

Sales Bulletin



To : Hong Kong & Macau BSP Agents

From : Sales & Distribution

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Ref : JW / SB - 07 / 052

CX Fuel Surcharges (Effective 06 July 2022)

CX Fuel Surcharge will be increased **for journey ex Philippines on sector between PH - HK** for tickets issue / exchange and travel on / after **6th July 2022**.

Details :

1. The surcharge will be applied for ticket issue / exchange on / after **6th July 2022**.
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 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, between Africa and Brazil, between Spain and Brazil / Chile / Peru, between Qatar and Brazil / Croatia / Kenya / Russia / Serbia / Seychelles / Ukraine.

POS worldwide for journey ex Japan : JPY 20400 or equiv.

POS Hong Kong : HKD 1466

POS Canada : CAD 238.80

POS New Zealand : NZD 294

POS elsewhere : USD 187.90 or equiv.

4. For CX flight coupons not specified above :

POS worldwide for journey ex Japan : JPY 9700 (for sector JP - TW / HK),
JPY 4600 (for other sectors) or equiv.

POS worldwide for sector from Chinese mainland to Hong Kong : CNY135
Hong Kong to Chinese mainland : HKD165 or equiv.

POS worldwide for journey ex Philippines : PHP 1172 (for sector between PH - HK),
USD 42.20 (for other sectors) or equiv.

POS Hong Kong : HKD 329

POS Canada : CAD 53.60

POS New Zealand : NZD 66

POS elsewhere : USD 42.20 or equiv.

5. The surcharges is applicable per passenger, per CX flight coupon
and will be collected from all passengers regardless of ticket stock except

a) Code-shared ferries to / from HK on all CX sectors

b) POS Bangladesh for any journey ex BD on all CX 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 .

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 :

(For illustration purposes only)

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
<u>(+) Unused Taxes</u>	<u>: HKD450 (Full Refund)</u>

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)
<u>(+) Unused Taxes</u>	<u>: HKD182 (Full Refund)</u>

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.