



Customer Information



Instant bookings

Removal of cancellation fee for Change of Origin, Destination or Vessel in the month of April

Dear customer,

In light of the COVID-19 outbreak in Europe and corresponding uncertainties whether cargo can be loaded as anticipated, we would like to inform you that cancellation fees in regards to **Change of Origin (COO), Change of Destination (COD) and/or Change of Vessel (COV)** will be waived for all Instant bookings placed with a first port ETD, on or after, April 1st until April 30th 2020 on the following trades ex Europe:

- Europe to Far East Asia
- North and South Europe to Middle East, Indian Subcontinent and Red Sea Countries
- Europe to Latin America
- Europe to Canada
- Europe to Oceania

For a detailed description of the above mentioned charges please refer to our Instant Fee overview available via following link: https://www.hamburgsud-line.com/liner/media/sonstiges/starting_page_3/terms_conditions/instant_booking/Instant-Fee_Types_HS.pdf

Thank you for your continuous support on our services. Please contact your local Hamburg Süd office should you require more information.

With kind regards,

Hamburg Süd