

General Conditions for Passenger and Baggage Transportation of Shenzhen Airlines Co., Ltd

(Effective from September 1, 2021)

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Article 1 Scope of Application

1.1 Basic Principles

1.1.1 Unless otherwise specified in Article 1.1.2, 1.2 and 1.3, they are applicable to the fee based public air transport operated by Shenzhen Airlines for transporting passengers and luggage.

1.1.2 The document also apply to transportation with free and special fares. When the conditions or rules of free and special fares are inconsistent with this document, the conditions or rules of free and special fare for that ticket shall prevail over this document.

1.2 Charter Transportation

For transportation under the charter contract, this document are only applicable to the case where the document is quoted in the charter contract or the terms of the charter ticket.

1.3 Code Sharing

On some flights, Shenzhen Airlines has implemented "code sharing" with other carriers. This means that even if the passenger has booked the flight of Shenzhen Airlines and holds a ticket containing the name or airline code of Shenzhen Airlines, he may

take the flight actually operated by another carrier. Shenzhen Airlines will inform passengers of the actual carrier of the flight when they purchasing tickets.

The general transportation conditions of Shenzhen Airlines will also apply to code sharing flights actually operated by other carriers. However, the actual carrier of each code sharing flight has the general conditions or terms of transportation for its flight operation, which may be different from that of Shenzhen Airlines. These differential terms and conditions of the actual carrier will be regarded as an integral part of the general transportation conditions of Shenzhen Airlines in the code sharing flight, and the contents corresponding to the general transportation conditions of Shenzhen Airlines will be replaced by them on the code sharing flight operated by the actual carrier.

Terms and conditions that may differ between Shenzhen Airlines and the actual carrier of code sharing flights, include but not limited to:

1.3.1 Deadline for check-in;

1.3.2 Refusal and restriction of transportation;

1.3.3 Baggage transportation, including but not limited to the amount of free checked-in baggage, carry-on items and the charging standard of excess baggage;

1.3.4 Compensation for abnormal flight service, refusal of boarding and flight delay;

1.3.5 No smoking on flights.

1.4 Priority Application of Law

If any provision hereof conflicts with applicable laws and conventions, such provision shall be null and void. However, other provisions hereof remain valid.

Article 2 Ticket Sales

2.1 Basic Principle

2.1.1 General Provisions

2.1.1.1 On the ticket, the name of Shenzhen Airlines will be abbreviated as airline two-letter code "ZH" or three letter code "479".

2.1.1.2 The real-name registration system shall be implemented for passenger tickets, and passengers shall show valid identity documents when purchasing tickets and boarding.

2.1.1.3 The ticket shall not be transferred.

2.1.1.4 The class, boarding date and flight number shall be listed for each flight segment on the passenger ticket, and the

tickets can be used for transportation only after seats are reserved.

2.1.1.5 In addition to the electronic ticket, the passenger shall show the valid ticket including the flight coupon, all other unused flight coupons and passenger coupons, otherwise he has no right to take the flight. If the ticket presented is damaged or changed not by Shenzhen Airlines or its authorized sales agent, the passenger will not be entitled to take the flight. For e-ticket, the passenger shall have a valid e-ticket issued in the passenger name. At the same time, the passenger shall show the valid ID card used when purchasing the ticket, otherwise he has no right to board the airplane. If the ticket is not presented by the person who has the right to take the flight or return, and Shenzhen Airlines inadvertently provides transportation or refund to the person who presents the ticket, Shenzhen Airlines shall not be responsible for the person who has the right to take the flight or return the original ticket.

2.1.2 Validity of Ticket

Unless otherwise specified, the validity for the ticket is:

2.1.2.1 If the ticket is not completely used, the transportation is valid within one year from the date of issuing the ticket.

2.1.2.2 If the tickets have been partially used, the ticket is valid for one year from the date when the passenger starts the first

segment of the journey.

2.1.2.3 The validity period of the ticket shall be calculated from 0:00 (inclusive) on the next day of the first segment of travel or the date of ticket issued to 0:00 (exclusive) on the next day of the expiration date.

2.1.3 Sequence of Ticket Use

2.1.3.1 The ticket purchased by the passenger is only applicable to the transportation from the departure airport and the agreed stop-over to the destination listed on the ticket. All coupons in the ticket must be used in the order specified when the ticket is issued, and shall not be used by skipping.

2.1.3.2 The fare paid by passengers is based on the fare rules of Shenzhen Airlines and the transportation listed on the ticket. Therefore, all segments listed in the ticket must be used in the sequence specified by the passenger when purchasing the ticket. If not, Shenzhen Airlines will recalculate the ticket price according to the actual journey of passengers. If the fare is higher than the amount paid, the passenger shall pay the difference between the original fare and the applicable fare after the change of transportation. Shenzhen Airlines will provide follow-up transportation services based on the subsequent payment of

additional fees by the passenger. And the unused segment listed on the passenger ticket will no longer be used.

2.2 Fares and Taxes

2.2.1 Fares

2.2.1.1 The ticket fare will be calculated according to the effective price of Shenzhen Airlines when the passenger purchases the ticket. The ticket fare is applicable to the specific date, journey and other transportation contents listed on the passenger ticket.

2.2.1.2 After the ticket is sold, if the ticket fare is adjusted, the ticket fare paid by the passenger will not be changed. If the passenger needs to change his/her itinerary, it may affect the fare payable by the passenger.

2.2.1.3 Unless otherwise specified, the ticket fare is only applicable to the air transportation from the departure airport to the destination airport, excluding the ground transportation between airports or the ground transportation between airport and urban area.

2.2.2 Taxes and Fees

2.2.2.1 When purchasing tickets, passengers shall pay taxes or fees levied by the government, other relevant authorities or

airport operators, which are not included in the ticket fare. Shenzhen Airlines will inform passengers of the details of taxes and fees paid.

2.2.2.2 In addition to fares and taxes, Shenzhen Airlines will charge fuel surcharge. Although the fuel surcharge is listed in the tax, it is not a government tax. For different airlines, different trips, different cabin seat, different sales dates or travel dates, different amounts of fuel surcharges will be charged.

2.2.3 Currency

Fares, taxes and fees shall be paid in the currency of the country where the ticket is issued, unless another currency is designated by Shenzhen Airlines or its authorized sales agent before the passenger pays. Due to the non-convertibility of local currency and other reasons, Shenzhen Airlines can decide to accept other currencies at its own discretion.

2.3 Reservation and Ticket purchase

2.3.1 Seat Reservation and Ticket Purchase Method

Passengers can reserve seats and purchase tickets by visiting Shenzhen Airlines' website, mobile client, flagship store, calling Shenzhen Airlines' service hotline, or going to Shenzhen Airlines

ticket office or authorized sales agent and other channels recognized by Shenzhen Airlines.

2.3.2 Collection and Use of Personal Information

2.3.2.1 When reserving seats, purchasing tickets, booking or purchasing other services and going through relevant formalities, passengers shall provide Shenzhen Airlines with his/her personal information related to travel and real and effective contact information, and agree that Shenzhen Airlines can keep and use his/her personal information. If necessary, Shenzhen Airlines may send the information to relevant departments of Shenzhen Airlines, authorized sales agents, authorized ground service agents, government departments, other relevant carriers or providers of the above services.

2.3.2.2 Shenzhen Airlines attaches great importance to the safety of passengers personal information and will take all reasonable and feasible security control measures to protect their personal information.

2.3.3 Reservation

2.3.3.1 Shenzhen Airlines or its authorized sales agent will make reservation according to the requirements of passengers. If

required, Shenzhen Airlines will issue a written reservation record for passengers.

2.3.3.2 When passengers make reservations, Shenzhen Airlines or its authorized sales agent will inform passengers of the time limit for ticket purchase. The passengers shall pay the fare within the prescribed time limit. If the payment is not completed, the reservation will not be valid.

2.3.4 Ticket Purchase

2.3.4.1 When purchasing a ticket, the valid ID card of passenger shall be provided. The valid ID card used for purchasing ticket shall be the same as that used for check-in.

2.3.4.2 Some ticket fares restrict or reject passengers to change or refund their tickets. Shenzhen Airlines or its authorized sales agent will inform passengers of the information when they purchase tickets. Passengers can choose the fare according to their needs.

2.3.4.3 Infants and children accompanied by adults shall purchase tickets with the same class as their companions.

2.3.5 On-board Seat Reservation

Passengers can reserve seats in advance. Shenzhen Airlines

will try its best to meet the requirements of passengers according to the actual situation. However, due to the needs of operation, safety or security, Shenzhen Airlines cannot guarantee the provision of any seats designated by passengers. Meanwhile, Shenzhen Airlines always reserves the right to reassign seats on board, even after passengers have boarded the airplane.

Article 3 Ticket Change and Refund

3.1 Ticket Change

3.1.1 General Provisions

3.1.1.1 The passenger shall change his/her ticket within the validity period of the ticket.

3.1.1.2 The passenger shall contact the ticket issuing carrier or its authorized sales agent for ticket change.

3.1.1.3 If the passenger fails to take the flight with seats reserved and fails to notify Shenzhen Airlines in advance to reserve seats for subsequent flights, Shenzhen Airlines has the right to cancel the reservation for subsequent or return flights listed on the passenger ticket.

3.1.2 Voluntary Change

3.1.2.1 After purchasing ticket, if the passenger needs make a change on the ticket, such as the cabin class, boarding date, flight number, etc., he/she shall contact Shenzhen Airlines as soon as possible. Shenzhen Airlines will change the ticket according to the ticket price rules corresponding to the ticket purchased by the passenger.

3.1.3 Involuntary Change

3.1.3.1 If the scheduled departure time is changed, or the flight is delayed or cancelled due to weather, air traffic control, maintenance, aircraft allocation and other reasons, or if the above may cause the passenger to miss the reserved connecting flight, Shenzhen Airlines can handle the involuntary change of the flight and the connecting flight for the passenger without charging the handling fee.

3.1.3.2 For the ticket that has been involuntarily changed, the change application shall be handled in accordance with paragraph 3.1.2 of this article.

3.2 Refund

3.2.1 General Provisions

3.2.1.1 The passenger shall submit a ticket refund application to Shenzhen Airlines or its authorized sales agent within 12 months from the beginning of the ticket validity. Beyond the above time limit, Shenzhen Airlines will not accept it.

3.2.1.2 For tickets sold by other carriers, please contact the issuing carrier or its authorized sales agent for ticket refund.

3.2.1.3 When the ticket is refunded, the passenger shall return the Electronic Ticket Itinerary of Air Transportation to Shenzhen Airlines.

3.2.1.4 If the passenger loses the itinerary, he/she shall fill in the Application for Lost Ticket of Shenzhen Airlines Co., Ltd. at the refund location, and the refund formalities will be handled for the passenger after confirming by Shenzhen Airlines.

3.2.2 Refund Payee

Shenzhen Airlines can either refund to the passenger himself or to the payer who can show sufficient payment certificate and identity certificate.

3.2.2.1 If the passenger is not the payer of the ticket,

Shenzhen Airlines may refund the ticket money to the payer of the ticket or its designee according to the original payment method.

3.2.2.2 If the passenger entrusts another person to handle the refund procedures, the agent must show the valid ID card of the passenger and his/hers, the passenger's power of attorney and the valid bank refund account.

3.2.3 Voluntary Refund

3.2.3.1 If the fare rules of the passenger ticket allow refund, and the refund does not fall within the scope specified in article 3.2.4 hereof, Shenzhen Airlines will refund the unused segment according to the fare rules applicable to the ticket.

3.2.3.2 If the passenger voluntarily terminates the trip at the stop-over, the unused segment will not be refunded.

3.2.3.3 Please contact the original ticket purchasing channel for voluntary refund.

3.2.4 Involuntary Refund

Due to Shenzhen Airlines' reasons or force majeure factors (including weather, emergencies, air traffic control, security inspection and other factors), the aircraft fails to depart per the schedule within a reasonable time, and the passenger is sick or

dead, resulting in the passenger being unable to take the flight according to the time listed on the ticket. The refund shall be handled in accordance with the following provisions:

3.2.4.1 Involuntary refund can be handled at the original ticket purchasing location, flight departure station, stopover, travel terminated place or any ticket office of Shenzhen Airlines.

3.2.4.2 For involuntary refund, if it is proposed at the departure station, it will be refunded completely; if it is proposed at the stop-over (alternate airport), the unused segment will be refunded (i.e. the amount of the normal ticket price from the stop-over to the destination on the ticket multiply the original ticket discount), but shall not exceed the original ticket fare. No refund fee will be charged.

3.2.4.3 For the interrupted flight, the ticket refund shall be handled at any ticket office of Shenzhen Airlines.

3.3 Change or Refund due to Health Reasons

If the passenger fails to take the scheduled flight due to injury, illness and other physical reasons after purchasing the ticket or during the journey, and provides the supporting materials approved by Shenzhen Airlines, Shenzhen Airlines can deal with the tickets of passengers and their fellow passengers as follows within the

validity period of the ticket:

(1) The unused segment is refunded, the refund fee shall be exempted;

(2) The unused segment can be changed once, and the handling fee shall be exempted. The price difference shall be charged normally. If the request for rescheduling is raised again, it shall be treated as a voluntary refund.

Article 4 boarding

4.1 Acceptance Inspection

Passengers and luggage shall be subject to safety and security inspection. No matter whether the passenger is present, agrees or knows, Shenzhen Airlines shall not be liable for any physical injury, loss or damage of goods caused to the passenger by such inspection, unless such injury, damage or loss is caused by Shenzhen Airlines.

4.2 Check-in Procedures

4.2.1 Before the flight check-in is stopped, passengers shall carry out ticket inspection and baggage check-in procedure with their valid travel documents to obtain paper or electronic boarding pass. The valid identity document presented shall be the same as

that provided at the time of ticket purchase. If necessary, Shenzhen Airlines will keep copies of passenger identity document.

4.2.2 Due to the inconsistent check-in deadline at each airport, passengers shall abide by the check-in deadline at each airport and go through the check-in formalities before the deadline. If the passenger fails to go through it before the specified check-in deadline, Shenzhen Airlines has the right to cancel the reservation.

4.2.3 If the passenger's first segment is carried by Shenzhen Airlines, Shenzhen Airlines or its authorized sales agent will notify the passenger of the deadline for check-in. Passengers shall check the check-in deadline for any subsequent flight during the journey.

4.2.4 Prior to travel, passengers shall be responsible for obtaining travel documents and visas required for exit, entry or transit countries or regions, and abide by all laws, regulations, orders, instructions and travel requirements. We are not responsible for the consequences arising from the passenger's failure to obtain the above certificates or visas, or failure to comply with the above laws, regulations, orders, instructions, requirements, rules or regulations.

4.2.5 After passengers missed the flight, Shenzhen Airlines will assist passengers to handle voluntary change or voluntary refund according to the requirements of passengers per article 3.1.2 and

3.2.3 hereof.

4.3 Boarding

4.3.1 Passengers should board before the boarding gate is closed because the closing time of the boarding gate at each airport is different. Shenzhen Airlines has the right to cancel the passenger's seat if he fails to arrive at the gate before the gate is closed.

4.3.2 If the boarding gate or boarding time is changed, Shenzhen Airlines and its ground service agent shall inform passengers in time.

4.3.3 In case of no show due to passengers reasons, Shenzhen Airlines will assist passengers in handling voluntary change or voluntary refund according to article 3.1.2 and 3.2.3 hereof. In case of missing passengers due to Shenzhen Airlines' reason, Shenzhen Airlines will arrange passengers to take follow-up flights according to passengers' requirements, and Shenzhen Airlines will assist passengers in handling involuntary change or involuntary refund according to article 3.1.3 and 3.2.4 hereof.

4.3.4 When a passenger takes a flight which is not the one listed on the ticket and arrives at the destination not listed on the

ticket, Shenzhen Airlines will provide the following options for the passenger to choose:

If there is a follow-up flight to the destination listed on the passenger ticket at the wrong destination, Shenzhen Airlines will arrange the passenger to fly directly to the destination from the wrong destination;

If there is no follow-up flight to the destination listed on the passenger ticket at the wrong destination, Shenzhen Airlines can transport the passenger back to the departure station, and arrange the passenger to take the follow-up flight to the destination listed on the passenger ticket as soon as possible, but the ticket will not be refunded; or provide ground transportation to transport the passenger to the destination;

If the passenger requests to terminate the trip at the wrong destination, Shenzhen Airlines will refund the ticket of the original segment.

4.4 Onboard Seat Arrangement

4.4.1 Shenzhen Airlines will try its best to meet the requirements of passengers on seats, but will not guarantee to provide designated seats.

4.4.2 For the needs of operation, safety or security, Shenzhen

Airlines reserves the right to allocate or reassign onboard seats, even after passengers have boarded and/or seated.

4.5 Onboard Behavior

4.5.1 General Provisions

According to the judgment of Shenzhen Airlines, if the passenger's behavior onboard endangers the safety of the aircraft or any person or property onboard, or hinders the crew from performing their duties, or fails to comply with the crew instructions, including but not limited to smoking, drinking or taking drugs, which causes or is likely to cause discomfort, inconvenience, damage or injury to the crew or other passengers, Shenzhen Airlines may take reasonable measures, including restraining, to prevent the continuation of the behavior. The passenger may be asked to disembark at any place and refused to continue transportation, and may be prosecuted for his/her misconduct in the cabin.

4.5.2 Electronic Devices and others

4.5.2.1 PED devices with transmitting function is prohibited from being used onboard, including but not limited to mobile phones without flight mode, walkie talkies and remote control devices (remote control toys and other electronic equipment with

remote control device). However, T-PED with wireless transmission functions is allowed to be used with transmission power less than 100MW (including Bluetooth, purple bee and Wi Fi working in 2.4GHz band).

4.5.2.2 It is prohibited to use large PED electronic equipment with the sum of length, width and height greater than 31cm in critical flight stages such as taxiing, takeoff, climb, approach and landing, but it is allowed to be used in non-critical flight stages, including but not limited to portable computers, PAD, etc.

4.5.2.3 Electronic devices allowed to be used in the whole flight, include but not limited to: cardiac pacemaker; deaf-aid; electric shavers, portable tape recorders and electronic equipment (devices) for maintaining life;

4.5.2.4 Small PED devices with the sum of length, width and height of less than 31cm (inclusive), is allowed to be used in the whole flight, but not allowed to connect accessories (such as headphones and charging lines), including but not limited to: smart phones with flight mode and on flight mode, e-books, video / audio players, video game players, etc.

4.5.2.5 During flight, when the captain finds that there is electronic interference and suspects that the interference comes from portable electronic devices used by passengers, or when the

captain must implement low visibility operation procedures or when he initiates emergency evacuation, Shenzhen Airlines has the right to require passengers to turn off portable electronic devices in order to prevent their interference with aircraft communication and precision navigation equipment.

4.5.2.6 The power of PED in checked baggage, carry-on baggage and luggage in rack shall be turned off.

4.5.2.7 It is forbidden to use mobile power (power bank) in the whole flight.

4.5.3 No Smoking

Smoking has been banned on all flights of Shenzhen Airlines, and smoking is not allowed in any area onboard. Electronic cigarette and synthetic steam devices are also prohibited.

4.5.4 Seatbelt

Passengers shall fasten their seatbelts during the flight when they are seated onboard.

4.6 Entry/Transit

In order to avoid losses, passengers should understand in detail and abide by the relevant regulations of the country or region where they will travel from, to or through.

4.6.1 If the passenger is refused entry/transit, he/she shall repay any fines or fees imposed by the relevant government on Shenzhen Airlines and the returning transportation expenses of the passenger from that country or region. Shenzhen Airlines will not refund the ticket that Shenzhen Airlines has transported passengers to the place where he/she is refused entry/transit.

4.6.2 If the passenger fails to comply with the laws, regulations, orders, requirements or other travel regulations of relevant countries or regions, or fails to present the required documents, resulting in Shenzhen Airlines being required to pay a fine, or bear any expenses, the passenger shall repay any money paid or any expenses borne by Shenzhen Airlines. In order to avoid losses, passengers should understand and abide by the relevant regulations of the country or region where they will travel from, to or through.

Article 5 Refusal and Restriction of Transportation

5.1 Refusal of Transportation

Shenzhen Airlines has the right to refuse to carry passengers and their luggage after notifying passengers due to one or more of the following reasons for safety or other reasons according to its

reasonable judgment:

(1) Passengers or baggage in violation of any applicable laws, regulations, orders or regulations of the country or region of origin, destination or flyover;

(2) Passengers or baggage that may endanger or affect the safety, health, convenience or comfort of passengers themselves or other passengers or crew members;

(3) Any baggage or articles required by strangers to be carried by passengers;

(4) The passenger's mental condition, behavior or physical condition, including the influence of alcohol or drugs, which may cause danger or harm to himself, other passengers, crew members or property;

(5) Passengers have had bad behavior in the process of air transportation before, and Shenzhen Airlines has reason to believe that such bad behavior may occur again;

(6) Passengers refuse to accept the security inspection, or the passenger's luggage fails to go through the security check;

(7) The passenger fails to pay the corresponding fares, taxes or fees;

(8) The passenger fails to present valid ID card; or the valid ID card presented is not the same as the one used when purchasing

the e-ticket; or the passenger has no valid travel document; or the passenger refuses to hand over the travel document to the flight crew for keeping as required by flight crew;

(9) The passenger's ticket is not legally obtained, or is not purchased from Shenzhen Airlines or its authorized sales agent, or is forged;

(10) Passengers fail or unable to comply with the safety or security instructions of Shenzhen Airlines;

(11) Passengers fail to comply with the regulations on smoking prohibition or the use of electronic devices on board;

(12) The passenger fails or refuses to comply with the instructions of the crew;

5.2 Restricted Transportation

Passengers carrying infants, unaccompanied children, disabled persons, pregnant women, injured or sick persons or other persons in need of special services must submit service requirements to Shenzhen Airlines in advance. If they meet the transportation conditions of Shenzhen Airlines, they can be transported only after Shenzhen Airlines agrees and makes corresponding arrangements.

5.2.1 Carriage of Infants

Infants must be accompanied by adults over the age of 18 and with full civil capacity.

Shenzhen Airlines does not provide transport services for infants born less than 14 days (excluding the day of birth) and premature infants born less than 90 days (excluding the day of birth) (newborns less than 37 weeks of gestational age).

5.2.2 Carriage of Children

Children over the age of 2 but under 5 must be accompanied by adults over the age of 18 and with full civil capacity; when children accompanied by adults board the airplane, they should buy tickets with the same service class as their companions.

Children over the age of 5 but under 12 should be accompanied by adults over the age of 18 and with full civil capacity. In case of no adults accompanied, they shall apply in advance and purchase tickets according to Shenzhen Airlines' regulations with the consent of Shenzhen Airlines. There is a limit on the number of unaccompanied children over the age of 5 but under 12 carried by each flight, therefore Shenzhen Airlines has the right to refuse transportation.

Young passengers over the age of 12 and under 18 who travel

alone can voluntarily apply for unaccompanied child services. Passengers can inquire about the regulations on the carriage of unaccompanied children from Shenzhen Airlines or its authorized sales agents or authorized ground service agents.

5.2.3 Carriage of Persons with Disabilities

Shenzhen Airlines will, in accordance with the relevant laws and regulations of the competent authority of civil aviation of China on air transportation for the disabled, provide transportation for the disabled who are qualified to take the flight. There is a limit on the number of unaccompanied disabled persons who need assistance in emergency evacuation on each flight, therefore Shenzhen Airlines has the right to refuse transportation.

5.2.4 Carriage of Pregnant Women

Those who are pregnant less than 32 weeks will be regarded as ordinary passengers except those who are not suitable for taking flights according to the doctor's diagnosis. For the safety of passengers, if the passenger is pregnant for 32 weeks (inclusive) but less than 35 weeks, the passenger needs to take the flight with a real and valid diagnosis certificate indicating the number of pregnancy weeks issued by an obstetrician or a medical institution

at or above the county level.

Shenzhen Airlines does not provide air transportation services for those who are pregnant more than 35 weeks, those whose due date is within 4 weeks, pregnant women whose expected birthdate is close but cannot be determined and are known to have multiple births or are expected to have delivery complications, and those who are less than 7 days postpartum.

5.2.5 Carriage of Injured or Sick Passengers

There are certain risks for injured or sick passengers to travel by air. In the closed, dry, hypoxia and pressure changed high-altitude environment, injury, deterioration or even more critical situations may occur. It is suggested that passengers consult a doctor before planning the trip. If the passenger insists on air travel, a real and effective diagnosis certificate of injury or illness issued by a doctor or a medical institution at or above the county level shall be provided.

When purchasing tickets, the medical certificate issued no earlier than 10 days before the earliest flight date (excluding the departure date) must be provided; the medical certificate issued no earlier than 72 hours before the departure must be provided during check-in. For passengers after surgery, the travel date shall be at

least 10 days after surgery (excluding the day of surgery), and the postoperative certificate must be provided when traveling. The medical certificate shall be valid only if it is stamped by the examining hospital, signed by the doctor and marked with the words "suitable for flight before XX (date) ".

If the standard aircraft seat cannot be used for any reason (e.g. knee/hip cannot be bent), or the seat back cannot maintain an upright position during take-off and landing, and no satisfactory alternative method can be found, passengers need to apply for stretcher transportation service. Only those can be carried after Shenzhen Airlines agrees and makes corresponding arrangements.

Shenzhen Airlines will not provide transport services for the following injured or ill passengers:

5.2.5.1 Patients with known or suspected quarantinable infectious diseases;

5.2.5.2 Those who suffer from mental illness and may cause harm to other passengers or themselves in the period of illness;

5.2.5.3 Those who have serious facial injury, special odor or special quirks that may cause discomfort to other passengers;

5.2.5.4 Those who cannot take care of themselves due to injury, weakness or mental condition, if they are not accompanied by a

specially assigned person during travel, or the accompanying person is unable to independently take care of or control them;

5.2.5.5 Passengers carrying equipment for storing, generating or distributing oxygen;

5.2.5.6 Patients with serious or critical heart disease, such as severe heart failure, cyanosis or myocardial infarction (infarction occurred within six weeks before travel);

5.2.5.7 Those with severe otitis media accompanied by eustachian tube obstruction;

5.2.5.8 Those who suffer spontaneous pneumothorax recently or have recently undergone pneumothorax plastic surgery;

5.2.5.9 Those with large mediastinal tumor, giant hernia and intestinal obstruction;

5.2.5.10 Those with increased intracranial pressure and skull fracture caused by head injury;

5.2.5.11 Those who have recently used metal wire connection for mandibular fracture;

5.2.5.12 Those who suffered poliomyelitis in the past 30 days, or those with bulbar poliomyelitis;

5.2.5.13 Those with severe hemoptysis, hematemesis or vomiting;

5.2.6.14 Those who have recently suffered serious trauma or

undergone major surgery and the wound has not been fully healed.

5.3 Refund after Rejection

Any passenger who is rejected or whose seat is cancelled due to Article 5 hereof may refund the ticket in accordance with article 3.2.3.

Article 6 Baggage Transportation

6.1 Baggage Transport Restrictions

6.1.1 Articles that shall not be Transported as Baggage

The following items shall not be delivered as checked baggage or brought into the cabin as non-checked baggage:

6.1.1.1 Articles that may endanger the safety of aircraft, personnel or property onboard, such as those listed in the Technical Rules for Safe Air Transport of Dangerous Goods of ICAO, the Rules for the Transport of Dangerous Goods of the IATA, and the regulations of Shenzhen Airlines, including but not limited to: explosive substances, devices and simulation articles; gases (including flammable and non-flammable non-toxic gases, toxic gases, compressed gases, etc.); Flammable substances (including liquid combustibles, solid combustibles, such as lighters, matches,

etc.), spontaneous combustion substances and combustibles in water; oxidants and organic peroxides; toxic and infectious substances; radioactive or magnetized materials; corrosive substances; dangerous goods such as threatening or irritant substances.

6.1.1.2 Guns and their main parts (including military, civil and official guns; pistols, rifles, submachine guns, machine guns, riot guns, air guns, anesthetic injection guns, sample guns, prop guns, steel ball guns, tear guns, electric shock guns, etc.); ammunition; ordnance, police equipment and their main parts (baton, military or police dagger, bayonet, etc.); equipment prohibited by the state (electric shock device and defense device); instruments under state control (crossbow, dagger, three edged knife, three edged scraper for machining, knife with self-locking device, single-edged knife and double-edged knife similar to dagger but longer than dagger, and other similar single-edged, double-edged and three edged sharp knives); other similar articles and imitations of the above articles shall not be transported as luggage.

Guns and ammunition used for sports can be transported as checked baggage if they meet the provisions of article 6.2.5.3.

6.1.1.3 Articles prohibited from transportation by laws, regulations and orders of the People's Republic of China or articles

prohibited from transportation by laws, regulations or orders of exit, entry or transit countries;

6.1.1.4 Articles that Shenzhen Airlines considers not to be transported for the following reasons: articles that are not suitable for transportation due to their danger and insecurity, or their weight, volume, packaging, shape or nature; live animals (small animals specified in article 6.2.5.1 and 6.3.2 hereof, except service dogs); fresh articles with obvious peculiar smell (such as seafood, durian, etc.); articles with anesthetic, unpleasant or other similar properties, etc.

If passengers need further information about items that cannot be transported as baggage, they can inquire Shenzhen Airlines, authorized sales agent of Shenzhen Airlines or authorized ground service agent.

6.1.2 Articles that cannot be Transported as Checked Baggage

The following items shall not be transported as checked baggage:

6.1.2.1 Spare lithium battery and lithium battery mobile power supply (such as power bank)

Spare lithium battery and lithium battery mobile power supply

(such as power bank) shall not be transported as checked baggage or sandwiched into checked baggage. However, when meeting the transportation conditions of Shenzhen Airlines and with the consent of Shenzhen Airlines, passengers can carry it with them. See Article 6.3.4 hereof for details.

6.1.2.2 Suitcase equipped with non-detachable lithium battery, and the Suitcase with battery exceeds 0.3g lithium metal content or 2.7wh.

6.1.2.3 Ashes.

6.1.3 Articles that are not Recommended to be Transported as Checked Baggage

In the checked baggage, it is recommended not to include important documents and materials, valuable tickets, currencies, jewelry, precious metals and their products, antique calligraphy and paintings, personal electronic devices, samples and other valuables, fragile, perishable, vulnerable items, travel documents and prescription drugs that individuals need to take regularly. Shenzhen Airlines shall be liable for the loss and damage of the above items carried in the checked baggage as ordinary checked baggage.

6.1.4 Transportation Restricted Articles

Baggage with special shape, length, weight or its own nature, as well as articles restricted by national laws, administrative regulations and rules, can be transported only if they meet the transportation conditions of Shenzhen Airlines and with the consent of Shenzhen Airlines.

For more the information of restricted goods, passengers can refer to Article 6.2.5 and 6.3 hereof or inquire with Shenzhen Airlines, authorized air sales agent or authorized ground service agent of Shenzhen Airlines.

6.2 Checked Baggage

6.2.1 Packing of Checked Baggage

6.2.1.1 The checked baggage of passengers shall be well packaged, well locked, firmly secured, able to withstand certain pressure, and can be safely loaded, unloaded and transported under normal operating conditions. Shenzhen Airlines may refuse to accept the baggage whose packaging does not meet the requirements or will not be liable for damage or destroy due to the following conditions:

- (1) Lockable cases, travel bags and handbags must be

locked;

(2) More than two packages cannot be bundled into one;

(3) No other articles shall be attached to the external package;

(4) Bamboo baskets, net bags, straw bags, straw ropes, plastic bags, etc. cannot be used as baggage packaging, and those with sawdust, grain husk, etc. as bedding in the baggage packaging cannot be collected and transported;

(5) Woven bags and the outer package of luggage is soft paper or soaked carton, foam boxes and folding trolleys.

6.2.1.2 The passenger shall mark his/her name or make other personal identification marks on the inside and outside of the checked baggage.

6.2.1.3 After collecting the checked baggage from passengers, Shenzhen Airlines will issue a baggage identification tag for each checked baggage.

6.2.2 Weight, Size and Pieces of Checked Baggage

6.2.2.1 Weight limit: for the piece-based checked baggage, the maximum weight of each piece shall not exceed 32 kg (70 pounds), and for the weight-based checked baggage, the maximum weight of each piece shall not exceed 45 kg (99 pounds).

If the maximum weight of each ordinary checked baggage is exceeded, it shall be divided into two checked baggage.

6.2.2.2 Size limit: For the piece-based checked baggage, the sum of length, width and height of each piece of ordinary baggage shall not exceed 203 cm (80 inches, including pulley wheel and handle), and s not be less than 60 cm (24 inches); for the weight-based checked baggage, the volume of each ordinary baggage shall not exceed 40 cm (16 inches) × 60 cm (24 inches) × 100 cm (40 inches).

6.2.2.3 Due to the limited capacity, Shenzhen Airlines has the right to limit the maximum number of checked baggage beyond the free baggage allowance.

6.2.3 Free Baggage Allowance

Shenzhen Airlines will determine the passenger's free baggage allowance according to his/her class, flight distance and member level of the passenger. Passengers can inquire the free baggage allowance from Shenzhen Airlines, the authorized sales agent or the authorized ground service agent of Shenzhen Airlines.

If the passenger changes the cabin class involuntarily, Shenzhen Airlines will still calculate the passenger's free baggage allowance according to the original class standard.

6.2.4 Excess Charge for Checked Baggage

6.2.4.1 When the passenger's ordinary checked baggage exceeds the free baggage allowance, the passenger shall pay the excess baggage fee for the excessive part.

6.2.4.2 Shenzhen Airlines will determine the excess baggage charge according to the route on the ticket held by the passenger and the weight, size and number of excessive baggage checked-in by the passenger. Passengers can inquire about the specific charging standard from Shenzhen Airlines, its authorized air sales agent or authorized ground service agent.

6.2.4.3 When Shenzhen Airlines charges passengers for excessive baggage, it shall issue a charging voucher for passengers.

6.2.4.4 With the consent of Shenzhen Airlines, passengers can claim checked baggage at the midway stop, but for the over limit baggage that has begun to be transported, the excessive baggage fee for the unused segment will not be refunded.

6.2.5 Special Checked Baggage

Special checked baggage refers to checked baggage with special shape, length, weight or special nature. Shenzhen Airlines will charge corresponding fees according to the route on the ticket

held by the passenger and the category of the checked special baggage. Passengers can inquire about the specific charging standard from Shenzhen Airlines, its authorized sales agent or authorized ground service agent.

6.2.5.1 Small Animals

The small animals carried by Shenzhen Airlines are limited to domestic pet dogs and cats, but cats and dogs and their hybrids with the characteristics of easy to hurt people, having respiratory problems and those in short nose series, as well as those in pregnancy or those have been born for no more than 8 weeks, those in lactation, or within 7 days of delivery, or sick will not be carried.

For the transportation of small animals, an application must be submitted to Shenzhen Airlines in advance, and the animal quarantine certificate and all relevant documents or certificates required for exit, entry or transit must be provided. The transportation can be carried out only with the consent of Shenzhen Airlines. Passengers must ensure that the small animals are properly put into the container, and the container must meet the requirements of Shenzhen Airlines, otherwise Shenzhen Airlines will not carry them. Shenzhen Airlines has the right to limit the number of small animals transported by each aircraft, and such

small animals are only transported in cargo hold.

Passengers shall be fully responsible for the checked small animals. Due to the refusal of entry or transit by relevant countries during transportation, the small animals fail to arrive on time, or due to the injury, illness, escape or death of small animals under normal transportation conditions, Shenzhen Airlines shall not be liable, unless the above circumstances are caused by Shenzhen Airlines.

Passengers shall be fully responsible for all damages or injuries that small animals may cause to other passengers or Shenzhen Airlines.

6.2.5.2 Sports Equipment

Shenzhen Airlines only carries all kinds of devices, equipment and supplies used in competitive sports competitions and fitness exercises. Sports equipment exceeding the weight or size limit of ordinary checked baggage (except golf bags) must apply to Shenzhen Airlines in advance and can be transported only with the consent of Shenzhen Airlines. When the aircraft conditions are not suitable for transportation, Shenzhen Airlines may refuse the transportation.

Passengers shall properly pack the checked sports equipment, try to use the original packaging or professional packaging or packaging approved by Shenzhen Airlines, which are able to

withstand certain pressure, and able to load, unload and transport safely under normal operating conditions. Any inflatable sports equipment must be deflated before transportation.

6.2.5.3 Guns and Bullets

Shenzhen Airlines only carries guns and bullets for shooting competitive sports. Passengers must apply to Shenzhen Airlines in advance and can only be transported with the consent of Shenzhen Airlines.

Guns must be unloaded with the safety catch on and packed separately and properly in accordance with the regulations of Shenzhen Airlines. The transportation of bullets shall be handled in accordance with the provisions of ICAO and IATA specified in article 6.1.1, the applicable laws and regulations of China and the provisions of Shenzhen Airlines. Each gun packing box shall contain no more than 2 sports rifles or no more than 5 pistols; each passenger is limited to 5kg bullets (gross weight), and a single checked baggage shall not exceed 5kg.

6.2.5.4 Small Electrical Appliances, Instruments and Media Equipment

Small electrical appliances, instruments and media equipment used for work and life should meet the requirements of general luggage size.

When consigning small electrical appliances, instruments and media equipment, passengers need to properly pack them, and use the original or professional packaging as far as possible. The packaging should be complete, the lock should be intact, the binding should be firm, and can withstand a certain pressure.

Shenzhen Airlines only undertakes the responsibility for general checked baggage. On the premise of meeting the requirements for carry-on baggage, passengers are recommended to carry such items with them.

6.2.5.5 Fishing Gear

Fishing gear includes a tool box, fishing basket or canvas bag, a pair of fishing rods and packing bag or box.

Fishing gear can only be transported as checked baggage, and passengers shall properly pack the checked fishing gear.

6.2.5.6 Musical Instruments

Musical instruments can be transported as checked baggage. Passengers must apply to Shenzhen Airlines in advance and can only be transported with the consent of Shenzhen Airlines. Overweight musical instruments such as piano, harp and timpani cannot be transported as luggage.

To consign the musical instruments, passengers need to properly pack them, and use the original or professional packaging

as far as possible. The packaging should be complete, with locks intact and binding firmly, and can withstand certain pressure, so as to facilitate the safe loading/unloading and transportation of baggage personnel.

6.2.5.7 Aquatic Products

Aquatic products carried by Shenzhen Airlines refer to animal and plant produced by marine and freshwater fisheries and their processed products. When aquatic products are transported as checked baggage, the size and weight limits for them are the same as ordinary checked baggage and are only limited to domestic air transportation.

The packaging of aquatic products must be firm and sealed to ensure no odor and liquid leakage. It must be packed in the form of foam box and carton. The foam box must have four walls, bottom and top. The wall thickness of the box is not less than 2 cm and there should be no breakage or crack in the box. Water-absorbing materials should be placed at the bottom of foam boxes, such as absorbent paper, absorbent sponge or sawdust. The carton should be matched with the foam box specification. It is not allowed to pack two foam boxes in a carton. It is not allowed to use damp, folded or deformed old foam boxes or old cartons for transport packaging of aquatic products.

It is forbidden to use loose ice or dry ice in the package to lower the temperature. If lower temperature is required, put sealed ice bags, or use bottled water to freeze into ice. Before packing, use absorbent paper and other absorbent substances to wrap the ice bag or water bottle to prevent condensate leakage or outflow. In order to prevent the bottle from breaking after freezing, the water in the bottle can only be filled up to 80%.

6.2.5.8 Alcoholic Liquid Drinks

Alcoholic liquid drinks are only allowed to be consigned. Its identification shall be complete and clear, and placed in retail packaging. The volume of each container shall not exceed 5L. When the volume percentage of alcohol is less than or equal to 24%, the consignment quantity is not limited; When the volume percentage of alcohol is greater than 24% but less than or equal to 70%, the total consignment volume of each passenger shall not exceed 5L. When the volume percentage of alcohol is more than 70%, Shenzhen Airlines will not carry it.

6.2.5.9 Dry Ice

When the perishable items of passengers need to be kept fresh, with the consent of Shenzhen Airlines, passengers can carry dry ice of no more than 2.5kg (5 pounds) as checked baggage or carry-on baggage. Dry ice packages must be provided with air

vents; as checked baggage, it must be marked with "solid carbon dioxide" or "dry ice" and "Dry Ice Net Weight: x kg" or "Net weight less than 2.5kg".

6.2.5.10 Ordinary Mercury Barometer or Mercury Thermometer

Ordinary mercury barometer or mercury thermometer can only be transported as checked baggage. Passengers can only consign one and must place it in the protective packaging.

6.2.5.11 Sharp Tools, Blunt Tools, Tools and Other Similar Articles Other Than Controlled Knives

Sharp and blunt tools, daily knives, professional knives, sticks, such as kitchen knives, fruit knives, table knives, handicraft knives, scalpels, scissors, and steel files, axes, short sticks, hammers, etc., other than controlled knives.

Tools and other similar items mainly include: drilling rig (including drill bit), chisel, cone, saw, bolt gun, nail gun, screwdriver, crowbar, hammer, pliers, welding gun, wrench, axe, short handle axe (flat axe), vernier caliper, ice pick, broken ice cone, dart, catapult, bow, arrow, buzzer self-defense device, etc.

6.2.5.12 Electric Wheelchair

Shenzhen Airlines only accepts the application for consignment of electric wheelchairs of passengers with limited movement due to disability, health or age. The self-provided electric wheelchairs or

electric walking tools used in the journey must go through the consignment formalities at the check-in counter.

The electric wheelchairs or electric walking tools consigned by passengers must meet the relevant provisions of Shenzhen Airlines on the transportation of dangerous goods. Only one electric wheelchairs or electric walking tool can be consigned free of charge. Besides, one manual wheelchair can be consigned free of charge.

The electric wheelchair consignment service is applicable to wheelchairs or electric walking tools equipped with sealed wet batteries, nickel hydrogen batteries, dry batteries and those equipped with lithium batteries, but not to those equipped with unsealed batteries.

For wheelchairs or electric walking tools equipped with lithium batteries, the battery rated power shall not exceed 300wh. If it must be driven by two batteries, the rated power of either battery shall not exceed 160wh. At the same time, one spare battery with rated power not exceeding 300wh or two spare batteries with rated power not exceeding 160wh respectively can be carried. The spare battery shall be carried in the cabin. If the electric wheelchair battery can be removed, the battery must be removed and carried by the passenger. The two poles of the battery shall be insulated to

prevent short circuit.

For wheelchair or walker equipped with sealed wet battery, NiMH battery and dry battery, if the battery can be removed, it must be removed. The removed batteries must be packed in rigid containers and transported in the cargo hold.

6.2.6 Declared Value Service

Shenzhen Airlines does not provide declared value service for checked baggage.

6.2.7 Claim and Delivery of Consigned Baggage

6.2.7.1 Passengers can claim checked baggage at the destination or midway stop with the baggage identification tag, and hand in the flight ticket for inspection if necessary. If the baggage is delivered according to the baggage identification tag, Shenzhen Airlines shall not be responsible for whether the person claiming the baggage is really the passenger himself, as well as the resulting losses and expenses.

6.2.7.2 If the passenger can't show the baggage identification tag but asks to claim the checked baggage, the passenger shall claim it only after providing the certificate approved by Shenzhen Airlines.

6.2.7.3 If the checked baggage of the passenger is not claimed within 90 days from the date of arrival, Shenzhen Airlines will dispose the baggage without notice, and shall not bear any responsibility. Shenzhen Airlines has the right to dispose the perishable articles in luggage 72 hours after the arrival of luggage without any responsibility.

6.2.7.4 The checked baggage of passengers will be transported on the same plane as passengers as far as possible, unless, for the operation, safety or security reasons, it may be transported by subsequent flights or terminated for transportation. If the checked baggage is transported by a subsequent flight due to Shenzhen Airlines, it will be delivered to the passenger by Shenzhen Airlines, unless the law requires the passenger to be present in person for customs formalities.

6.2.7.5 After arriving at the destination, if the passenger fails to get the checked baggage or the checked baggage is lost, please contact Shenzhen Airlines immediately.

6.2.8 Disposal of Illegal Baggage

The whole baggage is called illegal baggage if it contains prohibited, restricted or dangerous articles stipulated by the state. For illegal baggage, Shenzhen Airlines shall handle it according to

the following provisions:

6.2.8.1 If the illegal baggage is found at the origin, Shenzhen Airlines will refuse to collect it; for the illegal baggage that has been carried, the transportation shall be cancelled, or it will be carried after the illegal items are removed, and the excessive baggage fee shall not be refunded;

6.2.8.2 If illegal baggage is found at the stop, the transportation shall be stopped immediately, and the excessive baggage fee will not be refunded; in addition, for illegal baggage, 150% of the freight rate shall be calculated based on the excessive baggage charge applicable from the departure station to the stopover;

6.2.8.3 The forbidden, restricted or dangerous articles specified by the state carried in the illegal baggage shall be handed over to relevant departments for disposal.

6.3 Non-checked Baggage

6.3.1 Weight, Size and Pieces of Non-checked baggage

6.3.1 The weight, size and pieces of non-checked baggage shall be limited. The weight of a single non-checked baggage that can be carried by each passenger shall not exceed 5kg (11lb);

The length, width and height of each non-checked baggage shall not exceed 55 cm (22 inches), 40 cm (16 inches) and 20 cm

(8 inches) respectively, which can be placed in the closed luggage compartment above the seat or under the passenger seat; If it cannot be placed in the above way, or due to overweight, oversize, or safety reasons, it shall be transported as checked baggage.

Each first-class and business class passenger can carry 2 pieces of non-checked baggage; each comfortable economy class and economy class passenger can carry 1 piece of non-checked baggage.

Passengers carrying infants can also carry food and diapers for infants in flight and a portable stroller that can be brought into the cabin. After folding, the length, width and height of the stroller shall not exceed 55 cm (22 inches), 40 cm (16 inches) and 20 cm (8 inches) respectively. Those exceeding the above dimensions shall be checked in.

In addition to safety reasons, crutches, prosthetics, cochlear implants, hearing aids, blind sticks, blind glasses, visual aids, folding manual wheelchairs and other small auxiliary equipment that are held by passengers with disabilities, injuries, diseases and other mobility difficulties on the flight can be brought into the cabin at any time;

6.3.2 Service Dog

Service dogs refer to special dogs that are specially trained to provide assistance for the disabled, including auxiliary dogs, guide dogs, hearing dogs, etc.

Passengers must apply to Shenzhen Airlines in advance and provide the identity certificate of service dogs, animal quarantine certificate and all relevant documents or certificates required for exit, entry or transit. Shenzhen Airlines has the right to limit the number of service dogs brought into the cabin on each aircraft. Passengers shall be responsible for the excretion of service dogs in the cabin and ensure that they will not affect the hygiene on board. The service dog brought into the cabin shall be tied with the traction rope and put on the work shirt before boarding, and shall not occupy the seat and cannot run at will. With the consent of relevant passengers, it is not required to wear mouth muffs for service dogs. The service dog shall be brought into the cabin by the disabled who is available for boarding. Service dogs with their containers and food can be transported free of charge and are not included in the free baggage allowance.

6.3.3 Seat Occupied Baggage

If the passenger's belongings are not suitable for transportation

in the aircraft cargo hold and do not meet the transportation regulations of checked baggage or carry on belongings, they shall be brought into the cabin as seat occupied baggage after notifying Shenzhen Airlines in advance and obtaining the permission of Shenzhen Airlines. The baggage occupying one seat shall not exceed 75 kg (165 pounds), and its length, width and height shall not exceed 100 cm (40 inches) 60 cm (24 inches), 40 cm (16 inches) respectively. The seat occupied baggage shall be paid separately and kept by the passenger. The ticket for the seat occupied baggage shall be consistent with that of the passenger. There is no free baggage allowance for the seat occupied baggage. The seats occupied by baggage shall be adjacent to the passenger and shall not be separated by the aisle. The occupied baggage shall not hinder the emergency evacuation of the passenger and other passengers, shall not affect the observation of external conditions through the cabin window, and shall not block any passenger notification and exit signs.

6.3.4 Standby Lithium Battery and Lithium Battery Mobile Power Supply (such as Power Bank)

Portable electronic devices (such as power bank, watch, calculator, camera, mobile phone, laptop, camcorder, etc.)

containing lithium battery cells or lithium batteries for passengers' own use shall comply with the Technical Rules for Safe Air Transport of Dangerous Goods of ICAO and the regulations of CAAC. The power bank can only be transported as non-checked baggage, and it is not allowed to use the power bank to charge electronic equipment or charge the power bank on the aircraft. For the power bank with start switch, the power bank shall always be turned off during flight.

6.3.5 Special Mercury Barometer or Mercury Thermometer for Meteorology

The special mercury barometer or mercury thermometer for meteorology can only be transported as non-checked baggage. With the consent of Shenzhen Airlines, representatives of the government Meteorological Bureau or similar official institutions can carry one mercury barometer or mercury thermometer per person.

Mercury barometer or mercury thermometer must be packed in a strong outer package with a sealed lining or a bag of strong leak proof and penetration proof materials. Such packaging shall prevent mercury from leaking from the package.

Article 7 Overbooking

7.1 Basic Principle

7.1.1 In order to reduce the seat waste caused by the temporary cancellation of travel plans by some passengers and ensure that more passengers can take the ideal flight, Shenzhen Airlines may appropriately overbook some seats.

7.1.2 Shenzhen Airlines will fully consider the route, flight number, time, aircraft model and connecting flights, reasonably control the overbooking proportion, and avoid the occurrence of passengers being refused boarding due to overbooking to the greatest extent.

7.1.3 If the actual number of passengers exceeds the number of seats due to overbooking, Shenzhen Airlines will look for passengers who voluntarily give up the trip according to the procedure of soliciting volunteers. If there are not enough passengers who voluntarily give up the trip, Shenzhen Airlines will refuse some passengers to board.

7.2 Procedures for Soliciting Volunteers

In case of overbooking, Shenzhen Airlines will release overbooking information by telephone, SMS, notice or on-site

broadcast before the departure, collect passengers who voluntarily give up the trip, and inform relevant compensation and service standards.

7.3 Boarding Priority Rules

In the absence of sufficient volunteers, Shenzhen Airlines will follow the principle of public order and good customs, comprehensively consider the needs of special passengers such as old, young, sick, disabled and pregnant, as well as the connection of subsequent flights, to determine the passengers who have priority to board.

7.4 Compensation Standards, Methods and Relevant Service Standards for Passengers Refused to Board

7.4.1 Compensation Standard

Shenzhen Airlines will determine the amount of compensation for passengers according to the class of tickets held by passengers, route distance and waiting time for subsequent flights. Passengers can inquire the specific compensation standard from Shenzhen Airlines or its authorized sales agent.

7.4.2 Compensation Method

Shenzhen Airlines can provide compensation to passengers in cash or miles.

7.4.3 Service Standard

If passengers fail to take the original flight due to overbooking, Shenzhen Airlines can provide the following for passengers

7.4.3.1 Give priority to the earliest available flights to ensure that passengers can travel as soon as possible;

7.4.3.2 Or it shall be treated as involuntary refund, and no refund fee shall be charged;

7.4.3.3 Or it shall be handled as an involuntary change of trip, and the excessive fare shall be refunded but no need to make up for less;

7.4.3.4 If the subsequent flight arranged for passengers is the next day, Shenzhen Airlines will provide accommodation free of charge.

Article 8 Delay, Cancellation and Diversion of Flight

8.1 General Provisions

8.1.1 The announced schedule or aircraft model specified in

the flight schedule may be different from that when passengers actually start traveling. Shenzhen Airlines does not guarantee the flight schedule or aircraft model, and they do not form an integral part of the transportation contract between Shenzhen Airlines and passengers.

8.1.2 Before accepting the passenger's booking, Shenzhen Airlines will inform the passenger of the valid flight time and list it on the passenger's ticket. After the ticket is sold, Shenzhen Airlines may change the flight time. If the passenger provides his/her contact information to Shenzhen Airlines, Shenzhen Airlines will try its best to inform the passenger of the change of flight time.

8.1.3 Shenzhen Airlines will take all reasonable measures to avoid flight delay, cancellation and diversion. If Shenzhen Airlines has taken all measures that can be reasonably required or it is impossible to take such measures, Shenzhen Airlines shall not be liable for the losses caused to passengers.

8.2 Service after Flight Delay, Cancellation and Diversion

8.2.1 Ticket Service

After delay, cancellation and diversion of flight, Shenzhen Airlines will assist passengers in handling involuntary change or involuntary refund according to article 3.1.3 and 3.2.5 hereof, or

transport passengers to the destination specified on the ticket by other means of transportation recognized by both parties without additional charge.

8.2.2 Information Service

In case of delay or cancellation of flight occurs at the departure airport, or delay or cancellation of flight at the stopover, or aircraft divert, Shenzhen Airlines will provide passengers with dynamic flight information according to regulations.

8.2.3 Catering Services

In case of delay or cancellation of flight occurs at the departure airport, or delay or cancellation of flight at the stopover, or aircraft divert, Shenzhen Airlines will provide catering services to passengers.

8.2.4 Accommodation Services

Shenzhen Airlines will provide accommodation services to passengers in accordance with regulations in case of delay or cancellation of flight occurs at the departure airport due to maintenance, aircraft allocation, crew and other reasons of Shenzhen Airlines.

If the flight is delayed or cancelled at the departure airport due

to weather, emergencies, air traffic control, security inspection, passengers and other non-Shenzhen Airlines' reason, Shenzhen Airlines will assist passengers in arranging accommodation at their own expense.

For any reason if the flight is delayed or cancelled at the stopover, or if the flight has diverted, Shenzhen Airlines will provide accommodation services to passengers according to regulations.

8.2.5 Special Passenger Service

In case of delay or cancellation of flight occurs at the departure airport, Shenzhen Airlines will give priority to providing services to passengers requiring special care, such as the disabled, the elderly, pregnant women, unaccompanied children and passengers carrying infants.

8.2.6 Flight Delay or Cancellation Certificate

If required by passengers, Shenzhen Airlines will provide passengers with written proof of flight delay or cancellation.

8.3 Compensation for Flight Delay

8.3.1 Compensation Conditions and Standards

In case of flight delay due to maintenance, aircraft allocation,

crew and other reasons of Shenzhen Airlines, Shenzhen Airlines will provide economic compensation to passengers according to the actual situation. If the delay is more than 4 hours (inclusive) but not less than 8 hours, RMB 200 will be compensated for each passenger; if the delay is more than 8 hours (inclusive), RMB 400 will be compensated for each passenger.

8.3.2 Compensation Method

Shenzhen Airlines can provide compensation to passengers in cash.

Article 9 Additional Services

9.1 In order to meet the additional needs of passengers, Shenzhen Airlines can provide passengers with paid seat service, prepaid baggage service and other additional services. Please determine whether to buy them according to the needs of passengers. Passengers may have to pay a certain fee, which is not included in the ticket price.

9.2 If passengers need to change the reserved additional services, they should contact Shenzhen Airlines as soon as possible. Shenzhen Airlines will handle the change procedures for passengers according to the additional service rules purchased by

passengers.

9.3 Passengers can inquire specific additional service rules from Shenzhen Airlines.

Article 10 Complaint Acceptance Channels

Passengers' opinions, suggestions, problems or ideas are the most valuable wealth of Shenzhen Airlines and will become an important basis for Shenzhen Airlines to improve its services. To this end, Shenzhen Airlines has set up a 24-hour customer opinion acceptance telephone, which is committed to solving customer problems that are not handled in time and properly, and accepting praise and complaints from passengers. General complaints shall be replied within 5 working days.

Shenzhen Airlines Customer Opinion Acceptance Telephone:
95361 then "opinions and suggestions" key

Email: szaservice315@shenzhenair.com

Address: Service Development Department of Shenzhen Airlines base building of Shenzhen Bao'an International Airport

Postal Code: 518128

Article 11 Liability for Damages

11.1 Shenzhen Airlines' liability for damages to passengers

shall be subject to this document. Shenzhen Airlines shall only be liable for damages caused in the process of air transportation of Shenzhen Airlines according to law, and the transportation responsibilities of other carriers related to the travel to passengers shall be subject to their respective documents.

11.2 Shenzhen Airlines shall not be liable for any loss caused by Shenzhen Airlines' compliance with applicable laws, regulations, government regulations and orders or passengers' non-compliance with the above laws, regulations, government regulations and orders.

11.3 Unless otherwise specified herein, in accordance with applicable laws, regulations or conventions, the liability of Shenzhen Airlines is limited to the confirmed losses and expenses. Shenzhen Airlines shall not be liable for indirect or consequential losses.

11.4 If the damage is caused or contributed to by the passenger's fault, Shenzhen Airlines shall be exempted or mitigated accordingly in accordance with the provisions of applicable laws, regulations or conventions.

11.5 Unless otherwise specified, this document shall not make Shenzhen Airlines waive any provisions of applicable laws, regulations or conventions on exemption or limitation of Shenzhen

Airlines' liability.

11.6 The transportation contract of Shenzhen Airlines, including this document and the terms of exemption or limitation of liability, shall also apply to the agents and employees of Shenzhen Airlines. In any case, the total amount of compensation obtained from Shenzhen Airlines and its agents and employees shall not exceed the liability limit of Shenzhen Airlines.

11.7 Shenzhen Airlines shall not be liable for any disease, injury, disability, death and other injuries caused or aggravated by the passenger's own physical condition.

11.8 Shenzhen Airlines shall be liable for passenger casualties caused by domestic air transport in accordance with the Civil Aviation Law of the People's Republic of China and the national provisions on the liability limit of domestic air transport carriers. If the loss caused by death or injury of passengers in international air transport belongs to international air transport as defined in the Convention, the liability rules of the Convention shall apply; If not, Shenzhen Airlines shall be liable for compensation in accordance with the relevant provisions of the Montreal Convention.

11.9 Shenzhen Airlines shall not be liable for the loss of baggage caused solely by its natural attributes, inherent defects, quality or defects. The passenger shall ensure that the outer

packaging of the passenger's luggage and the packaging of the contents are intact. Shenzhen Airlines shall not be liable for the losses caused to passengers due to poor luggage packaging.

11.10 Unless it is caused by the fault of Shenzhen Airlines, its agents and employees, Shenzhen Airlines shall not be liable for the loss of non-checked baggage of passengers.

11.11 If the passenger's baggage is damaged, Shenzhen Airlines shall be liable for compensation according to the reduced value of the baggage within the liability limit, including repair, compensation, etc.

11.12 Shenzhen Airlines shall not be liable for any damage caused by passengers' luggage or contents inside. If the passenger's luggage or contents cause damage to others or their property, including other's luggage or its contents and the property of Shenzhen Airlines, the passenger shall be liable.

11.13 Shenzhen Airlines shall not be liable for any loss, damage or confiscation of any articles that are not allowed to be transported as baggage or are not recommended to be transported as checked baggage as specified in article 6.1.1、 6.1.2and 6.1.3 hereof.

11.14 If the checked baggage contains articles restricted from transportation as specified in article 6.1.4 hereof, Shenzhen Airlines

shall be liable for any loss and damage of such articles as ordinary baggage. And Shenzhen Airlines shall not be liable for the damage of fragile and vulnerable items or the corruption of perishable items, including the loss of the above items due to delay.

11.15 For the destruction, loss or damage of passengers' luggage caused in domestic air transport, Shenzhen Airlines shall be liable in accordance with the Civil Aviation Law of the People's Republic of China and the relevant national provisions on the liability limit of domestic air transport carriers. If the destruction, loss or damage of passengers' luggage caused during international air transport belongs to international air transport as defined in the Convention, the liability rules of the Convention shall apply; If not, Shenzhen Airlines shall be liable for compensation in accordance with the relevant provisions of the Montreal Convention.

11.16 When delivering the checked baggage, the holder of the baggage identification tag receives the entrusted baggage without raising any objection, which is the preliminary evidence that the checked baggage has been delivered in good condition and consistent with the transportation contract, unless the passenger provides evidence to the contrary.

11.17 If the checked baggage is damaged, the passenger shall immediately notify Shenzhen Airlines in writing when finding it, and

shall make a claim within 7 days from the date of receiving the checked baggage.

11.18 If the checked baggage is delayed, the passenger shall raise an objection to Shenzhen Airlines in writing within 21 days from the date when the checked baggage is delivered to the passenger for disposal.

11.19 If the passenger does not raise any objection within the time limit specified in article 11.17 and 11.18 hereof, he shall not bring a lawsuit to Shenzhen Airlines.

11.20 When handling baggage loss compensation for passengers, Shenzhen Airlines will refund the excessive baggage fee paid by passengers.

11.21 If Shenzhen Airlines arranges services other than air transportation provided by a third party for passengers, or issues tickets or collection vouchers for transportation (other than air transportation) or services provided by a third party such as ground transportation, hotel reservation or vehicle leasing, Shenzhen Airlines shall not be responsible for whether passengers can obtain such services and their service quality when arranging the above services. The terms and conditions of the service provider apply to the service.

Article 12 Other Provisions

12.1 The headings under each article hereof are for convenience only and are not used to explain the contents of the article.

12.2 The document is written in Chinese and translated into other languages. In case of any inconsistency between Chinese and other languages, the Chinese version shall prevail.

Article 13 Supplementary Provisions

13.1 "Shenzhen Airlines" refers to Shenzhen Airlines Co., Ltd.

13.2 "Passenger" refers to any person other than the flight crew who is carried or will be carried on the civil aircraft according to the ticket.

13.3 "Carrier" refers to a public air transport enterprise that uses civil aircraft to transport passengers and luggage for profit.

13.4 "Ticket issuing carrier" refers to the carrier that uses its ticket and ticket number to sign an air transportation contract with passengers.

13.5 "Actual carrier" refers to the carrier performing the relevant transportation according to the authorization of the issuing carrier.

13.6 "Authorized sales agent" refers to a passenger transport sales agent authorized by Shenzhen Airlines and representing Shenzhen Airlines to sell air transport services (products) of Shenzhen Airlines within the scope of authorization.

13.7 "Authorized ground service agent" refers to an enterprise authorized by and on behalf of Shenzhen Airlines to provide ground service agency business for air transportation of passengers and baggage within the agreed scope of authorization.

13.8 "Ticket" is a kind of transportation voucher, including paper ticket and electronic ticket.

13.9 "Flight" refers to the flight of the aircraft according to the specified route, date and time.

13.10 "Agreed stopover" refers to the scheduled stopover in the passenger's travel route listed in the passenger's ticket or the schedule of Shenzhen Airlines, except the departure station and destination.

13.11 "Ticket fare" refers to the price of air transport services for the carrier to transport passengers from the departure airport to the destination by civil aircraft, excluding taxes charged in accordance with national regulations.

13.12 "Ordinary fare" refers to the highest fare in each class of first class, business class, comfortable economy class and

economy class within the applicable period.

13.13 "Special fare" refer to other fares other than ordinary fares.

13.14 "Reservation" refers to the reservation of seats, class or baggage weight and volume booked by passengers.

13.15 "Valid identity document" refers to the valid document required by relevant government departments to prove the identity of passengers when purchasing tickets and boarding.

13.16 "Valid travel documents" include valid identity documents and all exit, entry, transit, health and other documents required by relevant state or regional laws, regulations, orders, requirements or other provisions.

13.17 "Child" refers to a person who is equal to or more than two years old but less than twelve years old on the date of travel.

13.18 "Infant" refers to a person who has been born for more than 14 days (inclusive) on the date of travel but is under the age of two.

13.19 "Check-in deadline" refers to the latest time specified by local airports when passengers should complete check-in and get boarding pass.

13.20 "No show" means that the passenger fails to complete the check-in formalities at the specified time or fails to check in

because the travel document does not meet the requirements.

13.21 "Missing flight" means that the passenger fails to take the designated flight after handling the check-in formalities at the departure airport or at the stopover.

13.22 "Wrong flight" means that a passenger takes a flight that is not listed on his ticket.

13.23 "Baggage" refers to the necessary or appropriate amount of articles and other personal belongings carried by passengers for dress, use, comfort or convenience during travel. Unless otherwise specified, it includes checked baggage and non-checked baggage.

13.24 "Checked baggage" refers to the baggage handed over by passengers to Shenzhen Airlines for care and transportation and issued with baggage identification label.

13.25 "Non-checked baggage" refers to the baggage brought into the cabin to take care by passenger themselves, except the checked baggage.

13.26 "Baggage identification tag" refers to the certificate specially issued to identify checked baggage.

13.27 "Overbooking" refers to the behavior that seats sold by the carrier exceeds the actual number of available seats onboard in order to avoid seat waste.

13.28 "Volunteer" refers to the passenger who responds to the carrier's call, is willing to accept the compensation provided by the carrier and gives up the reserved seat or downgrade the class.

13.29 "Domestic air transport" refers to the transport in which, according to the air transport contract concluded by the parties, the departure station, the agreed stopover and the destination are all within the territory of the People's Republic of China.

13.30 "International air transport" refers to the transport in which, according to the air transport contract concluded by the parties, the departure, destination or one of the agreed stopover is not within the territory of the People's Republic of China, regardless of whether the transport is interrupted or transferred.

13.31 "Convention" refers to the following applicable documents: the Convention for the Unification of Certain Rules of International Air Transport (hereinafter referred to as "Warsaw Convention") signed in Warsaw on October 12, 1929. See http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029_8979.html); the Protocol to Amend the Convention for the Unification of Certain Rules of International Air Transport signed in Warsaw on October 12, 1929 (hereinafter referred to as the "Hague Protocol") signed in the Hague on September 28, 1955. See http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029_8979.html

78.html); the Convention for the Unification of Certain Rules of International Air Transport (hereinafter referred to as "Montreal Convention") signed in Montreal on May 28, 1999. For details, see http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029_8976.html .

Article 14 Effectiveness and Revision

14.1 The document shall come into force as of September 1, 2021.

14.2 Shenzhen Airlines has the right to revise the document and other documents as an integral part hereof without prior notice, but such revision is not applicable to the transportation that has started before the revising.