charge	Free of charge	HKD1800	HKD2000	Free of charge	HKD1800	HKD1800	HKD1800	HKD2000
Cancellation fee for partially used ticket	Free of charge	Free of charge	HKD1800	HKD2000	Free of charge	HKD1800	HKD1800	HKD1800	HKD2000
Standby for earlier flight	Yes	Yes	No	No	Yes	No	Yes	No	No

** All fees are applied for per person per ticket. **

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Ticketing Deadline	Normal ticketing deadline applied. Except for Advance Purchase fares ~ Normal ticketing deadline applied or at least 3 / 7 / 14 / 30 / 60 / 90 days (please refer applicable fare) before departure, whichever is earlier. For O class ~ Reservation and ticketing must be done at the same time.						
Rebooking / Rerouting	All changes and tickets must be revalidated / reissued no later than the ticketed flight date/time. Otherwise, "No Show" fee applied. Change of <u>flight / date / validity / booking class / routing</u> (with same Passenger Type) is permitted. Subject to Rebooking / Rerouting / Noshow fee per transaction (if any). Penalty fee (Rebook/Reroute+Noshow) fee is based on <u>changed</u> fare component.. When changes on more than one fare component, charge the <u>Highest</u> Penalty fee (Rebook/Reroute+Noshow) of <u>All Changed</u> fare component. At any time, conditions of the new fare must be observed. (e.g. Min Stay & Max Stay, Ticketing Deadline, Flight Restrictions, Combinability) Before departure : Reprice with below options and provide the best fare to passenger ~ 1. Use any <u>current</u> CX fare for re-price and measure Advance Reservations from ticket reissue date. New ticket value (**) must be <u>Equal or Higher</u> than the previous ticket OR 2. If same routing but different booking class - any CX <u>historical</u> fare may also be used for re-price and measure Advance Reservations from ticket reissue date . New ticket value (**) must be <u>Equal or Higher</u> than previous ticket OR 3. If same routing and booking class - any CX <u>historical</u> fare may also be used for re-price and measure Advance Reservations from ticket reissue date. New ticket value (**) may be <u>Equal or Higher or Lower</u> than the previous ticket. After departure : Reprice with below options and provide the best fare to passenger ~ 1. Use any <u>historical</u> CX Fare for re-price and new ticket value (**) must be <u>Equal or Higher</u> than the previous ticket OR 2. If same routing and booking class - any CX <u>historical</u> fare may also be used for re-price and new ticket value (**) may be <u>Equal or Higher or Lower</u> than the previous ticket. ** On top of the above conditions, the brand element also need to be observed. Economy class ~ 1. Light => may re-price to Economy (Flex / Essential / Light) / Premium Economy / Business / First. 2. Essential => may re-price to Economy (Flex / Essential) / Premium Economy / Business / First. 3. Flex => may re-price to Economy (Flex) / Premium Economy / Business / First. First / Business / Premium Economy class ~ Downgrade to Economy class 'Light' is NOT allowed. <u>For ticket issued on/before 27Feb22, if re-price with current fare, new ticket must be re-priced one of the following:</u> <table border="1"> <thead> <tr> <th>Class code</th><th>Eligible for Repricing</th></tr> </thead> <tbody> <tr> <td>All (except S/N/Q/O)</td><td>Economy (Flex / Essential) / Premium Economy / Business / First</td></tr> <tr> <td>S/N/Q/O</td><td>Economy (Flex / Essential / Light) / Premium Economy / Business / First</td></tr> </tbody> </table> At any time ~ - When the new itinerary results in a Higher fare, collect fare difference and change fee plus no show fee if applicable. - When the new itinerary results in a Lower fare, no refund of fare difference and collect change fee plus no show fee if applicable. - Rebooking & Rerouting made at the same transaction, only Rerouting fee will be applied. - Change of airport within same city does not constitute as rerouting. <u>Additional conditions for Advance Purchase Fares ~</u> Change on First sector ~ The applicable ticketing requirement of 3 / 7 / 14 / 30 / 60 / 90 days advance purchase must be observed on the new departure date and all tickets must be revalidated / reissued no later than the advance purchase requirement. Change on other sectors ~ All changes must be made before the ticketed flight/date.	Class code	Eligible for Repricing	All (except S/N/Q/O)	Economy (Flex / Essential) / Premium Economy / Business / First	S/N/Q/O	Economy (Flex / Essential / Light) / Premium Economy / Business / First
Class code	Eligible for Repricing						
All (except S/N/Q/O)	Economy (Flex / Essential) / Premium Economy / Business / First						
S/N/Q/O	Economy (Flex / Essential / Light) / Premium Economy / Business / First						



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Refund	Totally unused ticket ~ Subject to applicable cancellation fee. Partially used ticket ~ Refund applied only when residual is available after deducting the applicable fare (same or higher class code / brand) for the transportation used plus applicable cancellation fee. When fare is combined with another fare (e.g. upselling or open Jaw), charge the Highest cancellation fee within the <u>whole ticket</u>. When the cancellation fee of previous ticket(s) is different from the new ticket, charge the Highest cancellation fee of all issued / reissued tickets. Supporting Document (e/g PNR or ET history of the flight cancellation) is required, otherwise 'NoShow' fee will also be applied. For routing involved New Zealand ~ Proof of New Zealand Residence / Student Visa / Working Permit etc. require for partial refund.
One way fare	Please refer faresheet (if any)
Child fare	75% of adult fare (Applicable to CAT8 Stopover / CAT9 Transfer / CAT12 Surcharges)
Infant fare (no seat)	10% of adult fare (Applicable to CAT8 Stopover / CAT9 Transfer / CAT12 Surcharges) When applying private fare (fares with tour code), Infant ticket must be issued with same tour code as the accompanied adult. Otherwise, only Publish infant fare (fares without tour code) with same or higher class code as accompanied adult can be applied.
Ticketing / Fare Basis	All tickets must be issued via ATPCO with PNR pricing, please refer to applicable fare basis as provided by system. Except: - Manual ticketing is permitted - for CX direct flights (point to point) Oneway/Round Trip fares as shown on faresheets (e.g. HKG-LAX or HKG-LAX-HKG), - applicable Open Jaw routing combined by these CX direct flights (point to point) fares (e.g. HKG-LAX // SFO-HKG). - Please use current fare basis in GDS and change the fare amount for manual ticketing. - If historical fare is applied and fare basis changed on new faresheet version, please use historical fare basis for manual ticketing. - All conditions on the applicable fares must be fulfilled when doing manual ticketing.
Ticket Endorsement (Conditions to be shown on ticket)	** For manual ticketing, Please state the applicable 'Period of Travel, Flights, Ticket Validity' in the endorsements box. ** PLUS "NONENDORSABLE, NOSHOW FEE / RESTRICTIONS / TERMS AND CONDITIONS APPLIED." & Additional for Class code with rebooking fee ~ VALID ON FLIGHT/DATE SHOWN, REBOOKING FEE APPLIED. Additional for Advance purchase ~ AP3, AP7, AP14, AP30, AP60 or AP90 (please refer applicable fare)
Routing & Interlining	For destinations / fares not shown in faresheet, please refer individual fare in GDS for applicable Routing, Carrier, Flight Restrictions, Booking class code. Note: Final Fare must be priced with PNR as Carrier/Stopover/Transfer surcharge may apply.
Stopover/transfer	Enroute stopover/transfer within CX operating service may available, please refer individual fare in GDS for details.
Combinability	For Published fare (fares without tourcode) : Fares may be combined on a half round trip basis with any fare for carrier CX in any rule and tariff For Private fare (fares with tour code) : Fares may be combined on a half round trip basis providing two fares are under faresheet(s) with same tour code. Upselling & Open Jaw permitted (unless specific open jaw routing stated). Different airports in one city is considered as same city. (E.G. NRT & HND, SHA & PVG) At least one CX sector must be included in the whole journey. (When manual pricing, Published fare basis must be priced) Departure date of the first outbound sector determines the applicable fare for whole journey. The most restrictive Min Stay & Max Stay, Advance Purchase, Ticketing Deadline will be applied for the whole journey. Flight restrictions on individual outbound and/or inbound journey must be observed. If surcharge is involved : Before apply the surcharge(s), fare for open jaw routing has to be constructed. Applicable interline class code must be booked in conjunction with CX international sector. E.g.. HKG-CX-TYO-JL-HNL
UM Service	Apply 100% of adult fare plus UM service fee & valid on CX Operating Flights only. (If interline sector is involved, UM fare application / service fee will subject to the requirement of individual airline.)
OSI	For Private Fare (fares with tour code) : Tour Code of the applicable fare must be shown in each booking made under OSI element. (E.g."OSI CX PROM HKG0300FF500")
Remarks	- Fares are subject to the Hong Kong Passenger Security Charge, taxes and other surcharges. For ticket cancellations, where applicable the Hong Kong Passenger Security Charge, the Hong Kong Air Passenger Departure Tax and the Hong Kong International Airport Construction Fee will be refunded. - With effective from 1st September 2022, fuel surcharges (YR) will NOT be used to offset cancellation penalty. - Flight schedules are subject to change. Please refer to your CRS for latest update. - For details regarding mileage accrual, please refer to www.asiamiles.com - Confirmed reservation is required for entire journey. No open dated ticket is allowed. - No Child/Infant discount is applied for rebooking/rerouting/noshow/cancellation fee and other charges. - Ticketing agreement (IET) with CX between operating carrier of individual interline must be observed. - If faresheets include Interline class code, it must be taken in order from left to right. - First letter must always be the primary class code. Subsequence class code only be booked when the preceding class code is not available. - Destination of the outbound sector determines the fare for the entire journey. - For any discrepancy of applicable fare between Farelist and GDS, details in GDS prevail. - Rates are subject to change.