



Korea and East Russia - Booking Cancellation Cut-off

Dear Dimitri,

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

Currently, booking cancellation fee (BCF) is charged for any bookings cancelled after SI cut off.

With effect from **December 15, 2020**, the booking cancellation fee (BCF) will be charged for any bookings cancelled **7 days prior to vessel ETD**.

The booking cancellation fee remains unchanged.

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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