



**Hong Kong Express Airways Limited (“HK Express”)  
HK Express Travel Insurance Single Journey Campaign (“Campaign”)  
General Terms & Conditions (T&Cs)**

**Campaign:**

1. By taking part in this Campaign, each participant (and his/her travel companion(s) in the same flight booking) fully and unconditionally agrees to and accepts these T&Cs and are bound by the Conditions of Carriage of HK Express at <https://www.hkexpress.com/en-hk/need-help/conditions-of-carriage/>. To the extent a conflict exists between these T&Cs and the Conditions of Carriage of HK Express, the Conditions of Carriage shall prevail.
2. To qualify and participate in this Campaign, the participant must purchase a HK Express travel insurance (single journey) during the initial flight booking, or later through Manage My Booking or during online check-in through the HK Express official website ([www.hkexpress.com](http://www.hkexpress.com)) or the HK Express mobile application within the Campaign Period, which is from 15:00 on March 13, 2025 to 23:59 on March 31, 2025 (Hong Kong Time) (inclusive). Flight bookings must be either round-trip or multi-city and originating from Hong Kong to be eligible for the Campaign.
3. Upon satisfying the requirements in Clause 2 above, each passenger (except for infants under the age of two) in the same flight booking will receive a HKD30 HK Express for the purchase of ancillary products (“**Credit Voucher**”), see below the “Credit Vouchers” section for more details.
4. The person listed as the contact person in the flight booking will receive notification from us via email regarding the Credit Voucher redemption method within 1 month from April 1, 2025, after the Campaign Period. The relevant policy must remain in force and effect at the time of mailing the Credit Voucher. Eligible participants must follow the instructions in the email to claim and use the Credit Voucher on or before 30<sup>th</sup> December 2025.
5. Participants who fail to redeem the Credit Voucher before the specified deadline will be treated as forfeiting the Credit Voucher.
6. HK Express will not be responsible for any delays, errors, or inability to submit online insurance purchases due to technical issues related to computers or the internet.
7. If any information provided/completed by the participant is false, incorrect or inaccurate, the participant will not be able to receive the Credit Voucher and HK Express will not be held responsible for this.
8. 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 the designated channels, including but not limited to posting on the HK Express’ website, social media or communicating through third parties and changes in these T&Cs will be effective once notice of such changes has been posted or communicated. By participating in this Campaign, the participant agrees to be bound by any revision of these T&Cs.
9. In case of any disputes, HK Express reserves the right of final decision.

10. HK Express Travel Insurance is underwritten by AXA General Insurance Hong Kong Limited (“AXA”). Hong Kong Express Airways Limited (License No.: FA2201) is registered in accordance with the Insurance Ordinance (Cap. 41 of the Laws of Hong Kong) as an insurance agent of AXA for distributing the product in the Hong Kong SAR.
11. AXA shall not have any obligations or liabilities whatsoever in relation to any goods and/or service(s) and this Campaign provided by HK Express. Any disputes arising from the Credit Vouchers and/or this Campaign shall be resolved between the participants and HK Express directly.
12. These T&Cs shall be construed in accordance with and governed by the laws of Hong Kong Special Administrative Region of the People’s Republic of China.
13. These T&Cs are written in English and may be translated into other languages. In the event of any inconsistency between the English version and a translated version, the English version shall prevail.

**Credit Vouchers:**

1. Each Credit Voucher is only valid from the date of issuance until 30<sup>th</sup> December 2025 (inclusive) and the last segment of the flight booking must take place on or before the expiration date of the Credit Voucher. An expired Credit Voucher will not be extended nor refunded.
2. Each Credit Voucher can be used for ancillary products only, for example checked baggage, pre-order meals, seats, travel SIM, or u-first service (excluding travel insurance) in a new booking or an existing booking through the HK Express official website ([www.hkexpress.com](http://www.hkexpress.com)) or mobile application.
3. Each Credit Voucher can be used in combination with other credit vouchers (not limited to those issued pursuant to this Campaign), with a maximum of 5 credit vouchers permitted per flight booking.
4. Each Credit Voucher is non-refundable, non-transferrable and non-redeemable for cash under any circumstances.
5. Each Credit Voucher is only valid for one-time use and in one booking transaction only, any unused balance will be automatically forfeited.
6. If a Credit Voucher is insufficient to pay for the full amount required under a booking, the outstanding balance shall be settled with credit card or any digital wallet as required by HK Express on HK Express official website or mobile application.
7. Each Credit Voucher can only be redeemed against bookings in the currency of issuance (i.e., HKD).
8. HK Express reserves the right to withdraw, cancel or refuse to accept any participants from using any Credit Voucher for any reason at any time.
9. HK Express shall not be liable to any participants for any financial loss arising out of the withdrawal, cancellation or refusal to accept the use of any Credit Voucher or any failure or inability of a participant to redeem any Credit Voucher for any reason.



**Personal Information Collection Statement:**

1. By participating in this Campaign, each participant consents to the collection and use of his/her personal data by HK Express, including his/her name and contact information, for the purpose of conducting the Campaign and contacting the participants.
2. The provision of your personal data is voluntary. However, failure to provide the requested information may disqualify you from participating in the Campaign.
3. HK Express will retain your personal data for a period of 1 year after the Campaign has ended, after which it will be securely destroyed.
4. Your personal data will be used by HK Express for the purposes stated above and will not be transferred to any third parties.
5. HK Express is committed to protecting the privacy of your personal data and will handle it in accordance with its [Privacy Policy](#). You have the right to request access to and correction of your personal data held by HK Express. If you have any questions or concerns about how HK Express handles your personal data, please contact [hke\\_ancillary@hkexpress.com](mailto:hke_ancillary@hkexpress.com) or [dpo@hkexpress.com](mailto:dpo@hkexpress.com).

**香港快運航空有限公司（「香港快運」）**  
**香港快運旅遊保險單次旅程活動（「活動」）**  
**條款及細則**

**活動條款及細則：**

1. 參加此活動的每位參加者（及其在同一航班預訂中的同行者）完全且無條件地同意並接受本條款和細則，並另須受香港快運之承運條款與條件(<https://www.hkexpress.com/zh-HK/Legal-and-Privacy/Conditions-of-Carriage-for-Passengers-and-Baggage>) 約束。若本條款和細則與香港快運之承運條款與條件不符，以香港快運之承運條款與條件為準。
2. 為了符合資格並參加此活動，參加者必須在活動期間內於初次航班預訂時購買香港快運旅遊保險（單次旅程），或通過香港快運官方網站（[www.hkexpress.com](http://www.hkexpress.com)）或香港快運手機應用程式的「管理我的預訂」或「網上辦理登機」進行購買。活動期間為 2025 年 3 月 13 日 15 時 00 分至 2025 年 3 月 31 日 23 時 59 分（香港時間）（包括該日）。航班預訂必須為來回票或多城市票，且必須從香港出發才能符合參加資格。
3. 根據上述第 2 條，同一航班預訂的每位乘客（2 歲以下的嬰兒除外）將獲得一張價值 30 港元的香港快運代金券（「代金券」），該代金券將受以下「代金券」部分的條款約束。
4. 在航班預訂中列為首要聯絡人的參加者將在活動結束後，由 2025 年 4 月 1 日起 1 個月內，通過電子郵件收到有關代金券兌換方法的通知。在代金券寄出時，有關保單必須為已現行有效及保持生效。合資格的參加者必須在 2025 年 12 月 30 日或之前按照電子郵件中的指示兌換及使用代金券。
5. 未能在指定截止日期內兌換代金券的參加者將被視為放棄代金券。
6. 香港快運對於因電腦或互聯網相關的技術問題所造成的任何延誤、錯誤或無法提交線上保險購買不承擔責任。
7. 如參加者所提交的任何信息不真實、不準確或不完整，香港快運保留撤銷授予參加者代金券的權利。
8. 香港快運保留隨時修改、增加或刪除本細則及條款的權利。該等修訂通知將張貼在香港快運的網站/社交媒體/透過第三方傳遞，而細則及條款的修訂將於張貼修訂通知後生效。參加者及其同行者同意受本細則及條款的任何修訂所約束。
9. 如有任何爭議，香港快運保留最終決定權，任何人不得異議。
10. 香港快運旅遊保險由安盛保險有限公司（「AXA 安盛」）承保。香港快運航空有限公司（牌照號碼：FA2201）乃根據保險業條例（香港法例第 41 章）註冊為 AXA 安盛於香港特別行政區分銷一般保險產品之授權保險代理商。
11. AXA 安盛不會就香港快運提供的產品及 / 或服務及此活動承擔任何義務或責任。若因代金券及 / 或此活動而產生任何爭議，應由客戶及香港快運直接解決。
12. 此條款及細則應根據中華人民共和國香港特別行政區的法律進行解釋和管轄。

13. 此條款及細則原文以英文撰寫，並可能翻譯成其他語言。如遇英文文本與其他譯本有任何歧異，一概以英文文本為準。

#### 代金券條款及細則:

1. 代金券自發出當日起有效，直至 2025 年 12 月 30 日（包括該日）；旅程亦需於代金券的有效期內使用。代金券逾期無效，將不予延長或退款。
2. 每張代金券只能用作於香港快運官方網站 ([www.hkexpress.com](http://www.hkexpress.com)) 或手機應用程序進行購買附加產品，例如寄艙行李、餐飲服務、座位選擇、旅遊數據卡或 U-First 優先服務（不包括旅遊保險）之用途。代金券可適用於全新航班預訂或現有預訂當中。
3. 每張代金券可以與其他代金券（不僅限於本活動發出的代金券）一起使用，每次航班訂票最多可使用 5 張代金券。
4. 代金券在任何情況下都不得退款、轉讓或兌換現金。
5. 代金券只能使用一次且僅用於一張訂單，任何未使用的餘額將自動作廢。
6. 如代金券金額不足以支付新訂單的全數費用，餘額應由信用卡或系統兼容的電子錢包來支付。
7. 代金券只能使用於以發行貨幣(即港幣)創建的預訂。
8. 香港快運保留隨時更改本條款及細則的權利而毋須另行通知，並在其認為必要時就代金券之相關事宜作出任何所需行動。
9. 香港快運對於因撤回、取消或拒絕接受任何代金券的使用，或因任何原因未能或無法贖回任何信用券而導致的參加者財務損失不承擔任何責任。

#### 個人資料收集聲明:

1. 參加此活動即代表每位參加者同意香港快運收集和使用其個人資料，包括姓名和聯絡資訊以進行此活動並聯絡參加者。
2. 個人資料的提供出於自願，但未能提供所需資訊可能會使您無法參加此活動。
3. 香港快運將在活動結束後 1 年內保留您的個人資料，屆滿後將安全銷毀。
4. 香港快運將根據上述目的使用您的個人資料，並不會將其轉移給任何第三方。
5. 香港快運致力於保護您的個人資料隱私，並將根據其隱私政策進行處理。您有權要求查閱和更正 香港快運持有的個人資料。如您對香港快運如何處理您的個人資料有任何疑問或擔憂，請聯絡 [hke\\_ancillary@hkexpress.com](mailto:hke_ancillary@hkexpress.com) 或 [dpo@hkexpress.com](mailto:dpo@hkexpress.com)。