

## 香港快運航班取消及特別票務安排

受全球微軟系統影響，我們的服務供應商 Navitaire 的系統服務尚未恢復。香港快運原定於 7 月 20 日的部分航班因此需要取消。我們呼籲航班已被取消的乘客無需前往機場，並按以下指示免費更改行程或安排退款。被取消航班資訊如下：

離港航班			抵港航班		
航班編號	出發時間	目的地	航班編號	出發時間	出發地
UO110	1055	台北	UO111	1340	台北
UO112	1235	台北	UO113	1505	台北
UO120	0755	高雄	UO131	1015	高雄
UO132	1245	高雄	UO133	1500	高雄
UO172	1100	台中	UO173	1325	台中
UO192	0745	台中	UO193	1020	台中
UO532	0755	克拉克	UO533	1050	克拉克
UO550	0740	河內	UO551	0925	河內
UO552	0835	峴港	UO553	1035	峴港
UO614	0855	首爾	UO631	1435	首爾
UO668	1050	福岡	UO669	1625	福岡
UO794	0735	曼谷（廊曼）	UO795	1010	曼谷（廊曼）

我們建議旅客留意香港快運網站以及社交媒體的最新資訊，及定期留意電郵查看航班最新消息。請確保在[管理我的訂位](#)服務填上正確的聯絡方式。

如航班未受影響，旅客亦請在航班出發前至少三小時抵達機場，以便有足夠時間辦理登機手續。而身處機場的旅客，如需協助，可到香港快運於 H 行段的登機櫃位查詢或於航班資訊顯示屏留意最新狀況。我們感謝顧客的耐心和體諒。

因應是次情況，香港快運宣佈特別票務安排：

- 由即時起豁免受影響乘客的改期手續費用及票價差額。豁免只適用於首次更改。
- 乘客亦可選擇全額退款未出發之行程。我們會豁免相關手續費。退款金額包括票價、附加服務（如已購買的行李額度、座位選擇、機上餐飲和 U-First 服務）、燃油附加費及機場稅。
- 此項特別豁免適用於以上取消航班。乘客須於 7 月 26 日或之前完成更改機票，並於原定出發期內四星期內完成旅程。

註：若顧客透過第三方或旅行社訂票，請直接聯絡相關的代理安排更改。

乘客如需協助，可參閱 <https://www.hkexpress.com/zh-hk/need-help/customer-care/> 以聯絡我們的客戶聯繫團隊。

## HK Express Flight Cancellations and Special Ticketing Guideline

Due to the global Microsoft system outage, the system services of Navitaire, our service provider, have yet to be restored. HK Express regrets to announce the cancellation of some of its flights originally scheduled for 20 July. **We urge passengers whose flights have been cancelled not to go to the airport and to follow the instructions below to rebook their flights or request for a refund.** The details of the cancelled flights are as follows:

Departure Flights			Arrival Flights		
Flight No.	Departure Time	Destination	Flight No.	Departure Time	Destination
UO110	1055	Taipei	UO111	1340	Taipei
UO112	1235	Taipei	UO113	1505	Taipei
UO120	0755	Kaohsiung	UO131	1015	Kaohsiung
UO132	1245	Kaohsiung	UO133	1500	Kaohsiung
UO172	1100	Taichung	UO173	1325	Taichung
UO192	0745	Taichung	UO193	1020	Taichung
UO532	0755	Clark	UO533	1050	Clark
UO550	0740	Hanoi	UO551	0925	Hanoi
UO552	0835	Da Nang	UO553	1035	Da Nang
UO614	0855	Seoul	UO631	1435	Seoul
UO668	1050	Fukuoka	UO669	1625	Fukuoka
UO794	0735	Bangkok (Don Mueang)	UO795	1010	Bangkok (Don Mueang)

We ask our passengers to check our website and social media for the latest information, and to check emails regularly for the flight updates. Please ensure the contact details are up to date on "[Manage my Booking](#)".

If your flights are operating as scheduled, please arrive at the airport at least three hours prior to the departure time to allow sufficient time for the check-in procedures. For passengers who require assistance at the airport, please visit the HK Express check-in counters at aisle H or check the flight status at the flight information display. We appreciate our customers' patience and understanding.

In light of this situation, HK Express announces special ticketing arrangements:

- With immediate effect, affected passengers' rebooking charges and fare differences will be waived for the flights listed above. This waiver applies to the first change only.
- Passengers also have the option to apply for a full refund for any unused sectors. We will waive the cancellation and refund charges. The refund value included the ticket fare and all additional services paid (including purchased baggage allowance, seat selection, inflight meals and U-First service), fuel surcharge and airport taxes.
- This special waiver applies to the cancelled flights listed above. Changes must be made on or before 26 July, and the travel must be completed within four weeks of the original departure date.

Remark: For tickets booked through third parties or travel agencies, please contact them directly to arrange changes.



Should you require additional assistance, please refer to <https://www.hkexpress.com/en-hk/need-help/customer-care/> for support from our Customer Connect Team.

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