

General Waiver Guideline for Flight Re-schedule and Cancellation-R2

RM-170604-PT(R2)

With effective on 1Dec2017, general waiver criteria will be revised as following. The waiver policy will be catered for the flight reschedule and cancellation under certain circumstance. Hong Kong Airlines will waive the rebooking, no-show, reissue, refund and reroute charges for all HX (851) tickets issued worldwide with confirmed booking.

I. Applicable ticket type

- FIT, HX 851 ticket stock (except AD/ID)

II. Eligible situation

- a. HX operation flight reschedule beyond 3 hours before scheduled departure time (STD) and reschedule time not less than 60 minutes (reference to STD)
- b. Any HX Flight cancellation
- c. Any interline flight reschedule or cancellation with HX connection
- d. HX operation flight reschedule and result misconnection
- e. MCT revise and result misconnection

III. Waiver on Rebooking, No-show and Reissue Charges

- Such requests must be made within 10 days of the affected departure day.
- Revised (new) travel date must within next 14 days of the affected departure day or revised (new) flight must be the first available flight.
- Such waiver on all rebooking request can only be applied once.
- Subsequent changes and amendments to the flight itinerary will be subject to the terms and conditions of the original ticket.
- Inclusive of those valid on flight date shown tickets.
- Waiver is applicable on inbound segment if flight irregularity happened on outbound.

IV. Waiver on cancellation and refund charges

- Inclusive of non-refundable FIT tickets.
 - 1. For totally unused ticket
 - a. The amount of refund will be equal to the fare paid with tax and fuel surcharge inclusive if applicable.
 - b. Handling charge will be exclusive.

2. For partially unused ticket

- a. Refund portion (unused) will be the difference between the total ticket value and the value of used portion.
- b. Unused portion defined as the sum of unused portion of
 - o Directional sector value (actual sector value between ticket origin and destination).
 - o plus partial sector value (portion of sector value between stopover point and destination) if applicable.
- c. Actual sector value from ticket origin and destination defined as half of the round trip fare on respective ticketed subclass under respective ticketed compartment.
- d. Partial sector value within actual sector value defined as value proportion calculation base on ticket point mileage (TPM) proportion.
- e. Handling charge will be exclusive.

Example:

Actual Sector Value

1. HKG-(M class)-BKK-(M class)-HKG
 - o Total Ticket Value = \$A (M class RT Fare)
 - o Actual Sector Value = \$A/2
2. HKG-(M class)-BKK-(S class)-HKG
 - o Total Ticket Value = \$A+\$B
 - o \$A (1/2 M class HKGBKK RT), \$B (1/2 S class HKGBKK RT)

Partial Sector Value

1. BJS-(#1)-HKG-(#2)-BKK-(#3)-HKG-(#4)-BJS, BJSHKGBKK on M class, BKKHKGBJS on M class
 - o Total Ticket Value = \$P, BJSBKK M class RT fare \$P
 - o Ticket Value BJS-HKG-BKK = \$P/2 (BJSBKK RT Fare on particular subclass)
 - o Ticket Value BKK-HKG-BJS = \$P/2 (BJSBKK RT Fare on particular subclass)
 - o #1 value under BJS-HKG-BKK, calculate from TPM under total value of BJS-HKG-BKK
 - o #4 value under BKK-HKG-BJS, calculate from TPM under total value of BKK-HKG-BJS
2. BJS-(#5)-HKG-(#6)-BKK-(#7)-HKG-(#8)-BJS, BJSHKGBKK on M class, BKKHKGBJS on S class
 - o Fare always reference to Segment A RBD (Reference to Fare Rule Mapping Table in the fare sheets)
 - o Total Ticket Value = \$P/2+\$R/2, BJSHKGBKK M class RT fare \$P, BJSHKGBKK S class RT fare \$R
 - o #5 value under BJS-HKG-BKK, calculate from BJS-HKG TPM under total value of BJS-HKG-BKK (\$P/2)
 - o #8 value under BKK-HKG-BJS, calculate from HKG-BJS TPM under total value of BKK-HKG-BJS (\$R/2)

- Flight reservation must be cancelled on the same day of the affected departure day.
- Refund application on refund charges and cancellation charges waiver must be submitted through original issuing office.
- Waiver of refund or cancellation penalty only applies to refund submit within 60days from the affected flight date. Otherwise, normal Terms & Conditions of original ticket will be applied.
- Ticket refund is not accepted at the airport.
- Grace period: Waiver on cancellation and refund charges is still allowed to apply within 3 days after passenger applied waiver on rebooking, No-show and reissue charges.

V. Rerouting

- Only applicable for the flights which will be departing within 2 days before departure
- Rerouting only acceptable within same zone
- Reissuance charges will be waived due to expiry of the original ticket
- Such waiver on rerouting request can only be applied once
- Rerouting is subject to flight availability and tax difference which should be paid by passenger
- Zone table :

Zone	Destination
1	HAK/SYX
2	CKG/CTU
3	SHA/PVG/NKG/HGH
4	PEK/TSN
5	JAPAN

VI. Connecting flights handling

• When flight irregularity happens and causes any flight misconnection, the conditions of III and IV can be applied.

- **Applicable flight**

- 1) HX operated flight + HX operated flight
- 2) HX operated flight + HX codeshare flight
- 3) HX operated flight + Interline flights

- **Ticket and reservation requirement**

1) All flight segments are shown on 1 set of ticket (1 ticket or more which are in conjunction) and reservations are confirmed under same PNR.

2) The connection meet minimum connecting time (MCT) requirements.

***Refer to E-term system with command **GI:HXNOTE/505** for the detail information of MCT*

VII. Particular Incident

- **Definition**

- 1) Big nature disaster (flooding, volcanic eruptions, blizzard and etc.)
- 2) Political factors like rebellion.

- **Handling**

1) Special notification to specific situation will be released by Revenue Management.
2) It will base on special notice to handle while the special notice have been issued by Revenue Management.

3) This guideline will be applied if no special notification have been issued

VIII. Note

- All interpretation of this notice is based on the English version.

Business Development, Commercial Department