

Country/Region	Destination	Eligibility	Booked flights travelling between	Date change	Route change	Refund	Refund in the form of credit voucher ^A
Cambodia	Siem Reap	Flights cancelled by HK Express Or Passengers not permitted to enter Cambodia without required documents Or Passengers who are required to undergo quarantine	5 Feb - 31 Dec 2020	Yes New trip must be completed by 30 Jun 2021		Yes	
China	Ningbo	Flights cancelled by HK Express	2 Feb - 31 Dec 2020	Yes New trip must be completed by 30 Jun 2021		Yes	
Hong Kong SAR, China	Hong Kong	Passengers not permitted to enter Hong Kong: - Hubei Province residents and non Hong Kong Residents who visited the province in the past 14 days - All non-Hong Kong residents coming from overseas countries and regions by plane - Non-Hong Kong residents coming from Chinese mainland, Macau and Taiwan who have been to any overseas countries and regions in the past 14 days *Hong Kong residents coming from overseas countries and regions by plane; all travellers coming from Chinese mainland, Macau and Taiwan, including Hong Kong and non-Hong Kong residents, and passengers who are exempted from the entry restrictions will be subject to a 14-day compulsory quarantine	17 Mar - 31 Dec 2020	Yes New trip must be completed by 30 Jun 2021		Yes	
Japan	Tokyo(Haneda), Tokyo(Narita), Osaka, Nagoya, Hiroshima, Takamatsu, Fukuoka, Kumamoto, Kagoshima, Nagasaki, Ishigaki, Okinawa	Flights cancelled by HK Express Passengers who are not permitted to enter Japan due to the below criteria: - Holders of a People's Republic of China passport that lists Hubei and Zhejiang Province as the place of issue - Visited the Hubei and Zhejiang Province in the past 14 days (excluding Japan nationals) - Non-Japan nationals who were on board the MS Westerdam which departed Hong Kong on 1 Feb 2020 - Non-Japan nationals visited the below places in the past 14 days: Iran, The Republic of San Marino, Ireland, Andorra, Italy, Estonia, Austria, Netherland, Switzerland, Sweden, Spain, Slovenia, Denmark, Germany, Norway, Vatican, France, Belgium, Portugal, Malta, Monaco, Republic of Iceland, Liechtenstein, Luxembourg, Albania, Armenia, Israel, Indonesia, United Kingdom, Ecuador, Egypt, Australia, Canada, Republic of Korea, North Macedonia, Cyprus, Greece, Croatia, Kosovo, Democratic Republic of Congo, Cote d'Ivoire, Singapore, Slovakia, Serbia, Thailand, Czech, China Taiwan, China (including Hong Kong SAR and Macau SAR), Chile, Dominica, Turkey, New Zealand, Panama, Hungary, Bahrain, Philippines, Finland, Brazil, Bulgaria, Brunei, United States, Vietnam, Bosnia and Herzegovina, Bolivia, Poland, Malaysia, Moldova, Morocco, Montenegro, Mauritius, Latvia, Lithuania, Romania, United Arab Emirates, Antigua and Barbuda, Ukraine, Oman, Qatar, Kuwait, Saudi Arabia, Djibouti, Saint Kitts and Nevis, Dominican Republic, Barbados, Belarus, Peru, Russian Federation, Azerbaijan, Uruguay, Kazakhstan, Cabo Verde, Gabon, Guinea-Bissau, Colombia, Sao Tome and Principe, Equatorial Guinea, The Bahamas, Honduras, Mexico, Maldives, Afghanistan, Argentina, India, El Salvador, Ghana, Guinea, Kyrgyz Republic, Tajikistan, Pakistan, Bangladesh, Republic of South Africa, Algeria, Iraq, Eswatini, Guyana, Cameroon, Cuba, Guatemala, Grenada, Costa Rica, Jamaica, Georgia, Senegal, Saint Vincent and the Grenadines, Central African Republic, Nicaragua, Haiti, Mauritania, Lebanon, Uzbekistan, Kenya, Comoros, Republic of Congo, Sierra Leone, Surinam, Sudan, Somalia, Namibia, Nepal, Paraguay, Palestine, Venezuela, Botswana Madagascar, Libya, Liberia, Ethiopia, Gambia, Zambia, Zimbabwe, Tunisia, Trinidad and Tobago, Nigeria, Bhutan, Belize, Malawi, South Sudan, Rwanda, Lesotho Or Passengers who are affected by Suspension of visa free policy to the below regions/countries: - Hong Kong SAR(including BNO), Macau SAR and South Korea Or Passengers who are required to undergo mandatory quarantine	5 Mar (10pm) - 31 Dec 2020	Yes New trip must be completed by 30 Jun 2021		Yes	
	Miyako(Shimoshima)	Flights cancelled by HK Express	2 Feb, 12 Feb - 31 Dec 2020	Yes New trip must be completed by 30 Jun 2021		Yes	
South Korea	Seoul(Incheon), Busan, Jeju	Flights cancelled by HK Express Or Passengers not permitted to enter South Korea: - Visited Hubei Province in the past 14 days - Travelling on a People's Republic of China passport that lists Hubei Province as the place of issue - Travelling on a Korea Tourist Visa with the code begins with the letters "WH" Or Passengers who are required to undergo mandatory quarantine	Seoul, Busan: 25 Feb - 31 Dec Jeju: 16 Feb - 31 Dec 2020	Yes New trip must be completed by 30 Jun 2021		*Subject to eligibility requirement	
Taiwan, China	Taichung	Flights cancelled by HK Express	13 Feb - 31 Dec 2020	Yes New trip must be completed by 30 Jun 2021		Yes	
Thailand	Bangkok, Chiang Mai, Phuket	Flights cancelled by HK Express	9 Mar - 31 Dec 2020	Yes New trip must be completed by 30 Jun 2021		Yes	
United States	Saipan	Flights cancelled by HK Express Or Passengers not permitted to enter Saipan: - Visited/transited through one or more of the following countries/regions in the past 14 days: Chinese mainland, Iran, Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Ireland, Brazil	3 Feb - 31 Dec 2020	Yes New trip must be completed by 30 Jun 2021		Yes	
Vietnam	Da Nang, Nha Trang	Flights cancelled by HK Express Or Passengers not permitted to enter Vietnam Or Passengers who are required to undergo mandatory quarantine	4 Feb - 31 Dec 2020	Yes New trip must be completed by 30 Jun 2021		Yes	