



## **General Waiver Guideline for Flight Re-schedule and Cancellation and Name Change Policy**

The waiver policy will be catered for the flight reschedule and cancellation under certain circumstances. Hong Kong Airlines will waive the rebooking, reissue, refund and reroute charges for all HX (851) tickets issued in the USA with confirmed bookings based on the following below.

### I. Applicable ticket type

- a. FIT, HX851 ticket stock
- b. Group tickets, please refer the local sales office.

### II. Eligible situation

- a. HX operation flight reschedules beyond 3 hours before scheduled departure time (STD) and reschedule time not less than 60 minutes (reference to STD) Refund can be processed by ticket issuing office only.
- b. Any HX Flight cancellation
- c. Any interline flight rescheduled or cancellation with HX connection.
- d. HX operation flight reschedules and result misconnection.
- e. MCT revise and result misconnection.

### III. Waiver Criteria on Rebooking and Reissue Charges

- a. Such requests must be made within 10 days of the affected departure day. Same operating carrier, same RBD, same route.
- b. Revised (new) travel date must be within next 14 days of the affected departure day or revised (new) flight must be the first available flight.

- c. Such a waiver on all rebooking requests can only be applied once.
- d. Subsequent changes and amendments to the flight itinerary will be subject to the terms and conditions of the original ticket.
- e. Waiver is applicable on inbound segment if flight irregularity happened on outbound.

#### IV. Waiver on cancellation and refund charges

- a. Inclusive of non-refundable FIT tickets.
  - i. For totally unused ticket
    - i) The amount of refund will be equal to the fare paid with tax and fuel surcharge inclusive if applicable.
    - ii) Handling charge will be exclusive.
  - b. For partially unused ticket
    - i. Refund portion (unused) will be the difference between the total ticket value and the value of used portion.

Once a waiver for refund is received you must process it immediately as refunds will be only accepted **within 60 days from the original affected flight.**

### Passenger Name Change Guideline and Procedure

#### I. Applicable

- a. HX 851 ticket stocks
- b. HX operating flights
- c. Applicable for ticketed PNR only
- d. Applicable to individual bookings
- e. Name change is acceptable for the same person ONLY and No passenger change is allowed

#### II. Not Eligible for Name Change

- a. HX codeshare flights

#### III. Name Change Criteria for Individual Bookings (FIT)

- a. Individual (FIT) Bookings without Fee
  - With below Name change criteria for FIT booking will be entitled one time free of charge.

- Corresponding document **MUST** be provided as evidence for any name change requested.

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| <i>Name change Criteria for FIT Bookings</i> | <i>Example</i>                      | <i>Remark</i>                   |
|--|-------------------------------------|---------------------------------|
| 1 Title / Gender Correction                  | CHAN/TAI MAN MS <-> CHAN/TAI MAN MR | -                               |
| 2 Add/Remove/Change Middle Name              | CHAN/TAI MAN <-> CHAN/DAVID TAI MAN | -                               |
| 3 Inverted Name                              | TAI MAN/CHAN <-> CHAN/TAI MAN       | Name component must be the same |
| 4 Correction less than/equal to 3 characters | CHAN/MCIHAEL <-> CHAN/MICHAEL       | -                               |
| 5 Pronunciation mistake                      | KWOK/CHI KEUNG <-> GUO/ZHI QIANG    | -                               |
| 6 Legal reasons                              | CHAN/TAI MAN <-> MACHAN/TAI MAN     | Marriage/Divorce/Adoption etc.  |

b. Individual (FIT) Bookings with Fee  
- If criteria not match with item III a., Name Change Fee will be collected

| <i>Applicable Fee for Name Change</i>   |
|---|
| HKD 400 or Equivalent to Local Currency |

Additional questions, please contact our team at [hongkongairlines@apg-ga.us](mailto:hongkongairlines@apg-ga.us)