

Shipping from Mainland China and Hong Kong? Here's an update for Booking Cancellation Fee

Keeping your cargo planning in mind, please be informed of the following changes of our booking cancellation policy with effect from **August 1, 2024**.

For Quick Quotes Spot (QQS) bookings:

- The cancellation fee rule remains the same, following [Quick Quotes Spot Terms & Conditions](#).

For Quick Quotes (QQ) and other bookings:

- Booking cancellation fee is applicable to bookings cancelled, reduced, or no-show within **7 calendar days** prior to the Estimated Time of Departure (ETD) of the first intended vessel destined to all trades excluding Intra Asia (Short Sea).
- For Intra Asia (Short Sea) trade, booking cancellation fee will not be applicable.

Scenario	Cancellation Request	Vessel ETD	Days Difference	Cancellation Fee Applicability
Booking Cancellation Fee Applicable Scenario	August 1, 2024	August 8, 2024	7 days	Cancellation within 7 days of ETD (excluding ETD date), so Cancellation Fee applies.
Booking Cancellation Fee Not Applicable Scenario	August 1, 2024	August 9, 2024	8 days	Cancellation more than 7 days before ETD (excluding ETD date), so no Cancellation Fee applies.

Additional Details:

- Effective date is based on booking cancellation request date.
- Booking cancellation fee amount remains unchanged based on the product, please refer to our tariff [Local Charges / Service Fees](#)

If you require additional information, please contact our customer service team at China@service.hlaq.com and HongKong@service.hlaq.com, who will guide you based on your individual situation.