

Dear Customers,

Effective from 01.04.2025, the following charges will apply for booking cancellation, postponement or container reduction requests,

For booking cancellation requests within **shipping instruction cut-off –72 hours** period, BCF (Booking Cancellation Fee) will be applicable at **100 EUR** per container. If a booking cancellation request is submitted after the first roll caused by customer, the charge will apply regardless of the request time. Reefer containers will be exempted from this process.

Postponement requests to the next vessel or rollings caused by customer will charge with CRO charge code as **EUR 100** if it'll be happened within **shipping instruction closing - 72 hours** period. Bookings that were previously postponed upon customer request, if postponed for a second time upon customer request or customer caused reason, CRO (Cargo Roll Fee) will be applied as **EUR 100** per container will apply regardless of the request time. Cost validity for repeated deferrals continues will do so. Reefer containers will be exempted from this process. Hapag-Lloyd induced postponements are not included in this process.

For container reduction requests during the **shipping instruction closing -72 hours** 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 apply to SPOT bookings.**

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>

Regrads,

Hapag-Lloyd A.G.

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