



China & China/Hong Kong – Revision of Booking Cancellation Fee

Dear ,

Further to our previous customer notices, we would like to inform you that we will implement a revised Booking Cancellation fee for every export booking from China and China/Hong Kong that is cancelled 7 calendar days or less before the ETD of the first intended vessel due to customer related issues. This will be effective from April 1, 2020 on wards.

Details as follows:

- Manual Processing Fee of Booking Cancellation (MPO): CNY300 per Bill applicable for China export shipment.
- Booking Cancellation Fee (BCF): HK300 per Bill applicable for Hong Kong export shipment.

For bookings that are not cancelled within the above mentioned period, but eventually do not materialize (no-show), an additional administration fee shall apply with effect from April 18, 2020.

Details as follows:

- Late or Incomplete Fee (LIF): CNY250per Bill applicable for China export shipment.
- Late or Incomplete Fee (LIF): HK250 per Bill applicable for Hong Kong export shipment.

Above mentioned charges are applicable for all General Purpose cargoes.

Out-of-Gauge, Breakbulk and Dangerous Goods are currently excluded.

For further information, please take a look at our provided FAQ by clicking [here](#).

If you have any questions or comments, please contact your local [Hapag-Lloyd office](#) or send me an [email](#).

Best regards,



Christian

from our Customer Communication
team

Keep in touch



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