

# HA PEK Reaccommodation

5Sep18    [Version 5 – Extending last date to reissue tickets to 14Sep18](#)

## SUMMARY OF CHANGES & AFFECTED DATES

Last HA flights between PEK and HNL will operate as follows:

- HA897 HNL to PEK 9Oct18
- HA898 PEK to HNL 12Oct18

## SUMMARY OF OPTIONS

- Provide full refund without penalty/fee
- Use nonstop flights operated and marketed by CA between PEK and HNL/LAX/SFO, and between PEK and PVG/SHA/SZX/CTU
- Use partner flights connecting with HA-operated flights
- Use flights operated and marketed by JL between PEK and HNL/LAX/SAN/SFO via NRT
- Use flights operated and marketed by NH between PEK/PVG and HNL/LAX/SEA/SFO/SJC via NRT

## WAIVER CODE

- Use “**HA PEK**” at all locations for all changes and refunds
  - Place first in endorsement box, followed by any pre-existing information
  - Same code applies to all affected dates
- Lack of correct waiver code may result in ADM

## OPTION DETAILS

- **Refunds**
  - Provide full refund without fee or penalty
  - For partially used tickets, refund only the value of the unused coupons
    - Contact RAD at RAD@hawaiianair.com if assistance is needed to calculate the residual value
  - Refunds must be made through same location where customer purchased the ticket
  - Include waiver code in all refund applications
- **Travel Date Change to Remain on HA Nonstop Flight**
  - Guests may move entire itinerary earlier to use HA 898 / HA 897 between PEK and HNL prior to service end without fee or penalty
  - Do not re-price the ticket
    - No additional collections and no refunds apply to any fare differences
  - Maintain same cabin and same RBD
    - Book lowest available RBD in same cabin if same RBD not available
  - Fee and fare recalculation apply only if:
    - Changes in origin/destination
    - Guest requests additional change/changes after accepting initial reaccommodation
  - Book same RBD as original HA flight
    - Book lowest available in same cabin if same RBD not available
  - For connecting flights operated by HA and by 'Ohana, book same RBD or lowest available in same cabin
  - For all other connecting flights, including HA codeshare flights, book same marketing carrier in original RBD

- **CA Nonstop Flights Between PEK & HNL/LAX/SFO, and CA Between PEK & SHA/PVG/SZX/CTU**
  - For PEK origin/destination, guests may use CA operated and marketed nonstop flights between PEK and HNL/LAX/SFO
    - For SHA/PVG/SZX/CTU, connecting CA flights may be used to/from PEK with the PEK-US flights above
    - CA options and booking instructions are detailed below
    - Overnight expenses will not be provided
  - Guests may change travel dates by up to 7 days before/after without fee or penalty
    - All portions of the itinerary may be changed by the same number of days that the affected portion is changed, also without fee or penalty
  - Fee and fare recalculation apply only if:
    - Changes are made to either the origin or destination
      - Exception: Changes from LGB to LAX, from OAK/SJC to SFO, and between PVG and SHA allowed
    - Guest requests additional change/changes after accepting initial reaccommodation
      - Exception: Refund without fee or penalty as outlined above permitted after accepting initial reaccommodation
  - For connecting US flights operated by HA and by 'Ohana, book same RBD
    - If same RBD is not available, book lowest available in same cabin
  - For all other connecting flights within the US, including HA codeshare flights, book same marketing carrier in original RBD
- **JL Flights Between PEK & HNL/LAX/SAN/SFO via NRT**
  - Guests may use JL operated and marketed flights between PEK and NRT connecting with JL operated and marketed flights between NRT and HNL/LAX/SAN/SFO
    - JL options and booking instructions are detailed below
    - Overnight expenses will not be provided
  - Guests may change travel dates by up to 7 days before/after without fee or penalty
    - All portions of the itinerary may be changed by the same number of days that the affected portion is changed, also without fee or penalty
  - Fee and fare recalculation apply only if:
    - Changes are made to either the origin or destination
      - Exception: Changes from LGB to LAX and from OAK/SJC to SFO allowed
    - Guest requests additional change/changes after accepting initial reaccommodation
      - Exception: Refund without fee or penalty as outlined above permitted after accepting initial reaccommodation
  - For connecting US flights operated by HA and by 'Ohana, book same RBD
    - If same RBD is not available, book lowest available in same cabin
  - For all other connecting flights within the US, including HA codeshare flights, book same marketing carrier in original RBD
- **NH Flights Between PEK/PVG & HNL/LAX/SEA/SFO/SJC via NRT**
  - Guests may use NH operated and marketed flights between PEK/PVG and NRT connecting with NH operated and marketed flights between NRT and HNL/LAX/SEA/SFO/SJC
    - NH options and booking instructions are detailed below
    - Overnight expenses will not be provided
  - Guests may change travel dates by up to 7 days before/after without fee or penalty
    - All portions of the itinerary may be changed by the same number of days that the affected portion is changed, also without fee or penalty
  - Fee and fare recalculation apply only if:
    - Changes are made to either the origin or destination

- Exception: Changes from LGB to LAX, from OAK to SFO/SJC, and from SHA to PVG allowed
  - Guest requests additional change/changes after accepting initial reaccommodation
    - Exception: Refund without fee or penalty as outlined above permitted after accepting initial reaccommodation
  - For connecting US flights operated by HA and by 'Ohana, book same RBD
    - If same RBD is not available, book lowest available in same cabin
  - For all other connecting flights within the US, including HA codeshare flights, book same marketing carrier in original RBD
- **HA Between HNL & ICN/KIX and Partners Between PEK & ICN/KIX – China as Origin or Destination**
  - Guests may use partner flights connecting with HA operated and marketed flights via ICN / KIX
    - Partner flight options and booking instructions are detailed below
    - Overnight expenses will not be provided
  - Guests may change travel dates by up to 7 days before/after without fee or penalty
    - All portions of the itinerary may be changed by the same number of days that the affected portion is changed, also without fee or penalty
  - Fee and fare recalculation apply only if:
    - Changes are made to either the origin or destination
      - Exception: Changes between airports within same city allowed, such as between SHA and PVG
    - Guest requests additional change/changes after accepting initial reaccommodation
      - Exception: Refund without fee or penalty as outlined above permitted after accepting initial reaccommodation
  - For connecting flights operated by HA and by 'Ohana, book same RBD
    - Economy Cabin, including Hawaiian Miles redemptions: If same RBD is not available, book in any HA RBD I or below (I, H, G, K, L, Z, O)
    - Business and First Cabins: If same RBD is not available, book, in HA A or D.
  - For all other connecting flights within the US, including HA codeshare flights, book same marketing carrier in original RBD
- **HA Between HNL & HND/ICN/KIX/NRT and Partners Within Asia – Origin or Destination Outside China**
  - Guests may use partner flights connecting with HA operated and marketed flights via HND / ICN / KIX / NRT when the origin or destination is not in China
    - Partner flight options and booking instructions are detailed below
    - Overnight expenses will not be provided
  - Guests may change travel dates by up to 7 days before/after without fee or penalty
    - All portions of the itinerary may be changed by the same number of days that the affected portion is changed, also without fee or penalty
  - Fee and fare recalculation apply only if:
    - Changes are made to either the origin or destination
      - Exception: Changes between airports within same city allowed, such as between TPE and TSA
    - Guest requests additional change/changes after accepting initial reaccommodation
  - For connecting flights operated by HA and by 'Ohana, book same RBD
    - If same RBD is not available, book in lowest available in same cabin
  - For all other connecting flights within the US, including HA codeshare flights, book same marketing carrier in original RBD

## TICKET REISSUE

- Last day to reissue tickets is [14Sep18](#)
- Ticket time limit is that of the original quoted fare
  - TKTL is re-set upon customer acceptance of revised itinerary
- Tickets must be reissued using electronic tickets showing revised itinerary
  - Guests must arrive kiosk-ready for all HA and partner flights
- Do not use the word “INVOL” or anything similar anywhere on the ticket
  - ADM may result if INVOL is shown
    - Exceptions: “INVOL HA PEK” required when using NH  
“INVOL” allowed when using CA
- When fare recalculation is not required:
  - Do not re-price the ticket
  - Revise the fare calculation only to show the new itinerary
  - Retain original fare basis codes, fare component amounts, fare break points and taxes
  - No fees or additional collections apply
  - No partial refunds apply
- When fare recalculation is required, all standard procedures apply
- Endorsement box must show waiver code
- All tickets issued by airlines other than HA/173 will be queued to the original ticketing location for handling by that location, per the policy/procedures of the ticketing airline

## RESERVATIONS

- Waitlisting and standby are not permitted
- Confirm space on partner flights only once customer has accepted the revised routing
- All bookings involving a partner must include customer contacts in the OSI contact element:  
OSI xx CTCH or CTCT where “xx” is the partner’s two letter code

## PARTNER FLIGHT OPTION DETAILS

- Use partner RBDs (booking classes) in the order shown below whenever more than one is offered in the applicable cabin
- Do not book RBDs other than those shown for each carrier
- ADMs will result for use of other RBDs or other partner flights other than those listed
- Options also include origins/destinations with affected connections via PEK
  - OK to change connect point and/or partner

Example:

|                  |                   |
|------------------|-------------------|
| Original routing | SHA-CA-PEK-HA-HNL |
| New routing      | SHA-OZ-ICN-HA-HNL |

- **CA Nonstop Flights Between PEK & HNL/LAX/SFO, and CA Between SHA/PVG/SZX/CTU & PEK**

- All flights must be operated and marketed by CA
- Book only the CA flight number
- Use “HAPEK” (no space between HA and PEK) or “INVOL” in Endorsement Box

| CA Segment                      | Permitted Flights                        | Economy RBD                   | Business RBD                  | Ticket Fare Calculation (FC)                             | Endorsement Box  |
|---------------------------------|--|-------------------------------|-------------------------------|--|--|
| Between HNL/LAX/SFO and PEK     | Flights operated and marketed by CA only | 1. L<br>2. T<br>3. S<br>4. V  | R                             | Revise only to show new routing. No other changes to FC. | HAPEK<br>(no space between HA and PEK)<br><b>or</b><br>INVOL |
| Between PEK and PVG/SHA/SZX/CTU | Flights operated and marketed by CA only | Use same RBD as US-PEK flight | Use same RBD as US-PEK flight | Same as above  | Same as above  |

**JL Flights Between PEK & HNL/LAX/SAN/SFO via NRT**

- All flights must be operated and marketed by JL
- Book only the JL flight number
- Do not book any HA-coded flights operated by JL

| JL Segment                  | Permitted Flights                        | Economy RBD                          | Business RBD | Ticket Fare Calculation (FC)                             | Endorsement Box |
|-----------------------------|--|--------------------------------------|--------------|--|-----------------|
| Between NRT and PEK         | Flights operated and marketed by JL only | 1. G<br>2. Q<br>3. S                 | 1. X<br>2. D | Revise only to show new routing. No other changes to FC. | HA PEK          |
| Between HNL and NRT         | Flights operated and marketed by JL only | 1. Q<br>2. N<br>3. S<br>4. V<br>5. L | 1. X<br>2. D | Same as above  | HA PEK          |
| Between LAX/SAN/SFO and NRT | Flights operated and marketed by JL only | 1. Q<br>2. N<br>3. S<br>4. V         | 1. I<br>2. X | Same as above  | HA PEK          |

**NH Flights Between PEK/SHA & HNL/LAX/SEA/SFO/SJC via NRT**

- All flights must be operated and marketed by NH
- Book only the NH flight number
- Use "INVOL HA PEK" in Endorsement Box

| <b>NH Segment</b>               | <b>Permitted Flights</b>                 | <b>Economy RBD</b>           | <b>Business RBD</b>  | <b>Ticket Fare Calculation (FC)</b>                      | <b>Endorsement Box</b> |
|---------------------------------|--|------------------------------|----------------------|--|------------------------|
| Between NRT and PEK/PVG         | Flights operated and marketed by NH only | 1. K<br>2. L<br>3. S         | 1. P<br>2. Z<br>3. D | Revise only to show new routing. No other changes to FC. | INVOL HA PEK           |
| Between HNL and NRT             | Flights operated and marketed by NH only | 1. K<br>2. L<br>3. S<br>4. W | 1. P<br>2. Z<br>3. D | Same as above  | INVOL HA PEK           |
| Between LAX/SEA/SFO/SJC and NRT | Flights operated and marketed by NH only | 1. K<br>2. L<br>3. S<br>4. W | 1. P<br>2. Z         | Same as above  | INVOL HA PEK           |

**HA Between HNL & ICN/KIX and Partners Between PEK & ICN/KIX – China as Origin or Destination**

| <b>To / From / Via</b>               | <b>HA Partner</b> | <b>Permitted Flights</b>    | <b>Economy RBD</b>   | <b>Business RBD</b> | <b>Ticket Fare Calculation (FC)</b>                      | <b>Endorsement Box</b> |
|--------------------------------------|-------------------|-----------------------------|----------------------|---------------------|--|------------------------|
| <b>Points in China</b> via ICN       | OZ                | Flights operated by OZ only | 1. V<br>2. S<br>3. K | D                   | Revise only to show new routing. No other changes to FC. | HA PEK                 |
| <b>Points in China</b> via ICN / KIX | CA                | Flights operated by CA only | W                    | D                   | Same as above  | HA PEK                 |
| <b>Points in China</b> via KIX       | NH                | Flights operated by NH only | L                    | P                   | Same as above  | HA PEK                 |

**HA Between HNL & HND and HU Between HND & PEK – PEK as Origin or Destination, HA Business Class guests only**

|                    |    |                     |      |   |               |        |
|--------------------|----|---------------------|------|---|---------------|--------|
| <b>PEK</b> via HND | HU | HU 7919,<br>HU 7920 | None | I | Same as above | HA PEK |
|--------------------|----|---------------------|------|---|---------------|--------|

**HA Between HNL & HND/ICN/KIX/NRT and Partners Within Asia – Origin or Destination Outside China**

| <b>To / From<br/>/ Via</b>                    | <b>HA<br/>Partner</b> | <b>Permitted<br/>Flights</b>      | <b>Economy<br/>RBD</b>       | <b>Business<br/>RBD</b> | <b>Ticket Fare<br/>Calculation<br/>(FC)</b>                          | <b>Endorse-<br/>ment<br/>Box</b> |
|---|-----------------------|-----------------------------------|------------------------------|-------------------------|--|----------------------------------|
| <b>TPE</b> via<br>ICN                         | OZ                    | Flights<br>operated by<br>OZ only | 1. V<br>2. S                 | D                       | Revise only to<br>show new<br>routing. No<br>other changes<br>to FC. | HA PEK                           |
| <b>TPE</b> via<br>HND / KIX<br>/ ICN /<br>NRT | CI                    | Flights<br>operated by<br>CI only | 1. L<br>2. X                 | C                       | Same as<br>above   | HA PEK                           |
| <b>TPE</b> via<br>HND / KIX<br>/ ICN /<br>NRT | BR                    | Flights<br>operated by<br>BR only | 1. W<br>2. Q                 | J                       | Same as<br>above   | HA PEK                           |
| <b>TPE</b> via<br>KIX / NRT                   | CX                    | Flights<br>operated by<br>CX only | S                            | I                       | Same as<br>above   | HA PEK                           |
| <b>SIN</b> via<br>HND /<br>NRT                | JL                    | Flights<br>operated by<br>JL only | 1. O<br>2. N                 | I                       | Same as<br>above   | HA PEK                           |
| <b>SIN</b> via<br>HND / ICN<br>/ KIX /<br>NRT | SQ                    | Flights<br>operated by<br>SQ only | 1. K<br>2. V                 | I                       | Same as<br>above   | HA PEK                           |
| <b>BKK &amp;<br/>HKT</b> via<br>ICN           | OZ                    | Flights<br>operated by<br>OZ only | 1. V<br>2. S<br>3. K<br>4. Q | D                       | Same as<br>above   | HA PEK                           |
| <b>ULN</b> via<br>ICN                         | KE                    | Flights<br>operated by<br>KE only | 1. T<br>2. Q<br>3. K         | None                    | Same as<br>above   | HA PEK                           |