

Dear Customers,

Effective from 01.09.2024, the following charges will apply for booking cancellation, postponement or container reduction requests,

For booking cancellation requests within **ETD - 5 days**, BCF (Booking Cancellation Fee) will be applicable at **100 USD** per container. If a booking cancellation request is submitted after the first roll, the charge will apply regardless of the ETD date. Reefer containers will be exempted from this process. Delays caused by Hapag Lloyd (omit, allocation) are not included in this process.

Postponement requests to the next vessel will be free of charge for the first time. Bookings that were previously postponed by customer request, if postponed again by customer request for the second time, CRO (Cargo Roll Fee) will apply at **100 USD** per container regardless of the ETD date. For repeated postponements, the cost will continue to apply. There will be no charge for the first roll. Reefer containers will be exempted from this process. Postponements caused by Hapag Lloyd (omit, allocation) are not included in this process.

For container reduction requests during the **ETD -5 days** period, BOO (Booking Amendment Fee) will be applicable at **100 USD** per container. Reefer containers will be exempted from this process. Container reductions due to Hapag Lloyd (equipment problem) are not included in this process.

In addition, to prevent invoice errors, we kindly ask you to select the correct explanation for the revision or cancellation of the booking in the requests you have made through the Booking Amendment portal on our website and to state the reason for the revision or cancellation in English in the remark box. The No Specific Reason option in the system should not be selected.

***This update does not apply to SPOT bookings.**

NOTE: The exception for reefer shipments is only applicable for the Cancellation and Cargo Roll Over processes. No exception will be applied for container reduction.

You can access our local cost tariffs published on our website by clicking the link below:

<https://www.hapag-lloyd.com/en/online-business/quotation/tariffs/localcharges-service-fees.html>

Regrads,

Hapag-Lloyd A.G.

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