

## Booking Cancellation Fee - Mainland China and Hong Kong

Here's an update on the booking cancellation policy with effect from **April 1, 2023**.

### Booking cancellation Fee Policy

1. Effective date based on booking cancellation request date.
2. Quick Quotes Spot (QQS) Booking Cancellation fee rule remains unchanged.
3. Quick Quotes (QQ) Booking cancellation fee is applicable to bookings cancelled within 7 calendar days before the Estimated Time of Departure (ETD) of the first intended vessel destined to all trades
4. For other bookings, not Quick Quotes Spot or Quick Quotes, the Booking Cancellation fee is applicable to bookings cancelled within 7 calendar days before the Estimated Time of Departure (ETD) of the first intended vessel destined to all trades.

### If you are shipping from Pearl River Delta (PRD) or Yangtze River Delta (YRD), please take note below additional information

- Calculation rule is based on Estimated Time of Departure (ETD) of the first intended vessel shown on booking confirmation.
- Booking Cancellation Fee (FIO) is not applicable if there is a change of feeder vessel schedule, but mainline vessel schedule remains unchanged. (Excluding QQ Spot booking)
- Booking cancellation fee amount and general conditions remains unchanged based on the product, please refer to our [tariff](#) for more details.

We appreciate your continuous support to Hapag-Lloyd. Please do not hesitate to reach out to your respective Hapag-Lloyd offices for more information or email us for more detailed information.

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

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