

General Terms & Conditions (T&Cs)
Hong Kong Express Airways Limited (“HK Express”)
12th Anniversary Staff Sale (“Sales Campaign”)

1. The Sales Campaign is applicable to any staff currently under a contract of employment with HK Express and has a valid office email address of HK Express (xxx@hkexpress.com) (“Staff”). By taking part in this Sales Campaign, the Staff and the passenger(s) fully and unconditionally agree to and accept these T&Cs and are bound by the Conditions of Carriage of HK Express at <https://www.hkexpress.com/en-HK/Legal-and-Privacy/Conditions-of-Carriage-for-Passengers-and-Baggage> (“Conditions of Carriage”). To the extent a conflict exists between these T&Cs and the Conditions of Carriage of HK Express, these T&Cs prevail.
2. The Staff may not necessarily be the travelling party and can make booking for his/her friends and family by visiting the Sales Campaign website at https://www.hkexpress.com/campaign/2025anniversary_uo and following the procedure for ticket booking therein. The passenger’s name must match with the name used in his/her travel document, otherwise, HK Express may refuse carriage of the passenger and claim any loss suffered.
3. The travel dates of the tickets are subject to embargo periods and seat availability (“Ticket”). The reservation is designated on a first-come, first-served basis. If the available seats for the selected flights are full, please select another travel period again.
4. This promotional offer cannot be used in conjunction with other HK Express’ vouchers or inflight promotion.
5. All Tickets issued are non-reroutable, non-refundable, non-transferable, non-exchangeable and non-redeemable for cash or any other items.
6. Any notification for flight changes by HK Express will be sent to the registered mobile numbers and office email address of HK Express.
7. Any changes to Tickets issued or cancellation of Tickets by the passenger must be arranged directly with HK Express and are subject to availability of seats and the HK Express’ Fare Rules at <https://www.hkexpress.com/en-hk/plan/our-fares/fare-rules/>.
8. By purchasing the Ticket, the Staff and the passenger(s) agree that no claim shall be asserted against HK Express, its directors, officers, employees or agents relating to any and all losses or injuries (including special, indirect and consequential losses), damages, rights, claims and actions of any kind in connection with the promotion offer and any promotion thereof, including without limitation, personal injuries, death and property damage.
9. The passenger who fails to board the flight will be treated as forfeiting the Ticket. Under such circumstances, rebooking is not allowed.
10. HK Express reserves the right to withdraw, cancel or refuse to accept any Staff or passenger from using this promotional offer for any reason at any time.
11. HK Express reserves the right to revoke any Ticket if the submitted information is found to be untrue, inaccurate, or incomplete, or if there is reasonable ground to believe that the staff’s office email address has been misused for personal gain without prior consent from HK Express. Furthermore, any sharing or promotion of the offer via personal or unauthorized social media platforms, or use of the Ticket for commercial purposes—including resale, advertising, or bundling—by staff, their friends, or family members will result in immediate revocation of the Ticket and may lead to further disciplinary action.
12. HK Express reserves the right to modify, add or remove any terms of these T&Cs at any time. Notification of these changes will be communicated via email to the registered office email address of HK Express and changes in these T&Cs will be effective once notice of such changes has been communicated. By accepting the offer, the Staff and passenger agree to be bound by any revision of these T&Cs.
13. In case of any disputes, HK Express reserves the right of final decision.