

Special ticketing guidelines for passengers travelling with Hong Kong Airlines

Part 1 – Passengers to/from Mainland China

RM-200104-PT

Special Ticketing Handling for travelling from/to Mainland China

With immediate effect, special waiver will be honored for all tickets issued worldwide (irrespective of fare type) on/before 24Jan2020 for travel on Hong Kong Airlines (HX) flight with confirmed booking involving Mainland China between 24 Jan2020 and 29Feb2020.

I. Applicable Ticket Type HX 851 ticket stock

II. Rebooking/No Show/Re-routing Such requests are made on/before 29 Feb 2020 for travel on Hong Kong Airlines (HX) flight with confirmed booking involving Mainland China departure or arrival between 24 Jan2020 and 29Feb2020. Revised (new) travel date must be on/before 31May2020 and subject to flight availability. In which case, the ticket expiry date will be adjusted accordingly.

a. Rebooking/No show charges will be waived on condition that: 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 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. Rebooking is subject to flight available and fare/tax different which should be paid by passenger.

b. Re-routing charges will be waived on condition that: 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 No-show passengers are not eligible for waiver.

III. Cancellation / Refund Non-refundable ticket for affected departure date is also eligible for refund without charge. Waiver of refund or cancellation penalty only applies to refund submit within 60 days from the affected flight date. No-show passengers are not eligible for waiver

IV. Group Tickets Please refer to your local sales office.

Part 2 – Passengers to/from destinations except Mainland China

CSC Special Ticketing Guideline for handling requests from Passengers as follow:

1. Application :

With immediate effect, rebooking, rerouting and refund charges will be waived to all 851 ticket stock holders issued worldwide (including all fare types) on or before 24 January 2020 for travel with Hong Kong Airlines confirmed bookings arriving and departing between 24 January 2020 and 29 February 2020.

2. Refund fee waiver (must provide relevant documents as proof):

In addition to the RM memo RM-200104-PT issued with the related to corresponding situations we will have provide more flexibility to the passengers who fit for the below criteria:

Passengers had been travelled to the Wu Han Region in December 2019 and January 2020, and would like to cancel the itinerary between the above mentioned periods. Passengers shall provide the proof of his/her previous travel/visit in Wu Han Region for the application, for example, local hotel receipt, transportation receipts, air ticket boarding passes and mobile phone call out records etc.; 2) Medical staff who are required to stay on duty due to this incident shall provide the relevant notices from his/her business units or from local governments, together with the employees' identification card as proof; 3) Passengers who are confirmed have been infected by the Novel Coronavirus with doctor certificates; 4) Passengers who have fever symptoms and unfit to travel on the schedule departure date must provide the doctor certificates as proof; 5) Passengers who are rejected on board by the custom/immigration with relevant notices and documentations as proof; 6) Passengers who are rejected / refused to leave their living areas by the local governments with relevant notices and documentations as proof. 7) All unused value-added services & products can be refunded

Important notice: No show passengers are not eligible for the waiver.

3. Rebooking fee waiver and revised new travel date must be completed on/before 31 May 2020 and subject to seat availability (must provide relevant documents as proof):

1) Passengers who are eligible with the conditions under Application of Refund Fee Waiver 2) Travel Companion of the eligible passengers, bookings must be in the same PNRs and/or with the same travel date and itinerary 3) The new rebooked sector must observe and conform to the conditions of the respective fare rules, e.g. Blackout dates, flight application, stopover charges and applicable seasonality by collecting additional/refunding difference (if any) as appropriate. 4) Jump sequence of ticket coupons (if passengers are willing to travel to and from Mainland China and have connecting flight sectors) are allowed. Unused coupons will be forfeited without any refund value. Remarks must be placed in the PNR and Ticket (OSI field and TRMK field)

Important notice: If Passengers are unable to provide any relevant proof for application, or travel to and from other destinations rather than Mainland China, and have the intention to complain to Social Medias, case should refer to Assistant Director COM Mr. Wayne Wang or Head of CSC, Ms. Liza Lai for review and approval.

4. Non 851 ticket stocks handling: 1) For all passengers who are holding Fortune Wings Club redemption tickets and travel with Hong Kong Airlines operated flights, but holding 880 ticket stocks, please refer passengers to contact Hainan Airlines Fortune Wings Club hotline for arrangement. 2) For any interline tickets and group tickets, please refer passengers to contact their local travel agents.

Important Notice: Passengers should refer to the marketed carriers or their appointed travel agents for details.