

Sales Bulletin



To : All BSP Agents

From : Sales & Distribution
HKG & PRD

Date : 20 December 2018

Ref : JW / SB - 12 / 174

CX / KA Fuel Surcharges (Effective 1st January 2019) (Revised)

Fuel Surcharge will be decreased except ex Japan will be remain unchanged for ticket issue / exchange and travel on / after **1st January 2019**.

Details :

1. The surcharge will be applied for ticket issue / exchange on / after **1st January 2019**.
The application of fuel surcharge for tickets issue / exchange / re-issue as follow :
 - For new tickets : New fuel surcharge applies
 - For ticket re-issuance (Rebooking / Re-routing)
 - a) Totally un-used tickets (exchange) : New Fuel Surcharge apply
 - b) Partially used tickets (re-issue) : Applicable historical fuel surcharge apply based on the original ticket issue date
2. Historical fuel surcharge remains unchanged and will be carried for any 'Involuntary' changes in ticket reissuance.
3. For CX / KA flight coupons between HKG and South West Pacific, North America, Europe, Middle East, Africa and South Asian Sub-Continent. Between Japan and USA, between USA and Brazil / Chile / Peru, between New Zealand and Chile, between Brazil and United Kingdom / France / New York, between Kazakhstan and Hong Kong / Korea / Thailand.

POS worldwide for journey ex Japan : JPY10000 or equiv

POS HKG : HKD 584

POS CANADA : CAD 99.90

POS New Zealand : NZD 109

POS elsewhere : USD 74.90 or equiv.

4. For CX / KA flight coupons not specified above :
POS worldwide for journey ex Japan : JPY 3000 (for sector JP - TW / HK),
JPY 2300 (for other sectors) or equiv.
POS worldwide for journey ex China : USD15.40 (for sector CN - HK),
USD16.80 (for other sectors) or equiv.
POS worldwide for journey ex Philippines : **PHP 381** (for sector between PH - HK),
USD16.80 (for other sectors) or equiv.

POS HKG : HKD 131
POS CANADA : CAD 22.40
POS New Zealand : NZD 25
POS elsewhere : USD 16.80 or equiv.
5. The surcharges is applicable per passenger, per CX / KA flight coupon and will be collected from all passengers regardless of ticket stock except
 - a) Code-share flights within France (Ground Transportation)
 - b) CX flights between DMM and BAH (Ground Transportation)
 - c) Code-share ferries to / from HK on all CX / KA sectors
 - d) POS Bangladesh for any journey ex BD on all CX / KA sectors
6. The surcharge applies to all fare types and regardless of class of travel and type of fares including Frequent Flyer Program.
7. The surcharge is to be collected at point of sale and show as // YR // in the taxes / fees / charges box in the ticket.
8. There is no exemption to any category of passengers (such as children / infants / senior / AD / FOC... etc. For ID, please refer to carrier), except infant without seat is exempted for POS PH, ex PH, sector between PH - HK.
9. The surcharge is interlinable and the amount shall accrue to CX / KA.
10. **For ticket cancellations**, the residual of fare and fuel surcharge will be refunded after the deduction of applicable administration fees.

Here are examples for your reference :

A. Itinerary : HKG - BKK - HKG

(Round trip market fare at HKD3,160, One way HKG - BKK market fare at HKD2,060)

Total payable amount : HKD3,902
Fare : HKD3,160
Fuel Surcharge : HKD292 (@HKD146 x 2)
Taxes : HKD450

i) Refund for Totally Unused Ticket (without noshow)

Fare : HKD3,160
(-) Cancellation Charge : HKD900
(-) No show fee : N/A (as cancel before departure)
(+) Unused Fuel : HKD292
(+) Unused Taxes : HKD450 (Full Refund)

Refundable amount : HKD3,002

ii) Refund for Partially Used Ticket (BKK - HKG sector without noshow)

Fare : HKD3,160
(-) One way HKGBKK fare : HKD2,060

Residual fare amount : HKD1,100
(-) Cancellation Fee : HKD900
(-) No show Fee : N/A (as cancel before departure)
(+) Unused Fuel : HKD146 (For BKK-HKG)
(+) Unused Taxes : HKD182 (Full Refund)

Refundable amount : HKD528

iii) Refund for Partially Used Ticket (BKK - HKG sector with noshow)

Fare : HKD3,160
(-) One way HKGBKK fare : HKD2,060

Residual fare amount : HKD1,100
(-) Cancellation Fee : HKD900
(-) No show Fee : HKD1,000
(+) Unused Fuel ** : HKD146 (For BKK-HKG)
(+) Unused Taxes : HKD182 (Full Refund)

Refundable amount : HKD182

B. Itinerary : HKG - TPE - HKG

(Round trip market fare at HKD1,500, One way market fare N/A and *Normal Oneway
HKG - TPE fare at HKD3,530)

Total payable amount : HKD2,175
Fare : HKD1,500
Fuel Surcharge : HKD292 (@HKD146 x 2)
Taxes : HKD383

Refund for Partially Used Ticket (TPE - HKG sector without noshow)

Fare : HKD1,500
(-) Normal One way HKGTPE fare : HKD3,530

Residual fare amount : (-HKD2,030)
(-) Cancellation Fee : HKD900
(-) No show Fee : N/A (as cancel before departure)
(+) Unused Fuel** : HKD146 (For TPE-HKG)
(+) Unused Taxes : HKD128 (Full Refund)

Refundable amount : HKD128

Unused fuel surcharge will offset the refund handling fee and/or local refund administrative fee only. Fuel surcharge will not be used to offset the negative residual fare value

11. The surcharge will apply until further notice.

System will be updated.