

Dear Customers,

Effective from 01.09.2024, the following charges will apply for booking cancellation, postponement or container reduction requests,

For booking cancellation requests within **ETD - 4 days**, BCF (Booking Cancellation Fee) will be applicable at **100 EUR** per container. If a booking cancellation request is submitted after the first roll, the charge will apply regardless of the ETD date. Reefer containers will be exempted from this process. Delays caused by Hapag Lloyd (omit, allocation) are not included in this process.

Postponement requests to the next vessel will charge with CRO charge code as **EUR 100** if within **ETD – 4 days**. Bookings that were previously postponed upon customer request, if postponed for a second time upon customer request, CRO (Cargo Roll Fee) will be applied as 100 USD per container for the second time regardless of the ETD date. will apply. Cost validity for repeated deferrals continues will do so. Reefer containers will be exempted from this process. Hapag-Lloyd induced (omit, allocation) postponements are not included in this process.

For container reduction requests during the **ETD -4 days** period, BOO (Booking Amendment Fee) will be applicable at **100 EUR** per container. Reefer containers will be exempted from this process. Container reductions due to Hapag Lloyd (equipment problem) are not included in this process.

In addition, to prevent invoice errors, we kindly ask you to select the correct explanation for the revision or cancellation of the booking in the requests you have made through the Booking Amendment portal on our website and to state the reason for the revision or cancellation in English in the remark box. The No Specific Reason option in the system should not be selected.

***This update does not apply to SPOT bookings.**

NOTE: The exception for reefer shipments is only applicable for the Cancellation and Cargo Roll Over processes. No exception will be applied for container reduction.

You can access our local cost tariffs published on our website by clicking the link below:

<https://www.hapag-lloyd.com/en/online-business/quotation/tariffs/localcharges-service-fees.html>

Regards,

Hapag-Lloyd A.G.

**Hapag-Lloyd Overseas
Transport S.A.**

İZMİR

Çınarlı Mah. Ankara Asfaltı Cad.
No:15 / 311 Kat:35 Mistral İzmir
35170 Konak / İzmir

İSTANBUL

Varyap Meridian Business (I Blok)
No:1 Kat:2 Ofis:23 34746 İstanbul

MERSİN

Yeni Mah. 5302 Sk. Port Plus Large
No:3 D:11 33050 Akdeniz / Mersin

Tel: (+90) 444 4 524

E-mail: hlot.izm@hlag.com