



Indonesia - Booking Cancellation Fee

Dear ,

In order to continue to provide quality service to our customers, we will be amending the time period that bookings may be cancelled without charge.

Currently the booking cancellation fee is charged for any booking cancelled 3 days before ETD of the vessel.

With effect from December 1, 2020, the booking cancellation fee will be charged for any bookings cancelled 7 days prior to vessel estimated time of arrival.

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

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