

Baggage transportation rules of Shenzhen Airlines Co., Ltd

Carry-on Baggage

Shenzhen Airlines will limit the maximum volume and/or weight and/or quantity and the type of items of carry-on baggage brought into the cabin. In case of any of the following conditions occurs to the passenger carry-on luggage and articles:

- A. Exceeding the standard requirements for carry-on baggage and articles shown below;
- B. It cannot be placed in the overhead compartment of the aircraft or under the passenger seat;
- C. For the sake of aviation safety, it can't be carried with passengers.

The passenger carry-on baggage or articles will be checked in during waiting or boarding. According to relevant safety regulations and airport requirements, this kind of baggage or articles will be subject to security inspection again, which may lead to the inability to transport on the same aircraft.

It is recommended that passengers take the initiative to go to the check-in counter to check in their luggage in advance.

1. Carry-on baggage standard

Class	Quantity Limit	Weight Limit for Single Piece	Size Limit
Business class	2 pieces	5kg	The length, width and height of each carry-on baggage shall not exceed 55 cm (22 inches), 40 cm (16 inches) and 20 cm (8 inches) respectively
Comfortable economy class	1 piece	5kg	
Economy class			

In addition to the above carry-on luggage, you can also carry a carry-on item that can be placed under the seat for free, such as handbag, briefcase, laptop bag, camera bag, or other items of similar size or smaller.

If there are infant traveling with you, you can also carry infant food and diapers needed onboard; a portable and foldable stroller which can be properly placed in the overhead compartment or under the front seat and whose length, width and height after folding are no more than 55cm, 40cm and 20cm. If the stroller exceeds the above dimensions or cannot be properly placed in the specified area, it shall be checked in.

Seat Occupied Baggage

If passengers need to purchase baggage occupancy service, the following conditions need to be met:

1. The passenger shall make a request when booking a seat or purchasing a ticket and pay the relevant fees;
2. The packing of the baggage planned to be brought into the cabin must meet the general baggage packing requirements;
3. The total weight of baggage occupying each seat shall not exceed 75kg;
4. The length, width and height of seat occupied baggage shall not exceed 100cm, 60cm and 40cm respectively
5. The class of the seat occupied baggage shall be the same as that of the passenger carrying the baggage.

At the same time, passengers need to know:

Emergency exit seats shall not be used for seat occupied baggage;

Passengers and their baggage occupied seats shall be adjacent and not separated from the aisle;

Seat occupied baggage shall not hinder passengers from emergency evacuation, observing the external conditions through the cabin window, or blocking any passenger notification and exit signs.

Announcement on Prohibiting Passengers from Carrying Liquid on Domestic Flights

In order to maintain the safety of passengers' lives and property, the Civil Aviation Administration of China has decided to adjust the relevant measures for passengers to carry liquid goods on domestic flights. It is hereby announced as follows:

1. Passengers on domestic flights are prohibited from carrying liquid goods, but they can be checked in for delivery, and their packaging shall comply with the relevant provisions of civil aviation transportation.
2. Passengers shall carry a small amount of cosmetics for their own use. Each kind of cosmetics shall be limited to one piece and its container volume shall not exceed 100ml, and shall be placed in a separate bag for bottle opening inspection..
3. For passengers from abroad who need to transfer to domestic flights at airports in China, the duty-free liquid goods brought into China shall be placed in a sealed transparent plastic bag with intact bag body, and the shopping voucher shall be presented. They can only be carried after being confirmed by security inspection.
4. Passengers with infants can make application to the airline when purchasing tickets, to ask the airline to provide liquid dairy products free of charge on board; diabetes patients or other patients can carry the necessary liquid medicine after it is confirmed by the safety inspection and it will be kept in the custody of the crew.
5. The liquid goods carried by passengers on international and regional flights shall still comply with the relevant provisions of the Announcement on Restrictions on Carrying Liquid Goods on Civil Aircraft issued by the Civil Aviation Administration of China on March 17, 2007.

6. Passengers who violate the above provisions, resulting in missing flight and other consequences, shall bear the responsibility.

Checked Baggage

I. Definition

"Baggage" shall refer to the necessary or moderate amount of goods and other personal properties that a passenger carries for meeting his/her dressing, usage, comfort or convenience requirements during his/her journey

"Checked Baggage" shall refer to the baggage of which a passenger entrusts Shenzhen Airlines to take custody and be responsible for carriage, and that the passenger could show the baggage identification tag.

"Baggage transport segment" shall refer to the route from the site where the passenger handed over his/her baggage to the next stopover site.

II. Applicable Date

The "Shenzhen airlines Ordinary Checked Baggage Allowance and Excess Baggage Fee Collection Standards" is applicable to the tickets issued at and after 00:00 of July 15, 2016 and to passengers who start travel and need to pay the excess baggage fee from 00:00 of July 15, 2016. The original "Shenzhen airlines Rules on Free Baggage Allowance and Excess Baggage Fee Collection Standards (Edition May.15.2015)" (Shenzhen airlines Limited, Doc. 91, 2015) ceases to be effective.

For tickets issued and reissued before July 15, 2016 for travel on and after July 15, 2016, the rules on free baggage allowance and excess baggage contained in the original "Shenzhen airlines Rules on Free Baggage Allowance and Excess Baggage Fee Collection Standards (Edition May. 15, 2015)" (Shenzhen airlines Limited, Doc. 91, 2015) still apply.

III. Fundamental Principles

(I) When it comes to the transportation in which the journey originates in the United States or Canada or the farthest point of the journey is in the United States or Canada, the baggage policies of the First Marketing Carrier apply to the whole journey.

(II) When it comes to the transportation in which the journey does not originate in the United States or Canada or the farthest point of the journey is not in the United States or Canada, the baggage rules of the Most Significant Carrier operating the baggage transportation segment apply to the baggage transportation segment.

(III) Because the computations of free checked baggage allowance differ according to the global distribution systems, when it comes to the free checked baggage allowance on codeshare routes where Shenzhen airlines is the marketing carrier or transportation where different classes of service are involved, the free checked baggage allowance computed by the Global Distribution System in question applies.

(IV) Maximum weight, dimensions and number of pieces of checked baggage

1. The maximum weight of each piece of ordinary checked baggage for the piece concept of free ordinary checked baggage allowance shall not exceed 32 kg (70 lb). If any baggage weighs over 32 kg (70 lb), it must be split into two pieces of baggage.

2. Dimensions: The sum of the length, width and height of each piece of ordinary checked baggage shall not exceed 203 cm (80 in), but shall not be less than 60 cm (24 in).

3. Number of pieces: The maximum number of pieces of Checked Baggage each passenger can check = Free checked baggage allowance provided on by the ticket purchased + Benefit for PhoenixMiles members + 6 additional pieces of baggage for which excess baggage fees are to be paid (including ordinary baggage and special baggage)

The 7th additional piece of baggage and above for which excess baggage fees are to be paid must be transported as cargo.

IV. Free Baggage Allowance for Ordinary Baggage (See Annex 2)

(I) Domestic routes

In accordance with "China Civil Aviation Rules on Domestic Carriage of Passenger and Baggage" (Decree 49, CAAC), Shenzhen airlines uses the weight concept for free baggage allowance on its domestic routes.

1. Dimensions of ordinary checked baggage on domestic routes

The length, width and height of each piece of baggage shall not exceed 100 cm (40 in), 60 cm (24 in) and 40 cm (16 in).

2. Free ordinary checked baggage allowance on domestic flights

(1) In the case of passengers with adult ticket or child ticket, the baggage allowance is 40 kg (88 lb) for First Class, 30 kg (66 lb) for Business Class and 20 kg (44 lb) for Economy Class.

(2) In the case of passengers with infant ticket, the baggage allowance is 10 kg (22 lb). In addition, a foldable baby stroller or cradle can be checked for free.

(3) In the case of PhoenixMiles Lifetime Platinum members and Platinum members, in addition to the original basic baggage allowance, one additional piece of ordinary baggage can be checked for free, which shall not weigh 30 kg (66 lb).

(4) In the case of PhoenixMiles Gold members and Silver members, in addition to the original basic baggage allowance, one additional piece of ordinary baggage can be checked for free, which shall not weigh over 20 kg (44 lb).

(5) In the case of Star Alliance Gold members, in addition to the original basic baggage allowance, one additional piece of ordinary baggage can be checked for free, which shall not weigh over 20 kg (44 lb).

(II) International/regional routes

Shenzhen airlines uses the piece concept for free ordinary checked baggage allowance on Shenzhen airlines-operated, ZH-coded international and regional routes.

1. Dimensions of ordinary checked baggage on international/regional routes The sum of the length, width and height of each piece of ordinary baggage shall not exceed 158 cm (62 in, including wheels and handles)

2. Ordinary checked baggage allowance on international/regional routes

(1) First Class/Business Class passengers

In the case of First Class/Business Class passengers with adult ticket or child ticket, the baggage allowance is two pieces of ordinary baggage, each of which shall not weigh over 32 kg (70 lb).

(2) Economy Class passengers

① On the following routes, in the case of Economy Class passengers, the baggage allowance is one piece of ordinary baggage, which shall not weigh over 23 kg (50 lb):

Shenzhen airlines-operated international routes involving America, Europe, Africa, the Middle East, Australia, New Zealand and other parts of Asia (except Japan) and regional routes involving Hong Kong, Macau and Taiwan.

② On the following routes, in the case of Economy Class passengers, the baggage allowance is two pieces of ordinary baggage, each of which shall not weigh over 23 kg (50 lb):

A. Shenzhen airlines-operated routes involving Japan;

B. The Sixth Freedom Right routes involving transit between Americas (except Hawaii) and third countries and Hong Kong/Macau/Taiwan via Mainland China (Hong Kong/Macau/ Taiwan excluded).

(3) Passengers with infant ticket

In the case of passengers with infant ticket (regardless of class of service), the free baggage allowance is 1 piece, the baggage shall not weigh over 23 kg (50 lb), and in addition, a foldable baby stroller or cradle can be checked for free.

(4) In the case of PhoenixMiles Lifetime Platinum/Platinum/Gold/Silver members flying in First Class/Business Class, in addition to the original basic baggage allowance, one additional piece of ordinary baggage can be checked for free, whose weight cannot exceed 32 kg (70 lb); in the case of PhoenixMiles Lifetime Platinum/Platinum/Gold/Silver members flying in Economy Class, in

addition to the original baggage allowance, one additional piece of ordinary baggage can be checked for free, which shall not weigh over 23 kg (50 lb).

(5) In the case of Star Alliance Gold members/ Seamen/Labours/Oversea Students, in addition to the original basic baggage allowance, one additional piece of ordinary baggage can be checked for free, which shall not weigh over 23 kg (50 lb).

V. Others

(I) Involuntary class upgrade or involuntary class downgrade passenger:

The ordinary checked baggage allowance of the original class of service indicated on the ticket applies.

(II) passenger occupying extra seat (EXST passenger)

The ordinary checked baggage allowance is subject to the class of service and the number of seats occupied.

(III) cabin baggage occupying extra seat (CBBG passenger)

There's no baggage allowance for CBBG passenger. The baggage occupying each seat shall not weigh over 75 kg (165 lb), and the length, width, and height of the baggage shall not exceed 100 cm (40 in.), 60 cm (24 in.) and 40 cm (16 in.) respectively.

(IV) Stretcher passenger

On routes where the weight concept applies: The free ordinary baggage allowance is 60 kg (132 lb) and the length, width and height of each piece of baggage shall not exceed 100 cm (40 in), 60 cm (24 in) and 40 cm (16 in) respectively.

On routes where the piece concept applies: The free ordinary checked baggage allowance is 3 pieces, each piece of baggage shall not weigh over 23 kg (50 lb) and the sum of the length, width and height of each piece of baggage shall not exceed 158 cm (62 in).

(V) In the case of charter flights, the rules contained in the related charter agreement applies.

VI. Excess Baggage Fees for Ordinary Baggage (See Annex 3)

(I) The passenger shall pay excess baggage fee with regard to the part in excess if the ordinary checked baggage exceeds the upper limits on the weight, dimensions or the number of pieces. The excess baggage fee is computed based on the origin and destination of the flight segment of the checked baggage.

The excess baggage fee is calculated based on the origin-destination baggage transportation segment.

(II) The weight-based fee collection standards apply to excess baggage fee collection on Shenzhen airlines's domestic routes, and the piece-based fee collection standards apply to excess baggage fee collection on Shenzhen airlines's international/regional routes.

1. Domestic routes

In the case of transportation within China for the whole journey, the rules on excess baggage contained in the "China Civil Aviation Rules on Domestic Carriage of Passenger and Baggage" (Decree 49, CAAC) apply. The excess baggage fee per kilo is 1.5% of the highest published non-stop, one-way and adult Economy Class fare. The fees are collected in RMB, and the number is rounded up.

Sales units outside China should collect the excess baggage fees denominated in the local currency based on the going exchange rates of the day of transaction between RMB and the local currency.

2. International/regional routes

In the case of transportation on international/regional flights, the piece-based excess baggage fee collection standards apply if the checked baggage exceeds the upper limits on the weight, dimensions or the number of pieces. See the following table:

Piece Concept: Fee collection for ordinary checked baggage in excess		RMB	USD
Not exceeding the limits on the number of pieces	Exceeding the limits on weight or dimensions	490	75
	Exceeding the limits on both weight and dimensions	700	110
Exceeding the limits on the number of pieces	1st piece in excess	700	110
	2nd piece in excess	1000	155
	3rd piece in excess	1500	230
	4th piece in excess	2200	340
	5th piece in excess	3100	480
	6th piece in excess	4500	690

Note: "W" denotes "weight"; "S" denotes "size".

Non-USD sales units outside China should collect the excess baggage fees denominated in the local currency based on the going exchange rates of the day of transaction between USD and the local currency.

VII. Baggage Delay/Damage/Loss

We are very sorry for the delay / damage / loss of your checked baggage during transportation. We will try our best to solve it for you.

(I) Handling of Abnormal Baggage Transportation

1. Declaration Guidelines

If your baggage is transported abnormally, please go to the baggage service counter of Shenzhen Airlines or its ground agent to make declaration immediately. Our staff will assist you to fill in the Abnormal Baggage Transportation Record. The materials you must provide in the declaration process are:

1. Valid boarding ID
2. Baggage claim coupon of the baggage concerned

If necessary, the staff may also ask you to provide:

1. Boarding pass of the flight
2. Passenger coupon of excess baggage ticket (or duplicate)
3. Passenger coupon (or duplicate) of the flight ticket, or electronic itinerary

After completing the declaration, please keep the Abnormal Baggage Transportation Record handed over by the staff.

2. Disposal Instructions

If your baggage fails to be transported with you on the same airplane, we will timely inform you of its latest status according to the situation we found. You can also contact us through the contact information on the Abnormal Baggage Transportation Record to get to know the latest information. You can also query your baggage through Shenzhen Airlines official website - travel instructions - lost baggage query. Most of the baggage that did not transported on the same flight can be retrieved. After the baggage is retrieved, we will contact you for the baggage delivery. However, if your baggage cannot be retrieved 72 hours after declaration, we will contact you to dispose of it according to the baggage loss procedure.

If your baggage is damaged, after you complete the declaration, our staff will communicate with you about the follow-up matters based on the loss of your checked baggage.

3. Responsibilities of Shenzhen Airlines

In case of the following circumstances, Shenzhen Airlines shall bear the responsibility or bear part of the responsibility:

1. Your checked baggage is delayed, destroyed, lost or damaged onboard the aircraft or during any period under the control of Shenzhen Airlines.

2. The destruction, loss or damage of your non- checked baggage occurred during your boarding and disembarking or on the aircraft, and was caused by the fault of Shenzhen Airlines or the fault of its employees or agents.

3. In case of joint transportation, Shenzhen Airlines is only responsible for the baggage loss on the segment actually carried by Shenzhen Airlines. However, if Shenzhen Airlines is the first or last carrier of the joint transportation, you can appeal to Shenzhen Airlines no matter which segment your baggage loss occurs.

In case of the following circumstances, Shenzhen Airlines shall not bear the responsibility or not bear the whole responsibilities:

1. Natural disasters or other uncontrollable causes.

2. Because Shenzhen Airlines complies with or you fail to comply with national laws, government regulations, orders and requirements.

3. Loss caused by inherent defect, quality or defect of baggage.

4. If Shenzhen Airlines proves that it has taken all reasonable measures or is impossible to take such measures in order to avoid delay, it shall not be liable for baggage delay.

5. During baggage transportation, if Shenzhen Airlines proves that the loss is caused by or contributed to your own fault, Shenzhen Airlines shall be exempted or mitigated accordingly according to the extent of fault causing or contributing to such loss.

6. The liability of Shenzhen Airlines shall not exceed the amount of loss proved. Shenzhen Airlines shall not be liable for indirect or consequential losses.

7. For the loss of items that Shenzhen Airlines does not recommend to be put into your checked baggage, Shenzhen Airlines will only be liable for general compensation.

8. Shenzhen Airlines shall not be liable for the loss of your baggage due to the contents in your baggage; If the contents in your luggage cause damage to other people's articles or Shenzhen Airlines' property, you shall compensate Shenzhen Airlines for its losses and all expenses incurred therefrom.

9. When the baggage is delivered, if you do not raise any objection to the integrity of the baggage, nor can you provide the certificate of loss caused by Shenzhen Airlines, Shenzhen Airlines will not be liable.

10. For checked baggage with "Exemption Baggage Tag" and your signature, Shenzhen Airlines will not bear the transportation compensation liability for the exempted items on the baggage tag.

11. Shenzhen Airlines shall not be liable for compensation beyond the baggage loss declaration acceptance period.

(II) Compensation for Abnormal Baggage Transportation

1. Time Limit for Claims

If your checked baggage is damaged, you should contact Shenzhen Airlines within 7 days from the date of receiving your checked baggage to file a claim.

If your checked baggage is delayed, you should contact Shenzhen Airlines and file a claim within 21 days from the date when Shenzhen Airlines delivers your checked baggage to you.

2. Limitation of compensation

International Flight

For flights within the adjusting scope of Warsaw Convention, the baggage compensation limit is 17 SDR* per kilogram. If the actual loss of baggage is lower than this standard, compensation will be made according to the actual loss of baggage. The compensation limit for each passenger's non-checked baggage is 332 SDR*.

For flights within the adjusting scope of the Montreal Convention, if you can provide reasonable proof of loss, the compensation will be made according to the actual loss of baggage, but the compensation limit for each passenger's checked and non-checked baggage is 1288 SDR*.

Baggage compensation shall be handled in accordance with the provisions of Shenzhen Airlines on baggage transportation. For specific matters, please dial 95361.

*SDR refers to the special drawing right stipulated by the International Monetary Fund. The value of SDR can be found at www.imf.org.

Domestic Flight

If all or part of your checked baggage is damaged or lost, our compensation limit is 100 yuan per kilogram. If the value of baggage is less than RMB 100 per kilogram, compensation shall be made according to the actual value. The compensation limit for each passenger's non-checked baggage is RMB 3000.

International flight rules shall apply to flights from and to Hong Kong, Macao and Taiwan.

3. Time limit for litigation

Your claim limitation period for compensation against us is two years, calculated from the date when the aircraft actually arrives at the destination. If it fails to arrive, it shall be calculated from the date when the aircraft should arrive at the destination. Otherwise, you will lose the right of action for baggage loss.

Special Baggage;

A. Transport of Small Animals

I. General provisions

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. Wild animals and animals with strange shapes or easy to hurt people, such as snakes, wolf dogs, etc., do not belong to this scope.

II. Application time and method

Passengers consigning small animals need to go to the ticket outlets directly under Shenzhen Airlines or call the customer service hotline 95361 of Shenzhen Airlines at least one day before travel to make ticket reservation and small animal application. Tickets can be issued only after application succeeds. The application time is 8:00-20:00.

III. Quarantine certificate

The consigned small animals requires the valid animal quarantine certificate issued by the animal health supervision office.

IV. Charging standard

The weight of small animals, their containers and food carried shall not be included in the passenger free baggage allowance, but shall be paid as excess baggage (1.5% of the full economy fare per kilogram).

V. Consignment process

1. Small animals carried by passengers shall not be brought into the cabin and must be checked in.
2. Passengers shall transport the small animals to the airport for check-in at least 120 minutes before the departure time on the boarding day.
3. Passengers must read and fill in the Application for Notification of Small Animal Transportation of Shenzhen Airlines Co., Ltd. and sign for confirmation (required for both domestic and international flights).
4. Shenzhen Airlines does not handle the consignment of declared value of small animals.

VI. Restrictions and conditions for transport of small animals

1. It is allowed to carry up to two containers containing small animals on each aircraft.
2. A maximum of three small animals under 6 months in the same litter shall be transported in the same container. Two small animals weighing less than 14kg and able to coexist can be transported in the same container. A single small animal weighing more than 14 kg shall be transported in a separate container.
3. The total weight (including food and water in the pet box) of each separately packaged pet and pet box shall not exceed 32 kg (including).

4. Small animals unsuitable for air consignment:

(1) Pregnant small animals or small animals that have just given birth within 7 days before the departure time (in special cases, for the collection and transportation of such animals, the certificate of suitability for transportation provided by the veterinarian is required).

(2) The airlines staff or the airport staff of agent think the animal may cause damage to other passengers or their luggage, or air transportation may cause damage to the animal.

(3) The fierce dogs which are ban for keeping as stipulated in the Regulations of Shenzhen Municipality on the Administration of Dog Breeding are not suitable for air transportation and it is prohibited to go through the pet consignment procedure for them.

(4) Short nosed cats and dogs are not accepted as luggage to transport.

【Special Note】 Shenzhen Airlines has the right to refuse to consign any wild, untrained or dangerous animals. Passengers shall be fully responsible for the checked small animals. Except for the reasons of Shenzhen Airlines, Shenzhen Airlines shall not be responsible for the illness, injury and death of small animals during transportation.

VII. Packaging Requirements

1. It can prevent small animals from damaging, escaping and extending a part of their body out of the container to damage personnel, luggage, goods or aircraft.
2. Ensure that each animal in the container has enough space and can stand, turn around or lie down in a natural posture.
3. The ventilation openings shall be set at one third of the upper part of the wall on the other three sides of the container except the door, the minimum hole diameter shall be 25mm, and the center distance between holes shall be 100mm. The total area of ventilation openings shall account for at least 16% of the total area of the four walls of the container, and all openings shall be able to prevent the nose or claws of animals from protruding. The top plate shall be made of a whole plate, and ventilation openings can be set on the whole surface under the condition of ensuring the integrity and strength of the top plate.

4. It must be made of solid materials, such as glass fiber, metal, hard plastic (suitable for transporting most dogs, and large hard plastic containers should have at least two safety door latches), welded mesh, hard wood board, plywood, etc. The door of the container shall be designed at the side of the container and form one side of the container. The sliding chain or hinge shall be used as the latching device of the door. Larger doors need to add hinges or two or three door latches to ensure safety.

5. It is recommended that passengers use a special box to transport animals. The box should be light and pressure resistant. The style is shown in the following picture:



6. The hardware of the container (including nuts, latches, rivets, locks, etc.) and fixed parts must be complete and effective.

7. The bottom of the container is stable and can be secured on a flat surface without sliding. Containers with wheels shall have wheel locks to prevent them from rotating or you can remove them to prevent them from sliding during transportation.

8. The inner surface of the four walls of the container shall be solid and smooth, and there shall be no protrusions that can damage the integrity of the container by animals.

9. There shall be fixed handles or raised edges on both sides of the container to facilitate normal handling during sorting and loading/unloading.

10. The bottom plate of the container shall be made of a whole plate and shall be leak proof. There shall be a tray with absorbent pads, such as towels, blankets or white paper, to prevent the overflow of small animal excreta and pollution of other luggage. Articles containing toxic substances or straw shall not be used for absorbent liners.

11. For terrestrial animals such as cats and dogs, a cloth or linen fiber net shall be attached to the packaging container to prevent the escape of animals in case of accidental damage of the container. The mesh aperture of the net shall be subject to the fact that the animal head cannot come out.

12. For animals that need to eat and drink, their containers shall be equipped with tableware, water utensils or similar facilities, and food shall not be sprinkled on the floor. If the container is closed, tableware and water utensils shall be set inside the container and water can be added from the outside. If the container is not closed, tableware and water utensils can also be attached to the container for use in case of delay. The food provided shall not violate the relevant national laws.

13. For the containers of laboratory animals without specific pathogens, when they use filter ventilation facilities, they should ensure that they have sufficient air flow.

VIII. Shenzhen Airlines does not provide small animal consignment service under the following circumstances:

1. The transportation preparation for small animal that needs to be completed by the shipper is not completed, including the failure to provide valid and complete animal transportation certificate, or the pet container does not meet the requirements of the carrier.

2. Due to the aircraft type, it is not suitable for transporting small animals (For example, there is no suitable shipping space in the cargo hold).

3. Passengers do not agree to the pet transportation conditions of Shenzhen Airlines or the requirements for pet container, or refuse to fill in the pet transportation agreement.

4. It does not comply with the special provisions of the state in a specific period (e.g. epidemic period)

【warm tips】

Since there are different standards for whether small animals can be consigned in airports and various aircraft models, the specific handling shall be subject to the actual one on site. If you have any questions, you can consult the ticket office directly under Shenzhen Airlines or call the customer service center 95361.

B. Alcoholic Goods

When you take a Shenzhen Airlines flight in China, you are not allowed to carry alcohol with you, but you can deliver it as checked baggage. The plug of alcohol bottle must be tight without leakage. When alcohol is delivered as checked baggage, it shall comply with the following quantity regulations:

- (1) When the volume percentage of alcohol is less than or equal to 24%, there is not limitation;
- (2) When the volume percentage of alcohol is 24% - 70% (inclusive), it shall be packed in retail packaging, and the container shall not exceed 5L, and the total net quantity delivered per person shall not exceed 5L;
- (3) When the volume percentage of alcohol is greater than 70%, it shall not be delivered as baggage.

Note: The above are the regulations of Shenzhen Airlines, and the implementation standards of airport security inspection are slightly different. It is recommended that you consult the local airport security inspection before traveling.

C. Electric Wheelchair

I. Electric wheelchairs are not allowed to be brought into the cabin. You must go through the check-in formalities at the check-in counter. Please arrive at the check-in counter 2 hours (inclusive) before the deadline for ordinary passengers to go through the check-in formalities; electric wheelchairs are not included in your free baggage allowance. We can transport them for you free, but only one can be checked in.

II. The electric wheelchairs checked by passengers shall comply with the relevant regulations on air transportation of dangerous goods and arrive at the airport no later than 120 minutes before the estimated departure time.

III. When the electric wheelchair is consigned, its packaging shall meet the following requirements:

1. Wheelchair with leak proof battery - ensure that the battery is not short circuited and installed safely on the wheelchair.
2. Wheelchair with non-leak proof battery - the battery shall not be installed on the wheelchair and shall be provided with protective packaging. The package shall have leak proof function to ensure that the battery will not short circuited.
3. The package shall be marked with " BATTERY, WET, WHEELCHAIR " or " BATTERY, WET, WITH MOBILITY AID". And add " CORROSIVE " label and " UPWARD " label.

IV. Special baggage charging standard

Special baggage charging standard of Shenzhen Airlines Co., Ltd							
S/N	Special Baggage Name	Is it included in the free baggage allowance?	Expenses				Restriction description
			Domestic transportation weight concept	International and regional transportation piece concept		Expense standard	
				Weight limit	RMB		
1	Auxiliary equipment (refer to manual / electric	No	—	—	—	—	One per person (disabled athletes can check in two wheelchairs)

	wheelchair and only for passengers who need to use wheelchair), ashes, foldable stroller or cradle (only for baby passengers)					
2	Golf utensils, skiing/water skiing utensils (excluding sledge / water sledge), bowling utensils, bicycles, roller skating / skateboarding utensils, sleeping bags, backpacks, diving utensils, archery utensils, hockey utensils, camping utensils, parachutes (including paragliders), tennis utensils, mountaineering utensils, fishing utensils, musical instruments, auxiliary	Yes	The excess baggage shall be charged according to the actual weight	It can be included in the allowance of free checked baggage, but the excess part shall be charged according to the corresponding standards in the List of Charging Standards for Overweight Baggage of Shenzhen Airlines		

	equipment (referring to wheelchairs checked by healthy people), foldable cribs, Foldable stroller or cradle							
3	Kayak (canoe), hang gliding utensil, sledge/ water sledge	No	The excess baggage fee shall be charged according to the actual weight	Each piece	$\leq 23\text{KG}$	2600	400	One per person
					$23\text{KG} < W \leq 32\text{KG}$	3900	600	When the paddle is packed with the kayak (canoe), it is regarded as a piece of baggage
4	Surfboard, windsurfing utensil, rubber boat or boat			Each piece	$\leq 23\text{KG}$	2600	400	One per person
					$23\text{KG} < W \leq 32\text{KG}$	3900	600	When the pulp is packed with a rubber boat or boat, it is regarded as a piece of baggage
					$32\text{KG} < W \leq 45\text{KG}$	5200	800	
5	Pole			Each piece	$\leq 23\text{KG}$	1300	200	
					$23\text{KG} < W \leq 32\text{KG}$	2600	400	
		$32\text{KG} < W \leq 45\text{KG}$	3900		600			
6	Javelin, separately packaged rowing tools or paddle and horse riding tools	Each piece	$\leq 23\text{KG}$	1300	200			
			$23\text{KG} < W \leq 32\text{KG}$	2600	400			
7	Media			Each	$\leq 23\text{KG}$	2600	400	

	equipment (including instruments and electrical appliances)			piece	23KG<W ≦ 32KG	3900	600	
					32KG<W ≦ 45KG	5200	800	
8	Gun			Each piece	≦ 23KG	1300	200	
					23KG<W ≦ 32KG	2600	400	
9	Bullet			Each piece	≦ 5KG	1300	200	Each person is limited to 5kg and packed separately
10	Domestic pet cats and dogs (excluding dogs that are aggressive or easy to hurt people, such as Tibetan mastiff and Bulldog)			Each container	≦ 8KG	3900	600	Include the total weight of small animals, their containers and food carried
					8KG<W ≦ 23KG	5200	800	
					23KG<W ≦ 32KG	7800	1200	
Note	<p>1. For domestic transportation, the weight of each special baggage shall not exceed 45kg; for international transportation, it shall be limited according to the above table. For special baggage exceeding 32kg but not exceeding 45kg, it shall meet the requirements of the airport and relevant carriers. Special baggage exceeding the above weight limits must be transported as cargo.</p> <p>2. The total weight of small animals, their containers and food carried on all routes shall not exceed 32kg, otherwise they must be transported as cargo.</p>							