



13 February 2023

Dear Industry Partners,

Important Travel Information for passengers travelling to/from Japan

We have been constantly communicating with the relevant authorities to maintain our schedule as much as possible, minimise the impact to our customers.

Regrettably, the Japanese government continues to mandate a limit on the maximum number of flights each carrier can operate from Hong Kong SAR to Japan.

As a result, HK Express can only operate 74 flights per week into Japan, which is 20-22 flights per week fewer than what was originally planned for March 2023.

Hence, to comply with the latest restrictions, HK Express must cancel certain flights (including return flights from Japan) between Hong Kong and Japan from 3 to 30 March 2023:

For Flights from Hong Kong to Japan:

Destination: Fukuoka	
UO638	5 - 30 March 2023

Destination: Okinawa	
UO820	3, 6, 8, 10, 13, 15, 17, 20, 22, 24, 27, 29 March 2023

Destination: Osaka-Kansai	
UO688	3, 10, 17, 24 March 2023
UO850	6, 8, 13, 15, 20, 22, 29 March 2023
UO862	26 March 2023

Destination: Tokyo-Haneda	
UO622	3-30 March 2023

Destination: Tokyo-Narita	
UO650	8, 15, 22 March 2023
UO870	7, 14, 21, 28 March 2023

For Flights from Japan to Hong Kong:

Origin: Fukuoka	
UO639	5-30 March 2023

Origin: Okinawa	
UO821	3, 6, 8, 10, 13, 15, 17, 20, 22, 24, 27, 29 March 2023

Origin: Osaka-Kansai	
UO689	3, 10, 17, 24 March 2023
UO851	6, 8, 13, 15, 20, 22, 29 March 2023
UO863	26 March 2023

Origin: Tokyo-Haneda	
UO623	3 - 25, 27 - 31 March 2023

Origin: Tokyo-Narita	
UO651	8, 15, 22 March 2023
UO871	7, 14, 21, 28 March 2023

Ticketing Arrangements:

There is no need for customers to contact us via our Customer Connect Team.

Affected passengers who booked directly with HK Express will receive a notification via email and SMS. For GDS booking, travel agencies will receive an UN status change message. They will be offered the following options (**applicable to all flights within affected bookings with any sector cancelled**).

- **Option 1 : Date / Time Change to the Same Destination**
 - Subject to seat availability
 - One-time no change fee applies
 - One-time no fare difference applies
 - Change of origin/destination is not permitted (except for rebooking between Tokyo-Narita and Tokyo-Haneda routes)
 - The change application must be made on or before the original departure date
 - New trip must be completed **on or before 30 June 2023**.
 - Please submit your request via <https://hkexpresseform.tpapac.io/HKExpress/ChangeFlight>. This is applicable for all sales channels.



- **Option 2: Full Refund on the whole booking**
 - Application must be made **on or before the original departure date.**
 - For B2B and API booking, please apply for the full refund via <https://hkexpressrefund.tpapac.io/en-US/erefund>.
 - For GDS booking, please submit your refund request via BSP Link / ASD / ARC (IAR), waiver code is not needed (For applying refund via ARC, please input "ANOAUTH" in ESAC field).

Please note that the above handling is not eligible for group booking, please contact groupdesk or sales team for inquiry.

Customers are advised to visit HK Express website www.hkexpress.com for the latest flight status.

We will continue to work hard to maintain our schedule as much as possible to minimise the impact to our customers. We would like to thank our customers for their patience and understanding.