

## Shipping from China Taiwan? Here's an update for Booking Cancellation Fee

Reference to our previous [News](#), keeping your cargo planning in mind, please be informed of the following changed of our booking cancellation with effect from **April 1st, 2023**.

### Booking Cancellation Fee Policy

- Effective date based on booking cancellation request date.
- QQ Spot (QQS) Booking Cancellation fee rule remains unchanged.
- **Quick Quote (QQ) Booking cancellation fee applicable to Bookings cancelled within 7 calendar days prior to the Estimated Time of Departure (ETD) of the first intended vessel destined to ALL TRADES.**
- Other booking rather than QQS and QQ, Booking Cancellation fee rule remains unchanged.  
Booking Cancellation fee applicable to every container cancelled or no-show within a confirmed shipment for cancellation request after CY cut off
- Booking cancellation fee amount remains unchanged based on the product please refer to our tariff [Local Charges / Service Fees - Hapag-Lloyd](#)

If you should require additional information, please contact our customer service team at [Taiwan@service.hlaq.com](mailto:Taiwan@service.hlaq.com) who will guide you based on your individual situation.

### Calculator example for **within 7 calendar days**

<b>Requested date</b>	4/1/2023
<b>ETD date(based on Requested time)</b>	4/8/2023
<b>Different time</b>	<b>7</b>
<b>Free or Charge</b>	<b>Charge</b>
<b>Requested date</b>	4/1/2023
<b>ETD date(based on Requested time)</b>	4/9/2023
<b>Different time</b>	<b>8</b>
<b>Free or Charge</b>	<b>Free</b>