



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 Notice for Ticketing Handling due influence of Air Operations in Hong Kong

As Hong Kong Airport Authority has announced that air operations may be affected on 12Aug2019. With immediate effect, rebooking charges will be waived for all tickets issued worldwide (irrespective of fare type) on/before 12Aug2019 for travel on Hong Kong Airlines (HX) flight with confirmed booking involving Hong Kong on 12Aug2019.

Applicable Ticket Type

- HX 851 ticket stock

Applicable Flight and Criteria

- HX operating flight
- HX marketing flight
 - Delay/cancellation certification from interline must be provided as an evidence
- SPA fare with interline flight delay or cancellation
 - Delay/cancellation certification from interline must be provided as an evidence

A. Rebooking

- Rebooking charge will be waived on condition that
 - Such requests are made on/before 25Aug2019 and before departure, for travel on Hong Kong Airlines (HX) flight with confirmed booking involving Hong Kong departure / transit / destination on 12Aug2019.
 - Revised (new) travel date must be on/before 30Nov2019 and subject to flight availability. In which case, the ticket expiry date will be adjusted accordingly.
 - 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.
 - Reissuance charges will be waived due to the expiry of the original ticket.
 - Such waiver on all rebooking request can only be applied once.



HONGKONG AIRLINES

香港航空

- Subsequent changes and amendments to your flight itinerary will be subject to the terms and conditions of the original ticket.
- **No-show passengers are not eligible for wavier**

B. Cancellation / Refund

- Refer to RM-170604-PT General Waiver Guideline for Flight reschedule and Cancellation-R3

C. Group Tickets

- Please refer to your local sales office.

We will monitor the situation closely and advise amendments if necessary.

For more information, please contact our Sales Office.