



## Here's a Booking Cancellation Fee Update for Golden Week 2022 at Mainland China and China/Hong Kong

Dear Mathieu,

The Golden Week in Mainland China and Hong Kong is approaching. With your cargo planning in mind, we have temporarily adjusted our booking cancellation policy. This measure is effective from September 15, 2022 to October 15, 2022, based on the time you submit your booking cancellation request.

Please find the following information for your reference:

- This temporary policy applies to products except for the Quick Quotes Spot product.
- The booking cancellation fee is applicable to bookings cancelled within 5 calendar days prior to the Estimated Time of Departure (ETD) of the first intended vessel for all trades.
- The booking cancellation fee amount remains unchanged based on the product. Please refer to our tariff at [Local Charges / Service Fees - Hapag-Lloyd](#)
- The Quick Quotes Spot Booking Cancellation fee rule remains unchanged. Please submit your QQ Spot booking cancellation request via our website at [Hapag-Lloyd Booking Amendment](#)

We encourage you to inform us about your booking cancellation before this timeline. If you should require additional information, please contact our customer service team at [China@service.hlag.com](mailto:China@service.hlag.com) who will guide you based on your individual situation.

Best regards,



**Maria-Fernanda**

from our Customer Communications  
Team



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