



HONGKONG AIRLINES

香港航空

Special Ticketing Handling due Transportation Disruption from/to Hong Kong International Airport

Due to transportation disruptions to/from Hong Kong International Airport, with immediate effect, special waiver will be honored for all tickets issued worldwide (irrespective of fare type) on/before 11Nov2019 for travel on Hong Kong Airlines (HX) flight with confirmed booking involving Hong Kong [between 11Nov2019 and 14Nov2019](#).

I. Applicable Ticket Type

- HX 851 ticket stock

II. Applicable Flight and Criteria

- HX operating flight

III. Rebooking/No Show/Re-routing

- Such requests are made on/before 18Nov2019 for travel on Hong Kong Airlines (HX) flight with confirmed booking involving Hong Kong departure / transit / destination on the affected departure date.
- Revised (new) travel date must be on/before 15Dec2019 and subject to flight availability. In which case, the ticket expiry date will be adjusted accordingly.

i. Rebooking/No show charges will be waived on condition that:

- The newly rebooked sector is allowed to rebook with the same cabin regardless of the fare rule
- Reissuance charges will be waived due to the expiry of the original ticket.
- Such waiver on all rebooking request can only be applied once.
- No-show passengers are not eligible for waiver

i. Re-routing charges will be waived on condition that:



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- 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

IV. Cancellation / Refund

Cancellation/Refund surcharges will NOT be waived #

V. Group Tickets

- Please refer to your local sales office.

Important notes:

- # Refer to General Waiver Guideline for below irregular situation:
- HX operation flight reschedule time not less than 60 minutes (reference to STD)
 - Any HX Flight cancellation