

Immediate Release

HK Express Honours International Guide Dog Day in Support of Flight Accessibility

Hong Kong, 26 April 2017 Hong Kong aims to be a barrier-free destination for all travellers, starting with the airport and flight experience. Since transitioning to a low-fare airline in 2013, HK Express has endeavoured to make travel safe and accessible for every guest.

In honour of International Guide Dog Day today (26 April 2017), HK Express hosted a guide dog familiarisation tour in support of the Hong Kong Guide Dogs Association (HKGDA). Taking place at the Hong Kong International Airport (HKIA), two visually-impaired guests and their guide dogs were invited to experience the check-in, security, immigration, and boarding process through HKIA, finishing their tour in a HK Express aircraft.

The tour was an excellent opportunity for HKGDA's in-house trainers to understand HKIA's facilities, which are barrier-free. While most of the travel process follows normal procedures, guests travelling with guide dogs must call the airline at least 48 hours prior to their flights to ensure they have all required documentation to enter and return from their overseas destination with their guide dogs.

"Although many international airlines allow guide dogs to board, it is the first time our visually-impaired members and guide dogs have been invited to experience the on-site boarding procedure at HKIA, thanks to HK Express. We can certainly feel the dedication of HK Express as local company that cares for the visually-impaired," said Fianna Chi Member Executive Committee/Chairman Committee on Development of the HKGDA.

Guide dogs act as a second pair of eyes for the visually-impaired. The HKGDA's guide dogs are trained to lead the way through everyday and special situations, helping their owners to avoid obstacles and facilitate safe travel.

"We want everyone to enjoy our low fares," said Luke Lovegrove, Commercial Director of HK Express. "HK Express is committed to equal opportunities and we need to work better at making sure we deliver a smooth and enjoyable flight for anyone of our guests regardless of whether or not they have special needs."

Please download the photos and video via the following link:

<https://www.dropbox.com/sh/acmv1dr9di26ycr/AAADROJrgs4LuNYMBBmYzpa?dl=0>





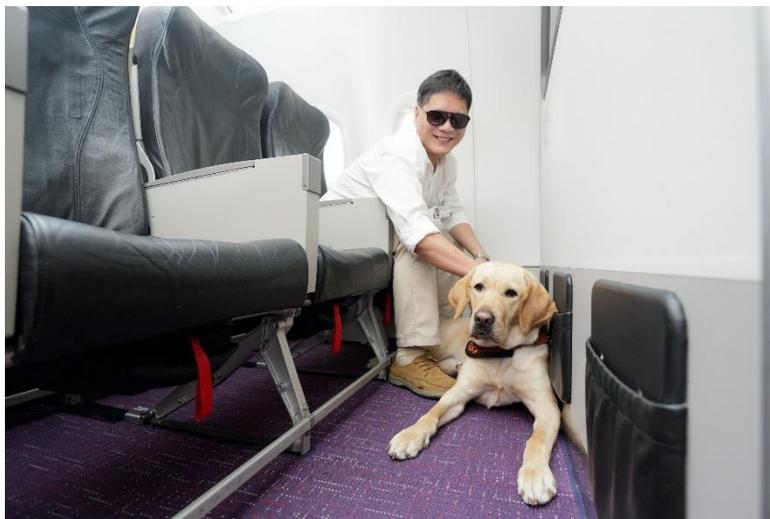




Photo caption: In honour of International Guide Dog Day, HK Express invited two visually impaired guests and their guide dogs along with HKGDA trainers to HKIA for a familiarisation tour, to experience the check-in, security, immigration, and boarding process. Cabin crew also concluded the tour with basic inflight service for the guests in the aircraft cabin.

HK Express is an IATA Operational Safety Audit (IOSA) registered airline and therefore in compliance with IOSA standards. HK Express is committed to delivering operational safety to its Guests and crews.

For reservations or information, please visit www.hkexpress.com, follow us on Facebook fan page: www.facebook.com/HKExpress, SinaWeibo: www.weibo.com/hkexpress; WeChat: HK Express; Twitter: HKExpress.jp or refer to our Instagram: @HK_Express.

About HK Express



Independent flight statistic monitoring website flightstats.com has already recognized HK Express for its top On-Time Performance (OTP) rate. The airline has become a leader in the Hong Kong aviation industry by concentrating on low fares, best-in-class on-time performance and safety while revolutionizing air travel throughout the Asia market. The airline also received a “7-star safety rating” – the highest ranking possible, as well as a recognition of one of the world’s 10 safest low-fare airlines from airlineratings.com, an independent, industry-respected research group. HK Express flies to 27 of the most popular destinations in Asia. With its fast-growing fleet and enticing number of destinations, HK Express has flown over 7 million guests since converting to LCC – a major achievement that attests to the popularity of the airline and the low fares business model. HK Express is also one of the founder airlines of the world’s first LCC alliance, U-FLY Alliance (www.uflyalliance.com), and is a partner member of reward-U (www.reward-u.com) as well as U-FLY Holidays (www.uflyholidays.com).