

Overbooking Announcement

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 flights which prone to seat waste.

Shenzhen Airlines will fully consider the route, flight frequency, 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.

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 volunteer recruitment procedure. If there are not enough passengers who voluntarily give up the trip, Shenzhen Airlines will refuse some passengers to board.

I. In case of overbooking, Shenzhen Airlines will release overbooking information by telephone, SMS,

notice or on-site broadcast before takeoff, collect passengers who voluntarily give up the trip, and inform relevant compensation and service standards.

II. 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. The priority boarding order is as follows:

1. Passengers carrying out urgent national business;
2. Staff of Organ Procurement Organizations (OPO) carrying donated human organs;
3. Old, weak, sick, disabled and pregnant passengers and unaccompanied children with special service needs agreed by Shenzhen Airlines and arranged in advance;
4. Soldier, police, and fireman in active service with valid identity documents;
5. Passengers who have booked seats for connecting flights and cannot get to subsequent flights due to the change of previous one;

- 6. First class and business class passengers;
- 7. Passengers with "Phoenix Miles" silver card and higher ranks;
- 8. Passengers with Star Alliance silver card and higher ranks;
- 9. Comfortable economy class passengers.

III. Shenzhen Airlines will determine the compensation of passengers according to the passenger ticket, route distance and waiting time for subsequent flights. The specific compensation standards are as follows:

Compensation standard Route	Waiting for subsequent flights ≤ 4 hours			Waiting for subsequent flights > 4 hours ≤ 8 hours			Waiting for subsequent flights > 8 hours			Involuntary Downgraded		
	Cash (nominal)		Mileage (standard)	Cash (nominal)		Mileage (standard)	Cash (nominal)		Mileage (standard)	Cash		Mileage
	CNY	Local currency	KM	CNY	Local currency	KM	CNY	Local currency	KM	CNY	Local currency	KM
In China	30%	-	30%	60%	-	60%	100%	-	100%	500	-	2500
In China (comfortable economy class)	30%	-	-	60%	-	-	100%	-	-	200	-	-

Outside China (except Europe / North America / Australia) (Coach-cabin)	300	Equal value	1500	600	Equ al valu e	3000	1000	Equ al valu e	5000	-	-	-
Outside China (except Europe / North America / Australia) (comfortable economy class)	300	Equal value	1500	600	Equ al valu e	3000	1000	Equ al valu e	5000	200	Equ al valu e	-
Outside China (except Europe / North America / Australia) (business class)	600	Equal value	3000	1200	Equ al valu e	6000	1500	Equ al valu e	7500	1000	Equ al valu e	5000
Outside China (except Europe / North America / Australia) (Coach-cabin)	800	Equal value	16000	900	Equ al valu e	18000	1000	Equ al valu e	20000	-	-	-

China - Europe / North America / Australia (comfortable economy class)	800	Equal value	16000	900	Equ al valu e	18000	1000	Equ al valu e	20000	200	Equ al valu e	-
China - Europe / North America / Australia (business class)	1600	Equal value	32000	1800	Equ al valu e	36000	2000	Equ al valu e	40000	1600	Equ al valu e	32000

IV. Shenzhen Airlines can provide compensation to passengers in the form of mileage or cash.

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

1. Give priority to the earliest available flights to ensure that passengers can travel as soon as possible;
2. Or it shall be treated as involuntary refund, and no refund fee shall be charged;
3. Or it shall be handled as an involuntary change of trip, and the excess fare shall be refunded but the less fare will not be made up;
4. If the follow-up flight arranged for passengers is on the next day, Shenzhen Airlines will provide

accommodation free of charge.