11 April 2023

Dear Industry Partners,

Updates on HK Express Flights to/from Ishigaki

Based on the latest advice from the local authorities, Ishigaki Airport is unable to resume services for international flights. As a result, HK Express will cancel all flights to/from Ishigaki Airport from 4 June 2023 to 29 October 2023.

Ticketing Arrangements:
There is no need for customers to contact us via our Customer Connect Team.
Some of the bookings will be protected to Okinawa (OKA) and will receive an email accordingly. For GDS booking, please reissue ticket (waiver code is not needed) with the original fare amount if passengers accept the protection.

For the bookings that do not offer protection flight, 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.

For those who do not accept the protection or receive the flight cancellation message, they will be offered the following options **(applicable to all flights within affected bookings with any sector cancelled)**.

- **Option 1：Change to the Okinawa**
  - Subject to seat availability
  - One-time no change fee applies
  - One-time no fare difference applies
  - The change application must be made on or before the original departure date
  - New trip must be within (+/-) 4 weeks of the original departure date and subject to flight availability.
  - For API or B2B booking, please follow the notification email for applying route change. For GDS booking, please submit your request via https://hkexpress-eform.tpapac.io/HKExpress/ChangeFlight. You will get a reference number once your submission is successful. This is applicable for all sales channels.

- **Option 2: Change to a new route of HK Express network except Okinawa**
  - Subject to seat availability
  - One-time no change fee applies
  - Fare difference applies
  - The change application must be made on or before the original departure date
  - New trip must be within (+/-) 4 weeks of the original departure date and subject to flight availability.
  - For API or B2B booking, please follow the notification email for eapplying route change. For GDS booking, please submit your request via https://hkexpress-

eform.tpapac.io/HKExpress/ChangeFlight. You will get a reference number once your submission is successful. This is applicable for all sales channels.

- **Option 3: Full Refund**
  - Application must be made **on or before the original departure date.**
  - For B2B and API booking, please apply for the full refund via https://hkexpress-erefund.tpapac.io/en-US/erefund.
  - For GDS booking, please submit your refund request via BSP Link / ASD / ARC (IAR), wavier 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.

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.