

Shipping from Spain and Portugal? Here's an update on booking amendments

Dear Customer,

Do you need a booking amendment? If you're shipping from Spain and Portugal, you can submit your request quickly by simply using the clear and easy-to-fill-in [Booking Amendment](#) web-form to send a cancellation or update request.

- It's even faster using the [Hapag-Lloyd Navigator](#): Save yourself the hassle of keying in the booking number by accessing Booking Amendment using our Navigator, where the booking number is already prefilled in the form.
- And the benefit is that all the online amendments received will have priority and cost EUR 0.
- Starting August 10, 2022 we will be invoicing EUR 75 (BOO) fee to all amendments received by email*.
- Have a look and try our [Booking Amendment feature](#) now and explore its benefits.

What can you request through our online amendments?

- Booking cancellations
- Booking amendments such as increase/decrease of containers, routing change, mode of transport, change vessel.
- Do keep in mind our Global Policy for amendments available [here](#).

What changes are managed directly with our Customer Service team?

- Request for assigned containers
- COD (Change of Destination) request after the container gets into terminal

- You can contact our customer service team in Spain at spain@service.hlag.com, and in Portugal at portugal@service.hlag.com

If you should have any questions, our teams at [Spain](#) and [Portugal](#) are looking forward to assisting you with your individual situation.

Best regards,