



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		
Copy : Commercial Director / Deputy Commercial Director / RM		

Special Ticketing Handling Guideline Due to earthquake in Osaka-update

Due to earthquake in Osaka, with immediate effect, rebooking/cancellation/refund charge will be waived for all tickets issued worldwide (irrespective of fare type) on/before 19Jun2018 for travel on Hong Kong Airlines (HX) flight with confirmed booking [arriving to and departing from Osaka \(Kansai\)](#) between 19Jun2018 and 30Jun2018.

Applicable Ticket Type

- HX 851 ticket stock

Applicable Flight and Criteria

- HX operating flight

A. Rebooking

- Rebooking charge will be waived on condition that
 - Such requests are made within 10 days 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 within 14 days of the affected departure date 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.
 - Subsequent changes and amendments to your flight itinerary will be subject to the terms and conditions of the original ticket.



B. Cancellation / Refund

- i) Non-refundable ticket for affected departure date is also eligible for refund without charge.
- ii) No show passenger is not eligible for the waiver.
- iii) Waiver of refund or cancellation penalty only applies to refund submit within 60 days from the affected flight date.
- iv) 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
- v) 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
 - Directional sector value (actual sector value between ticket origin and destination)
 - 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
 - Total Ticket Value = \$A (M class RT Fare)
 - Actual Sector Value = \$A/2
2. HKG-(M class)-BKK-(S class)-HKG
 - Total Ticket Value = \$A+\$B
 - \$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
 - Total Ticket Value = \$P, BJSBKK M class RT fare \$P
 - Ticket Value BJS-HKG-BKK = \$P/2 (BJSBKK RT Fare on particular subclass)
 - Ticket Value BKK-HKG-BJS = \$P/2 (BJSBKK RT Fare on particular subclass)
 - #1 value under BJS-HKG-BKK, calculate from TPM under total value of BJS-HKG-BKK
 - #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
 - Fare always reference to Segment A RBD (Reference to Fare Rule Mapping Table in the fare sheets)
 - Total Ticket Value = \$P/2+\$R/2, BJSHKGBKK M class RT fare \$P, BJSHKGBKK S class RT fare \$R
 - #5 value under BJS-HKG-BKK, calculate from BJS-HKG TPM under total value of BJS-HKG-BKK (\$P/2)



- #8 value under BKK-HKG-BJS, calculate from HKG-BJS TPM under total value of BKK-HKG-BJS (\$R/2)

C. Re-routing

- Such requests are made within 10 days 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 within 14 days of the affected departure date and subject to flight availability. In which case, the ticket expiry date will be adjusted accordingly.
- 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, routing (valid on HX operation flight only) and fare/tax difference which should be paid by passenger

D. 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.