



Revenue Management Memo

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From : Pricing & Tariff – Revenue Management

To : Sales office / BD (offline, Channel) / Product Development / Alliances & Partnerships / Ecommerce
/ Call Center / CRD / Duty Desk / IC / FIN / HU Int'l FIN / SDD / FFP

Copy : Commercial Director / Assistant Director, Commercial / RM

Hong Kong Airlines Refund Policy – R3

With effective on **13Nov2019**, Hong Kong Airlines Refund Policy will be updated under certain conditions and circumstance. Hong Kong Airlines will process the refund handling with airline code HX 851 ticket issued by Hong Kong Airlines.

I. Applicable ticket type

- HX 851 ticket stock (except ID/AD)
- Refund application is valid for voluntary situation.

II. Eligible situation and handling

a) Conditions

- Refund can be processed by ticket issuing office only.
- Flight coupon(s) of ticket must be used in sequence from the place of departure as shown on the ticket. The ticket will otherwise be invalid and fare of unused flight coupon(s) will not be refunded. Only unused government imposed tax will be fully refunded.
- Refund of unused ticket fare application must be applied within 1 year from the ticket issue day. Otherwise, only government imposed tax will be refunded, which is subjected to Government regulations.

b) Government imposed tax

- Government Imposed tax defined as separated item apart from air ticket, surcharge and any kinds of penalties (Refund Fee and No Show Fee if any).
- Unused Government imposed tax will be refunded on any unused sector(s) only with applicable on both refundable and non-refundable tickets, which is subjected to Government regulations.

c) Collection of Fee and Surcharge

- Collection of Fee and Surcharge is not government imposed tax item.
- Collection of Fee and Surcharge defines any fee or surcharge collected on behalf of local Government Authorities or Body requirement.
- Unused Collection of Fee and Surcharge will be refunded on any unused sector(s) only with applicable on both refundable and non-refundable ticket.



d) Passenger Fuel Surcharge

- Passenger Fuel surcharge is not government imposed tax item.
- Unused Passenger Fuel surcharge will be refunded on any unused sector(s) only with applicable on refundable tickets.
- Unused Passenger Fuel Surcharge claimed as part of total unused ticket unit for refund amount calculation.
- Final refund amount will be subjected to total unused ticket unit minus any kinds of penalties (Refund Fee, No-Show Fee and others if any)

e) Handling examples

Example Ticket Net Fare	Refundable Ticket	Non-refundable Ticket
Unused Ticket Fare	Z	Z
Refund Fee	A	A
No-show Fee*	B	B
Unused Government Imposed Tax	C	C
Unused Collection of Fee and Surcharge	D	D
Unused Passenger Fuel Surcharge	E	E
Total Unused Ticket Unit	Z+E	Z+E
Refundable Amount on unused sector(s) – All point of origin exclude Philippines		
Before No-show* (Deduction is NOT allowed on item C and item D)	Refund Amount = (Z + E - A) and C + D	C + D
After No-show* (Deduction is NOT allowed on item C and item D)	Refund Amount = (Z + E - A - B) and C + D	C + D
Refundable Amount on unused sector(s) – All point of origin with Philippines		
Before No-show* (Deduction is NOT allowed on item C, item D and item E)	Refund Amount = (Z - A) and C + D + E	C + D + E
After No-show* (Deduction is NOT allowed on item C, item D and item E)	Refund Amount = (Z - A - B) and C + D + E	C + D + E

*Any cancellation must be completed 2 hours before flight sector departure, otherwise will be subjected to No Show surcharge.

III. Other Remarks

- The following tickets will be excluded from above policy:
 - Japan as the point of origin: For tickets sold via authorized agents, Sales Offices and HKA's website.

Please inform all relevant parties.