

Shipping from Taiwan (KAOHSIUNG / KEELUNG / TAIPEI)? Here's an update for 2025 Chinese New Year

The Chinese New Year is approaching. Keeping your cargo planning in mind, please note that we have adjusted the following:

1. Expansion of Booking Window

If you're shipping from Taiwan, now you will be able to book during or post Chinese New Year sailings on vessels. This booking window expansion will be valid immediately until further notice.

Booking Window Periods

6 Jan 2025 onwards: 56 days rule (8 weeks)

2. Adjustment to Booking Cancellation Fee

- We have temporarily adjusted the Booking Cancellation policy for Non-Quick Quotes Spot bookings.
- Quick Quote Spot Bookings Cancellation fee rule remains unchanged.
- Booking Cancellation Fee is applicable to booking cancelled within 3 calendar days prior to ETD of the first intended vessel for all trades excluding Intra Asia (Short Sea), Middle East, Indian sub-continent and Oceania from **January 10, 2025 until February 16, 2025**. This measure is based on the time booking cancellation request is submitted.
- For Intra Asia (Short Sea) trade, booking cancellation fee will not be applicable.
- For Middle East, Indian sub-continent and Oceania trade Booking Cancellation Fee rule remains unchanged.
- Booking cancellation fee amount remains unchanged based on the product. Please refer to [Local Charges / Service Fees - Hapag-Lloyd](#) for our tariff.

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