

## REMINDER

### Hong Kong Airlines Refund Policy – R6

Effective on/after 01 April 2022

Hong Kong Airlines Refund Policy will be updated under certain conditions and circumstance with airline code HX 851 ticket [for tickets issued on/after 01Apr2022](#).

- I. Applicable ticket type
  - a. HX851 ticket stock
  - b. Except ID/AD fare type
  - c. For group ticket, please refer to your local sales office
  - d. Refund application is valid for voluntary situation
  
- II. Eligible situation and handling
  - a. Conditions
    - i. Refund can be process by ticket issuing office only.
    - ii. Flight coupon(s) 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.
    - iii. The refund application must be applied within 1year from the ticket date of issue. Otherwise, only government imposed tax, Government fee/surcharge (if any) will be refunded, which is subject to Government regulations.
  
  - b. Government imposed tax
    - i. Government imposed tax defined as the imposition of compulsory levies on individuals by governments.
    - ii. This is separated item apart from air ticket, surcharge /fee and any kinds of penalties.
    - iii. Unused tax will be refunded on any unused flight coupon(s) only with applicable on both refundable and non-refundable tickets, which is subject to Government regulations.
  
  - c. Government Fee/Surcharge
    - i. This is not government imposed tax item.
    - ii. This item defined as any fee/surcharge collected on behalf of local Government Authorities for the use of passenger facilities. (Such as Airport construction fee, Passenger Facility Charges etc.)
    - iii. Unused Fee/Surcharge will be refunded on any unused sector(s) only with applicable on both refundable and non-refundable ticket, which is subject to Government regulations.

- d. Passenger Fuel Surcharge (YR) / Booking Service Charge (YQ)
- i. This is not government imposed tax item or Government Fee/Surcharge.
  - ii. Unused YR / YQ will be refunded on any unused flight coupon(s) with applicable on *refundable tickets*.
  - iii. Unused YR / YQ will not be refunded on any unused flight coupon(s) with applicable on *non-refundable tickets*.

### III. Calculation method

Example Ticket Net Fare		
Unused Ticket Fare		Z
Refund Fee		A
No-show Fee		B
Unused Government Imposed Tax		C
Unused Government Fee/Surcharge		D
Unused Passenger Fuel Surcharge		E
Unused Booking Service Charge		F

  

Remaining balance for unused sector(s) – All point of origin exclude Philippines/Japan	Refundable Ticket	Non-refundable Ticket
Not apply No-show Fee	Refund fare: Z - A Other refund item: C + D + E + F	Refund fare: No value Other refund item: C + D
Apply No-show fee	Refund fare: Z - A - B Other refund item: C + D + E + F	Refund fare: No value Other refund item: C + D

  

Remaining balance for unused sector(s) – Point of origin with Philippines	Refundable Ticket	Non-refundable Ticket
Not apply No-show Fee	Refund fare: Z - A Other refund item: C + D + E + F	Refund fare: No value Other refund item: C + D + E
Apply No-show fee	Refund fare: Z - A - B Other refund item: C + D + E + F	Refund fare: No value Other refund item: C + D + E

### IV. Exception

- a. 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/APPs.

For more information please contact our office.  
PT. Air Promotion Group Indonesia - GSA for Indonesia  
Grha Gensag  
Jl.Komodor Halim Perdana Kusuma No.19A Halim Perdana Kusuma , Jakarta 13610 Indonesia  
T+62 21 22043321 / 22047074