

Terms and Conditions – Using Mileage Credits to fully redeem selected flight tickets from Hong Kong Express Airways Limited (“HK Express”)

1. Valid members of the Cathay Pacific Airways Limited (“Cathay”) Membership Programme (“Cathay Members”), as provided by Asia Miles Limited (“AML”), may use the Mileage Credits in their accounts to fully redeem selected FUN base flight tickets from HK Express during certain promotion period(s) as designated and announced by HK Express from time to time (“Flight Award”).
2. Use of Mileage Credits to redeem any Flight Award is subject to the Cathay Membership Terms and Conditions (“Asia Miles T&Cs”) and these terms and conditions (“UO T&Cs”) as amended by AML and HK Express respectively from time to time without prior notice. Capitalised terms used but not defined in these UO T&Cs take the meanings assigned to them in the Asia Miles T&Cs. To the extent that there is a conflict between the Asia Miles T&Cs and these UO T&Cs, these UO T&Cs shall prevail.
3. All Cathay Members would need to have signed up to a MyUO Account with HK Express to be able to redeem any Flight Award. By registering or using a MyUO Account with HK Express, a Cathay Member will also be subject to HK Express’ MyUO Account Terms and Conditions.
4. Redeeming Mileage Credits for any Flight Award is on a first-come-first serve basis. HK Express does not guarantee that seats will be available for any Flight Award on any particular flights or to any particular destinations.
5. Redeeming Mileage Credits for any Flight Award is subject to HK Express’ capacity control. Cathay Members acknowledge that HK Express reserves the right to limit the number of seats made available for any Flight Award and may impose blackout periods during which Flight Award is not permitted at their absolute discretion.
6. Cathay Members may use their Mileage Credits to redeem Flight Awards at <https://booking.hkexpress.com/en-us/charter/booking/search/> but not through any other booking channels.
7. Cathay Members may use their Mileage Credits to redeem Flight Awards for up to five (5) of their Redemption Group Nominees (if applicable) in one single booking. However, a Cathay Member may not use their Mileage Credits to redeem Flight Awards for only his/her Redemption Group Nominees without the Cathay Member himself/herself in a given booking. Further, any Redemption Group Nominees may not make any redemptions for Flight Awards himself/herself.
8. It is the responsibility of each Cathay Member to make sure his/her name and those of his/her Redemption Group Nominee(s) entered during the booking flow match exactly with those on their travel documents.
9. The issuance of tickets for any Flight Award is subject to the Cathay Members being responsible for applicable taxes, airport or government handling fees, fuel surcharges, security and any other fees charged by any authorised entity. The Cathay Members shall also be responsible for the payment of any extras (if applicable), including but not limited to baggage fees, meals, advance seat reservation fees and insurance charges. All such fees and charges shall be settled by the Cathay Members by credit card (Amex, MasterCard, Visa or JCB only), but not via Alipay, WeChat Pay or UnionPay, during the booking flow.
10. The place of departure of a flight will automatically determine the currency used for the booking, for example, if the itinerary is Bangkok to Hong Kong, the default currency used for the booking will be Thai Baht (THB). If the payment is to be paid by a currency different from the default currency, the applicable exchange rate will be determined by HK Express’ booking system at the time of booking, which is to be borne by the Cathay Members.
11. Cathay Members may not use Mileage Credits to redeem any Flight Award in conjunction with the use of other cash vouchers or promotion codes.
12. Tickets for any Flight Award will only be issued upon the deduction of appropriate number of Mileage Credits from the Cathay Member’s account, along with valid and duly completed credit card payment.
13. Once tickets for Flight Award are issued, they are non-transferrable and non-refundable.
14. Any Flight Award are not eligible for earning Mileage Credits.
15. Any changes to any tickets issued, including date / time change/ cancellation / refunds must be arranged directly with HK Express and are subject to the HK Express’ Fare Rules and discretion.
16. Fares for any Flight Award shall be determined by HK Express from time to time in its sole discretion and the number of Mileage Credits required to redeem a HK Express’ flight ticket would change accordingly.
17. Use of any Flight Award is subject to HK Express’ Terms and Conditions of Carriage.
18. Cathay Members and MyUO account members are responsible for the security of their accounts and are reminded not to disclose their account information to any third parties. AML and HK Express assume no responsibility for any loss as a result.
19. HK Express reserves the right to suspend, amend or modify any of these UO T&Cs and this Flight Awards programme at any time at their sole discretion and without prior notice or liability.
20. If this English version of these UO T&Cs does not conform to other language versions, the English version shall prevail.

21. In case of any dispute, the decisions of AML and HK Express shall be final.