



Revenue Management Memo

Ref No: RM-200203-PT (R2)

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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 Ticketing Waiver Policy **for VISA Application Refusal / Special Government Policy on Travel Restrictions (R2)**

(This memo will replace RM-200203-PT (R1) with effective on 16Mar2020.)

With effective on 16Mar2020, special ticketing waiver policy will be honored to the passenger who denied from travel Visa Application with confirmed ticket of Hong Kong Airlines operating flights.

I. Applicable Ticket Conditions

- HX operated flight
- HX 851 ticket stock

II. Applicable Scenario for Special Ticketing Waiver Application

- a. VISA application rejection as Individual Reason
- b. VISA application rejection as Government Policy Announcement / Restrictions
- c. Special Government Policy on Travel Restriction

III. Applicable Ticketing Handling

- [Rebooking Application](#)
- [Reroute Application](#)
- Refund Application

IV. Applicable Conditions

- General Conditions
 - Copy of passport with an official VISA rejection letter/notification issued by immigration department OR official VISA issuing office should be submitted as supporting document with the application.
 - Applicable for accompanying passenger(s) who is immediate family member of the applicant and confirmed under the same booking OR with the same travel itinerary.
 - Application valid for unused sectors only.
 - Any waiver request can be only applied once unless very special situation
 - [All Refund, Rebooking OR Rerouting charge will be waived BUT it's subjected to responsible handling charge](#)



(if any) per passenger per ticket.

- Non-refundable ticket is also valid for application with valid supporting document.
- All application as per VISA rejection as individual reason should be submitted 5 working days before departure.

- Specific Conditions for rebooking and rerouting

- Any rebooking and rerouting will be subjected to subclass availability.
- Any rebooking and rerouting ticket/sectors will be subjected to fare and tax difference from the original ticket/sector(s), but no refund for the fare different if the new ticket value is lower than the original ticket value.
- Reissuance charges will be waived due to expiry of the original ticket/sectors.
- Rerouting is accepted within the same zone only.
- Rerouting zone table listed as below

Zone	Destinations
1	CHINA (ALL HX Operating Destinations) / JAPAN (ALL HX Operating Destinations) / TPE / ICN
2	South East Asia (BKK / DPS / HAN / MNL) and Sub- Continent (MLE)

V. No Show Charges

- The passenger must cancel or rebook the original flight before 2 hours before departure. Otherwise no show fee will be charged.

VI. Handling Charges (valid for all Rebooking, Rerouting and Refund Application)

a) VISA application rejection as Individual Reason

Applicable Ticket Type	Handling Charge#		
	Refund	Rebook	Reroute
Non-refundable ticket	HKD800*	HKD800*	HKD800*
Refundable ticket	50% of corresponding refund fee of the ticket	50% of corresponding change fee of the ticket	50% of corresponding change fee of the ticket

*Or equivalent amount in local currency calculated by IATA IROE.

#The handling charge will be collected per passenger per ticket.

b) VISA application rejection as Government Policy Announcement / Restrictions

- Handling charge will be waived.

c) Special Government Policy on Travel Restriction

- Handling charge will be waived.

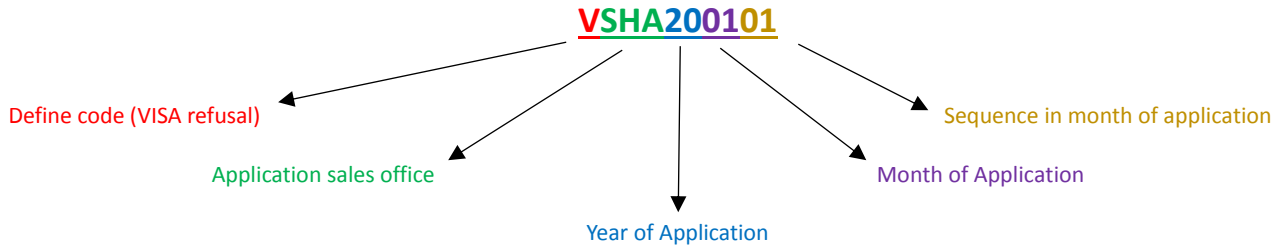


VII. Group Tickets

- Please refer to your local office.

VIII. Authorization Code

- Authorization code must be assigned for each case.
- Format of authorization code.



VIII. Summary Report

- Monthly summary report is required to submit to pt@hkairlines.com and routecontrol@hkairlines.com on/before 5th of each month.
- Copy of passport with an official VISA rejection letter/notification must be submitted together with the report
- Specimen of monthly summary report as below

Authorization Code	Ticket Number	Origin	Destination	Departure Date	Applied Date	Ticket Type
VSHA200101	EG : 851-2106653800	SHA	HKG	22Jan2020	08Jan2020	FIT