

Double Up Pass

Terms & Conditions

These Terms and Conditions ("T&Cs") govern the purchase, use, and redemption of the HK Express Double Up Pass ("Double Up Pass") offered by HK Express Airways Limited ("HK Express," "we," "us," or "our"). By purchasing or using the Double Up Pass, participants ("participants" or "you") agree to be bound by these T&Cs, as well as any applicable HK Express policies, including our [Terms and Conditions Of Carriage](#), [Privacy Policy](#), and [Website and Mobile Application Terms of Use](#). If you do not agree, do not purchase or use the Double Up Pass.

1. Overview and Eligibility

The Double Up Pass is a promotional product designed to provide participants with enhanced travel benefits on HK Express flights. For a one-time payment of HKD 288, participants receive:

- Two (2) vouchers for "HK Express Priority+/" / "HK Express Priority", each valued at HKD 80.
- Two (2) "Upfront Seat" vouchers, each valued at HKD 100.
- Priority Access to Two (2) Gotta Go Super Sale in 2026 (or as otherwise notified).

Eligibility: The Double Up Pass is available for purchase by the public aged 18 years or above. Participants must have a valid MyUO Account. Purchases by or on behalf of minors are not permitted. HK Express reserves the right to refuse sales to any individual or entity at its sole discretion, including for suspected fraudulent activity or violation of these T&Cs.

2. Purchase Process

- **Sales Period:** The Double Up Pass is available for purchase from 29 January 2026 until 31 January 2026.
- **Purchase Method:** Purchases must be made exclusively through the special portal at <https://www.hkexpress.com/en-HK/campaign/exclusivepass>. Participants must sign in to their MyUO Account prior to purchase for identity verification.
- **Payment:** Payment must be made in full via accepted methods (e.g., credit card or other electronic payment options available on the portal). All payments are non-refundable except as specified in Section 6.
- **Confirmation:** Upon successful payment, participants will receive a confirmation email containing four (4) unique voucher codes (two for "HK Express Priority+/" / "HK Express Priority" and two for "Upfront Seat"). It is participants' responsibility to safeguard these codes. Lost, stolen, or expired codes will not be replaced or refunded.
- **Availability:** The Double Up Pass may be purchased by the same MyUO Account for more than one time. HK Express reserves the right to limit the number of Double Up Passes per Customer or household in cases of suspected abuse or at its discretion.

3. Voucher Benefits and Usage

3.1 Voucher Details

- **HK Express Priority+ / HK Express Priority Vouchers:** Each voucher provides HKD 80 credit toward HK Express Priority+ / HK Express Priority services only in a new or existing booking through the HK Express official website (www.hkexpress.com) or mobile application.

- **Upfront Seat Vouchers:** Each voucher provides HKD 100 credit toward upfront seat selection only in a new or existing booking through the HK Express official website (www.hkexpress.com) or mobile application.

3.2 Redemption Rules

- Each Voucher is valid from the date of issuance until 31 December 2026 (inclusive) (“Validity Period”). The last segment of the flight booking must take place on or before the expiration date of the Credit Voucher. Expired Credit Vouchers will not be extended or refunded.
- A maximum of two (2) vouchers of each type (i.e., up to two "HK Express Priority+/ HK Express Priority" and two "Upfront Seat" vouchers) can be used per booking.
- The "HK Express Priority+/ HK Express Priority" vouchers and “Upfront Seat” vouchers can be used in combining with other credit vouchers (not limited to those issued under the Double Up Pass), with a maximum of five credit vouchers permitted per flight booking.
- The Vouchers must be redeemed by the participant (the individual whose MyUO Account was used for purchase). Vouchers may apply to the companions traveling in the same booking as the participants (e.g., family, friends, or children under 18 on the same flight booking). However, the vouchers cannot be applied to companions who are not traveling together with the participant.
- The passenger’s name must match the name used in his/her travel document as well as the name used in purchasing the Double Up Pass, otherwise, HK Express reserve the right to refuse carriage and claim any loss suffered.
- Each Credit Voucher is valid for one-time use in a single booking transaction only. Any unused balance will be automatically forfeited.
- If a Credit Voucher is insufficient to cover the full amount required for a booking, the outstanding balance must be settled with a credit card or digital wallet as required by HK Express on the official website or mobile application.
- Each Credit Voucher may only be redeemed for bookings made in Hong Kong Dollars (HKD) and cannot be applied to bookings in any other currency.
- HK Express reserves the right to withdraw, cancel, or refuse any participant from using a Credit Voucher for reasonable grounds at any time, including but not limited to instances of suspected fraud or violation of these Terms and Conditions.
- HK Express shall not be liable to any participant or any travel companion for financial loss arising from the withdrawal, cancellation, or refusal to accept the use of any Credit Voucher, or any failure or inability of a participant to redeem a Credit Voucher for any reason.

4. Participants’ Two Priority Access to Gotta Go Super Sale

- **Schedule:** Exclusive access to flash sales will be available twice in 2026 (exact dates to be determined by HK Express).
- **Notification:** Registered participants will receive a notification email from noreply@news.hkexpress.com at least one (1) day before the priority access of Gotta Go Super Sale launch. When the priority booking period officially starts, an announcement will be made on the HK Express’s website and across HK Express’s official social media channels.

- **Email Update:** Notification emails will be sent only to the email address used for the Double Up Pass purchase. Any updates to the registered email address must be requested directly by the participants through HK Express Customer Care. It is the responsibility of the participants to ensure that their registered email address is accurate and up to date. HK Express shall not be liable for any losses or damages arising from (i) the provision of an incorrect, incomplete, or non-existent email address by the Double Up Pass holder, or (ii) any connectivity or technical issues preventing receipt of the email.
- **Access Process:** To participate, participants must sign in to your MyUO account via the dedicated link for identity verification.
- **Validity:** This benefit is valid only for the 2026 calendar year and expires on 31 December, 2026. It is tied to the participants' MyUO account and is non-transferable.
- **Restrictions:** Flash sales are subject to availability, and HK Express does not guarantee specific fares, routes, or inventory. Participation does not guarantee booking success.
- **Access Restrictions:** The dedicated link for the Two Gotta Go Super Sale is intended solely for the exclusive use of the participants. Sharing this link or the associated account details with others is strictly prohibited. HK Express reserves the right to withdraw access to the Two Gotta Go Super Sale at its sole discretion and without prior notice if it determines that the link has been shared or misused in any manner. Any violation of these terms may result in the immediate suspension or termination of the participants' access and any associated benefits.

5. General Restrictions and Limitations

- **Non-Transferable:** The Double Up Pass and its benefits are non-transferable, non-refundable (except as per Section 6), and cannot be resold or used for commercial purposes.
- **Account Security:** Participants are responsible for maintaining the security of your MyUO account and voucher codes. HK Express is not liable for unauthorized use.
- **Changes and Cancellations:** If a flight booking using vouchers is canceled or modified, vouchers may not be reusable, and any value is forfeited unless otherwise specified in our cancellation policy.
- **Abuse:** Any suspected abuse, fraud, or violation of these T&Cs may result in immediate revocation of the Double Up Pass and benefits without refund.

6. Refunds and Cancellations

- **Non-Refundable:** The Double Up Pass purchase is non-refundable and non-cancelable once payment is processed unless in cases of (i) technical errors preventing delivery of confirmation (e.g., email failure) or (ii) in the event of flight cancellation or reschedule, HK Express may, at its sole discretion, offer a refund option or a re-issue option of the Credit Voucher(s) used. For further assistance, please contact the HK Express Customer Care team.
- **No Partial Refunds:** Unused vouchers will not be returned or credited after Validity Period.
- **Refund Process Time:** If refunds are permitted, they will be processed to the original payment method within 30 days.

7. Indemnity

- Participants agree to indemnify HK Express against any losses, damages, claims or liabilities arising in connection with their misuse of the Double Up Pass, including any claims made by third parties.

8. Liability and Disclaimers

- HK Express provides the Double Up Pass on an "as is" basis without warranties of any kind. We disclaim all liability for indirect, consequential, or incidental damages arising from its use, including but not limited to loss of profits, loss of data, or other economic losses.
- HK Express shall not be liable to compensate for any missed flash sale or for any failure to access or participate in the Two Priority Access in Gotta Go Super Sale, and no refunds, credits, or alternative benefits shall be available for such missed opportunities, except as otherwise expressly provided in these T&Cs or the separate Credit Voucher terms; access to flash sales is subject to the exclusive use and control of HK Express and may be withdrawn at its sole discretion.
- HK Express shall not be liable for any failure to perform its obligations under these T&Cs if such failure results from any cause beyond HK Express's reasonable control, including but not limited to, acts of God, war, terrorism, riots, embargoes, acts of civil or military authorities, fire, floods, accidents, or strikes.
- Notwithstanding the above, the total liability for any claim related to the Double Up Pass shall not exceed the purchase price (HKD 288), or the maximum amount permitted by law, whichever is lower.

9. Changes to These T&Cs

HK Express reserves the right to amend these T&Cs at any time. Notification of these changes will be posted on our website, and changes in these T&Cs will be effective once notice of such changes has been posted. Continued use of the Double Up Pass deems acceptance of the updated T&Cs.

10. Jurisdiction

These T&Cs shall be exclusively governed by and construed in accordance with the laws of Hong Kong SAR and all disputes related to this Double Up Pass will be subject to the exclusive jurisdiction of the courts of Hong Kong SAR.

By purchasing the Double Up Pass, you acknowledge that you have read, understood, and agree to these T&Cs.