

## Mainland China and China/Hong Kong – Booking Cancellation Fee Update

With reference to our previous [CustomerNEWS](#) we would like to provide an update regarding Booking Cancellation Fee (BCF) for Mainland China and China/Hong Kong.

We wish to inform you that with immediate effect, there would be an adjustment to our Booking Cancellation Fee. Please take note that:

Booking cancellation fee will be applicable to every container cancelled or no-show within a confirmed shipment.

Please refer to the table below for the updated fees for Quick Quotes & Non-Quick Quotes shipments:

### Before September 20, 2022

|                 | QQ              | Non QQ          |
|-----------------|-----------------|-----------------|
| China           | USD 150 per TEU | CNY 300 per TEU |
| China/Hong Kong |                 | HKD 300 per TEU |

### From September 20, 2022

|                 | QQ              | Non QQ          |
|-----------------|-----------------|-----------------|
| China           | CNY 300 per TEU | CNY 300 per TEU |
| China/Hong Kong | HKD 300 per TEU | HKD 300 per TEU |

- Unused booking without cancellation notice before vessel departure will be subject to booking cancellation fee.
- No changes to QQ Spot policies.

Please find more details from our [Local Charges / Service Fees](#).

The new charge basis will become effective based on the cancellation request date and for the no-show booking on the vessels departing from **September 20, 2022** onwards.

We encourage you to inform us about your booking cancellation before the aforementioned timeline. It will help us to increase the transparency and provide us with higher flexibility to better serve your space requirement.

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.

## 中国大陆和中国香港-预订取消费用更新

### 尊敬的客户

结合我司先前的通知 [CustomerNEWS](#)，我们将提供有关中国大陆和中国/香港预订取消费（BCF）的最新通知。

我们致力于为您提供更好的客户服务，我司将对出口订舱退舱费做出如下调整，且立即生效。

预订取消费将适用于每一个集装箱，包括取消或未装船。

请参考下表了解 QQ 和非 QQ 订舱取消费用最新规则

#### 在 2022 年 9 月 20 日之前

|      | QQ              | Non QQ          |
|------|-----------------|-----------------|
| 中国大陆 | USD 150 per TEU | CNY 300 per TEU |
| 中国香港 |                 | HKD 300 per TEU |

#### 在 2022 年 9 月 20 日之后

|      | QQ              | Non QQ          |
|------|-----------------|-----------------|
| 中国大陆 | CNY 300 per TEU | CNY 300 per TEU |
| 中国香港 | HKD 300 per TEU | HKD 300 per TEU |

- 在船舶离港前未通知我司取消而未使用的 booking 将收取亏舱费。
- QQ SPOT 退舱费规则无变化

我司官网可查询更多详细信息 [Local Charges / Service Fees](#).

新的收费标准实施日期将按申请退舱日期计算，并适用于 2022 年 9 月 20 日未装船离港导致亏舱的货物。

我们鼓励您及时通知我们您的预订取消，它将帮助我们增加透明度，并为我们提供更高的灵活性，以更好地满足您的空间需求。

感谢您对Hapag Lloyd的持续支持。请随时联系您各自的Hapag Lloyd办事处了解更多信息，或发送电子邮件到[China@service.hlaq.com](mailto:China@service.hlaq.com)，了解更多信息。