

**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. These Conditions of Carriage form part of the contract between us and the passenger, and the rights, obligations and responsibilities of both parties are bound by these Conditions of Carriage.

1.1.2 If the provisions in these Conditions of Carriage change frequently, we may formulate relevant regulations separately and treat them as part of these Conditions of Carriage. If the separately formulated regulations are inconsistent with these Conditions of Carriage, the separately formulated regulations shall take precedence over these conditions.

1.1.3 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.

1.1.4 If we sell tickets or perform check-in for the flights of other

carriers, we will only act as an agent of such carriers. You are requested to develop an understanding of the operating carriers' transportation regulations.

## **1.2 Charter Transportation**

For the transportation performed pursuant to a charter agreement, these Conditions of Carriage apply only where these Conditions of Carriage are incorporated by reference in the provisions of the charter agreement or in the conditions of use the charter flight 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.

Our Conditions of Carriage also apply to the codeshare flights operated by other carriers. However, each operating carrier of a codeshare flight has its own conditions of carriage or transportation regulations with respect to the operation of its own flights, and some may differ from our Conditions of Carriage for flights operated by us. Except for Article 2 and

Article 3 of these Conditions of Carriage, these different rules and conditions of carriage established by the operating carrier will be considered part of our Conditions of Carriage on codeshare flights, and will take precedence over our Conditions of Carriage on these codeshare flights.

Terms and conditions that may differ between Shenzhen Airlines and the actual carrier of code sharing flights, include but not limited to regulations on flight check-in, denied boarding and restricted transportation, regulations on baggage transportation, regulations on overbooking, flight delays and cancellations, and regulations on flight diversions, etc.

#### **1.4 Priority Application of Law**

The establishment, validity, interpretation, performance, dispute resolution and other contractual issues shall be governed by the laws of the People's Republic of China as well as the international conventions concluded or acceded to by the People's Republic of China.

If any provision contained in these Conditions of Carriage is in direct conflict with the applicable laws and international conventions, the applicable laws and international conventions shall prevail. If any provision of these Conditions of Carriage is in direct conflict with applicable laws and international conventions and thus is deemed invalid,

the other provisions of these Conditions of Carriage shall 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 Only after the class, the date of flight, and the flight number have been determined can each flight segment on the ticket be used as proof of transportation.

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 provided for on the ticket or the applicable conditions of use of the ticket, for the validity of tickets the following rules apply:

2.1.2.1 When the ticket is partially used, the ticket is valid for one year, starting from 00:00 (included) of the following day after commencement of travel. Regardless of whether the ticket is subsequently changed, the validity period remains unchanged.

2.1.2.2 When no portion of the ticket is used,

The ticket is valid for one year, starting from 00:00 (included) of the following day after ticket purchase.

2.1.2.3 Calculation of ticket validity

Starting from 00:00 (included) of the following day after the commencement of the first travel, ticket purchase or ticket reissuance to 0;00 (excluded) on the next day of expiration of the validity period.

### **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.

2.1.3.2 The fare you pay is linked to the sequence of transportation shown on your ticket. Should you fail to use the ticket in sequence, we will recalculate the fare, fuel surcharge, and government taxes based on your itinerary actually flown. If the resulting amount is higher than the amount previously paid for your current ticket, you shall pay the difference between the original amount and the new amount resulting from such a change, and we will provide you with subsequent transportation services based on the new amount paid. And the unused segments of your ticket can no longer be used.

## **2.2 Fares and Taxes**

### **2.2.1 General Provisions**

Before you make payment, we will inform you of or show you all the amounts you should pay, including fares, government taxes, and fuel surcharges (fees). After the ticket is sold, if the fare, government taxes, and fuel surcharges (fees) are adjusted, the above-mentioned amounts you

have paid remain unchanged. If you need to make any changes to the specifics of your itinerary, including the flight date, flight, etc., such changes may affect the above amounts you have paid.

## **2.2.2 Fares**

2.2.2.1 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.

2.2.2.2 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.

## **2.2.3 Taxes and Fees**

2.2.3.1 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.

2.2.3.2 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.

## **2.2.4 Currency**

Fares, taxes, fees and charges shall be paid with the currency of the country of ticket issuance, unless we or our authorized sales agents approve or specify another currency when or before you make payment.

## **2.3 Reservation and Ticket purchase**

### **2.3.1 General Provisions**

2.3.1.1 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.

2.3.1.2 You must present your valid ID at the time of ticket purchase. The valid ID you use at the time of ticket purchase must be the same as that you use at the time of check-in.

2.3.1.3 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.

2.3.1.4 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.

2.3.1.5 The rules or conditions of use of certain fares contain restrictions or rules that do not allow you to make changes to your ticket or refund your ticket. We or our authorized sales agents will inform you of such conditions of use when you purchase the ticket. Please choose the fare categories that suit your needs.

### **2.3.2 Collection and Use of Personal Information**

The personal information you provide to us is intended to be used for seat reservation, ticket purchase, reservation or purchase of other services, and related formalities. To this end, you authorize us to use and store your personal information, and agree that we send this information to our relevant departments, other relevant carriers, relevant service providers and governmental units. We attach great importance to the security of your personal information and will take all reasonable and feasible security control measures to protect your personal information. You can inquire about our privacy policy. The privacy policy is not part of these Conditions of Carriage.

### **2.3.3 Advance seat selection**

You can select your onboard seat in advance, and we will do our best to meet seat requirement based on the actual conditions of seat

reservations. However, due to operational, safety or security needs, we cannot guarantee that any seat you specify will be provided. At the same time, we always reserve the right to reallocate seats on the aircraft, even after you have been seated.

## **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**

After ticket purchase, if you need to change any specifics of your itinerary due to your own reasons, such as flight date, flight, etc., please contact us or our authorized air sales agent as soon as possible. We or our

authorized air sales agent will change the ticket according to the conditions of use of the ticket applicable to your ticket. At the time of the change, the fare, government taxes, and fuel surcharges (fees) you have paid will be calculated again according to the conditions of use of ticket.

### **3.1.3 Involuntary Change**

3.1.3.1 If your flight departs later or earlier than scheduled, your flight is cancelled, your flight's itinerary changes or the class of service changes due to our reasons or due to weather, air traffic control, etc., or the connecting time of your immediate connecting flight is rendered shorter than the minimum connecting time due to the above reasons - reasons which make you have to change your ticket, we or our authorized air sales agents can grant involuntary changes to your ticket for your flight and your immediate connecting flight, without any ticket change handling fee charged.

3.1.3.2 If the flight you are already on arrives at your destination airport later than scheduled due to our reasons or due to weather, air traffic control, etc., and, as a result, the connecting time of your subsequent flight is rendered shorter than the minimum connecting time, which make you have to change your ticket, we or our authorized air sales agents can grant involuntary change to your ticket for your flight and your subsequent connecting flight, with out any ticket change

handling fee charged.

3.1.3.3 For a ticket that has already been changed involuntarily, if you apply for change again due to your own reasons, provisions contained in 3.1.2 of these Conditions of Carriage apply.

## **3.2 Refund**

### **3.2.1 General Provisions**

3.2.1.1 Please contact the ticketing carrier or its authorized air sales agents for refund on your ticket.

3.2.1.2 For tickets sold by us, you should make an application to us or our authorized air sales agents for a refund within 13 months from the start date of the ticket validity period. We will not accept refund requests beyond the above-mentioned time limit.

3.2.1.3 When getting the refund, you should return to us all the relevant proof of reimbursement you have obtained (like "Itinerary/Receipt of E-Ticket for Air Transport").

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**

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

3.2.2.2 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.

3.2.2.3 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 After ticket purchase, when you request a refund for your own reasons, if the conditions of use of your ticket allow for a refund, and the provisions of paragraphs 3.2.4 and 3.3 of these Conditions of Carriage do not apply to such a refund, we will grant a refund on the unused segments of the ticket according to the applicable conditions of use of 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**

3.2.4.1 If your flight departs later or earlier than scheduled or is canceled, the flight's itinerary changes or the class of service changes due to our reasons or due to weather, air traffic control, etc., which make you have to apply for a refund on your ticket, we or our authorized air sales agents can grant involuntary changes to your ticket for your flight or your flight and your subsequent connecting flight, without any ticket change handling fee charged.

If the flight you are already on arrives at your destination airport later than scheduled due to our reasons or due to weather, air traffic control, etc., and, as a result, the connecting time of your subsequent flight is rendered shorter than the minimum connecting time, which make you have to request a refund on the ticket on your subsequent connecting flight, we or our authorized air sales agents can grant involuntary refund on your ticket for your subsequent connecting flight, without any ticket change handling fee charged.

3.2.4.2 You can request an involuntary refund through us or through your original channel of ticket purchase.

### **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:

A.The unused segment is refunded, the refund fee shall be exempted;

B.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**

You and your baggage shall undergo safety and security inspections. The inspections can be carried out in ways that include but are not limited to the use of equipment, use of manpower, oral inquiry and others prescribed by the local government or security check authorities. The methods of inspection used are determined by the government, the airports or our sole discretion, regardless of whether you are present,

agree or are informed. We shall not be liable for any physical injury and damage to or loss of your baggage attributable to such inspections, unless such injury, damage or loss arises from our willful conduct or gross errors, except as otherwise provided by China's laws and international conventions.

## **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 We will do our best to meet your seating requirements based on the class of service of your ticket, but we do not guarantee that the seat you specify will be provided. When you check in, if you are downgraded due to our reasons, we will grant a refund on part of your fare. If you are unwilling to have your class of service downgraded, you can refuse to take this flight and apply for involuntary ticket change or involuntary refund in accordance with 3.1.3 or 3.2.4 of these Conditions of Carriage.

4.2.3 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.

4.2.4 Before travel, you are responsible for obtaining the travel documents and visas required by countries or regions of exit, entry or transit, and understand and abide by all their applicable laws, regulations, decrees and travel regulations. We and our authorized agents provide you with information on exit, entry or transit requirements for the purpose of providing you with convenience and assistance, and we are not responsible for this. We are not responsible for the consequences arising from your failure to obtain the above documents or visas, or failure to comply with the above-mentioned laws, regulations, decrees and travel 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 The closing times of our boarding gates differ according to airports. Please proceed according to the closing time of the boarding gates at each airport. If you fail to check in before the closing time of the

boarding gate, you will not be able to take the flight in question and we will treat the situation as if you missed the flight.

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 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:

A.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;

B.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;

C.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**

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 Conduct during the flight**

##### **4.5.1 Handling of unlawful interference and disruptive behavior**

Illegal interference refers to an act or an attempted act that endangers the safety of civil aviation, including but not limited to: illegally hijacking aircraft; destroying aircraft in use; taking hostages on aircraft or at airports; forcibly breaking into aircraft, airports or aviation facilities; bringing weapons or dangerous devices or materials into aircraft or airports for criminal purposes; using aircraft in use to cause deaths, serious personal injuries, or serious damage to property or the environment; spreading false information that endangers the safety of passengers, crew, ground personnel or the public in flight or on the ground, aircraft, airports or civil aviation facilities.

Disruptive behavior refers to behavior that disrupts the order of the

airport or cabin by failure to abide by the code of conduct at the airport or on the aircraft, or failure to follow the instructions of the airport personnel or the crew, including but not limited to, occupying seats and baggage racks; engaging in physical combat and provoking troubles; molesting women and children and sexual harassment; disseminating obscene materials and other illegal printed materials; using fires or smoking; illegally using of mobile phones or other prohibited electronic devices; theft, deliberate damage, unauthorized displacement of emergency cabin doors and other aviation facilities and equipment; theft of public and private properties on board; tossing foreign objects on the apron, into engine and into the aircraft fuselage; approaching or staying in restricted areas without following the guidance; other acts that endanger the safety of civil aviation and disrupt the order of the cabin.

If, in our judgment, you conduct yourself aboard the aircraft so as to endanger the aircraft or any person or property on board, or obstruct the crew in the performance of their duties, or fail to comply with any instructions of the crew, or behave in a manner which causes or threatens to cause discomfort, inconvenience, damage or injury to other passengers or the crew, we may take such measures as we deem necessary to prevent continuation of such conduct, including restraint. You may be disembarked and refused onward carriage at any point, or handed over to the competent government authorities for handling based on the

applicable laws or International conventions.

## **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**

4.6.1 Before you travel, you should understand in detail and abide by the relevant regulations of the country or region of exit, entry and transit. We are not responsible for any losses or adverse consequences suffered by you in violation of the above regulations during your travel.

4.6.2 If you are refused entry/transit, You should bear the transportation costs of your departure from the country or region.. We will not grant a refund on the fare for which we have transported you to the point of refusal of entry/transit.

4.6.3 If we are required to pay any fines and penalties and bear any expenses because you fail to comply with the laws, regulations, decrees or other travel regulations of the relevant country or region, or your fail to present the required documents, or you are denied exit, entry or transit for any reason, you shall reimburse us for all the amounts we have paid or any expenses we have borne.

## **Article 5 Refusal and Restriction of Transportation**

### **5.1 Refusal of Transportation**

In the exercise of our discretion, we can refuse to transport you to ensure the safety and order of air transportation if the following situations or similar situations occur or are likely to occur:

5.1.1 The carriage of you is in violation of any applicable laws, regulations, or orders of the country or region to be flown from, through, to or over.

5.1.2 The transportation of you may endanger or affect the safety, health, convenience, comfort of yours or other passengers or crew members. Examples:

A. Patients with known or suspected quarantine infectious diseases;

B. Those with severe facial injuries, special stench or special quirks, which may cause discomfort to other passengers.

5.1.3 Your mental, your behavior or physical state, including your impairment from alcohol or drugs, might endanger or harm the physical safety and property of yourself, other passengers and crew members. An example is that you are mentally ill and may cause harm to other passengers or yourself during the onset of the illness.

5.1.4 You have failed or are unable to observe our decrees or regulations with respect to safety, security and public health. Examples:

A. Those who are unable to take care of themselves due to injury, illness, infirmity or mental condition, who are not accompanied by a special person during the travel or whom the travel companion is unable to independently take care of or exercise any control over;

B. Passengers who carry equipment for storing, generating or distributing oxygen.

5.1.5 You have refused to submit to a security check or your baggage has not be submitted to security check.

5.1.6 You have committed misconduct during the transport by air ever before, and we have reason to believe that such misconduct could occur again.

5.1.7 You have not paid the applicable fare, taxes, fees or charges.

5.1.8 You fail to present your valid travel document, or the valid travel document you present is not the same as that you presented at the time of ticket purchase, or you fail to present a valid travel document; or you refuse to hand over your travel documents to the crew for safekeeping by the crew based on relevant requirements.

5.1.9 You present a ticket that has been acquired unlawfully, or has been purchased from an entity other than us or our authorized sales service agents, or your ticket is a forged one.

5.1.10 You fail to observe the rules for non-smoking on board our aircraft or the use of electronic devices on board our aircraft.

5.1.11 You fail or refuse to obey the instructions of our crew members.

5.1.12 You fail to comply with the relevant requirements on baggage transportation set forth in these Conditions of Carriage.

## **5.2 Restricted Transportation**

### **5.2.1 Special service application**

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.

### **5.2.2 Carriage of Infants**

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

The infants we carry refer to those who were born 14 days after the date of travel (the 14th day from the day of birth) but are under 2 years old.

We do not provide air transportation services for premature babies less than 90 days old (newborns under 37 weeks of gestational age).

### **5.2.3 Carriage of Children**

5.2.3.1 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.

5.2.3.2 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. Airport pick up/drop off person must be accompanied by adults over the age of 18 and with full civil capacity. 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.

5.2.3.3 The service of unaccompanied minors is available for children who have reached the age of 12 and are under the age of 18 and travel alone, and such service can be requested of the passengers' own accord.

5.2.3.4 You can check with us, our authorized sales agents or authorized ground service agents for our regulations and service fee collection standards on the carriage of unaccompanied minors.

## **5.2.4 Carriage of Persons with Disabilities**

We will provide transportation services for the persons with disabilities fit for air travel in accordance with relevant laws and regulations. For details, please refer to the "Regulations on the Transportation of Passengers with Disabilities of Shenzhen Airlines Co., Ltd."

## **5.2.5 Carriage of Pregnant Women**

5.2.5.1 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.

5.2.5.2 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.

5.2.5.3 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.

5.2.5.4 Even if you have met the requirements specified in 5.2.5.1 and 5.2.5.2, if you have obvious symptoms of discomfort, or if we reasonably decide that the continuation of your travel will bring danger to your personal safety, we still have the right to refuse to carry you.

## **5.2.6 Carriage of Injured or Sick Passengers**

5.2.6.1 For injured or sick passengers, for the safety and health of yourself or other passengers or crew members, you should consult a doctor before planning your travel. The following passengers with injuries and illnesses need to provide a true and valid diagnosis certificate of injury and illness issued within 10 days before flight departure, signed or stamped by a doctor, and marked with the lettering "Fit for Air Travel":

A. Stretcher passengers;

B. Persons whose medical condition gives reasonable doubt that the individual can complete the flight safely without requiring extraordinary assistance during flight, e.g. persons with acute medical conditions as recent heart attack, stroke, embolism, persons with recent surgery;

C. Known or suspected of suffering from other infectious diseases other than quarantine infectious diseases that may endanger the safety and health of other passengers or crew members;

D. Passengers who underwent surgery less than 10 days ago (excluding the day of surgery);

Even if you have provided these certificates, we still have the right to decide whether to carry you based on your physical condition and actual flight operations at the time of check-in.

5.2.6.2 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.

5.2.6.3 We do not provide air transportation services for injured and sick passengers suffering from the following diseases, except the cases where doing so with our consent and special arrangements can save lives:

A. Heart disease patients in a severe or critical state, such as severe heart failure, cyanosis or myocardial infarction (infarction occurred within six weeks before travel);

B. Patients with severe otitis media accompanied by Eustachian tube plug syndrome;

C. Patients who have recently suffered from spontaneous pneumothorax or patients who have recently undergone pneumothorax plastic surgery;

D. Patients with large mediastinal tumors, large hernias and intestinal obstruction;

E. Persons whose head injury has caused increased intracranial pressure and skull fracture;

F. Persons with mandibular fractures who have recently used metal wires for connection;

G. Patients who have suffered from polio in the past 30 days, patients with bulbar polio;

H. Patients with severe hemoptysis, vomiting or vomiting symptoms;

I. Persons who have recently suffered severe trauma or undergone major surgical operations, and whose wound has not healed completely.

### **5.3 Refund after Rejection**

If you are refused carriage based on Article 5 of these Conditions of Carriage, we will provide you with voluntary change or voluntary refund pursuant to Article 3.1.2 and 3.2.3 of these Conditions of Carriage.

## **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 Firearms and their main spare parts (including military, civilian, and public service guns; pistols, rifles, sub-machine guns, machine guns, anti-riot guns, air guns, shotguns, anesthesia injection guns, sample guns, prop guns, steel ball guns, tear gas guns, electric stun guns, etc.); state-controlled equipment such as controlled knives, ordnance, police equipment and other equipment regulated by the state (including batons, military or police knives, bayonets, electric shocks, defensive devices, crossbows, daggers, three-sided knives, three-sided knives for machining purposes) edge scrapers, knives with self-locking devices, single-edged knives that resemble daggers but longer than daggers, double-edged knives, and other similar single-edged, double-edged,

three-edged sharp knives, etc.); other similar items and imitations of the above items.

Firearms and ammunition for sporting competition purposes can be accepted as checked baggage, subject to the requirements set forth in 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.

6.1.1.5 Any items that a stranger requests you to bring for him/her

If you want to know more about the items that cannot be transported as baggage, you can check with us, our authorized sales agents or authorized ground service agents.

## **6.1.2 Items you are NOT recommended to include in checked baggage for carriage**

We strongly recommend that you not include the following items in or as checked baggage. You can take them into the cabin and take care of them yourself, provided that the requirements for unchecked baggage are met.

Important documents, commercial documents and information, valuable documents, currency, negotiable notes, jewelry, precious metals and their products, antique calligraphy and painting, fragile or fragile items, perishable items, samples, out-of-print printed matter or manuscripts, travel documents or Documents, electronic equipment (excluding spare batteries), medications that need to be taken regularly, and ashes.

Our liabilities of compensation for the above-mentioned items are limited by these Conditions of Carriage as well as Chinese laws and international conventions.

### **6.1.3 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 Your checked baggage should be properly packed, properly buckled, tightly bound, able to withstand a certain amount of pressure, and be able to be safely loaded, unloaded and transported under normal operating conditions. At the same time, it shall meet our requirements for baggage packaging:

A. Lockable cases, travel bags and handbags must be locked;

B. More than two packages cannot be bundled into one;

C. No other articles shall be attached to the external package;

D. 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;

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

For baggage whose packaging does not meet the requirements, we may refuse to accept it for transportation or, if we have accepted it for transportation, we will not be liable for any damage, except as otherwise provided for in Chinese laws and international conventions.

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 that is special due to its shape, length, weight or nature. Unless otherwise specified, the limit on the weight of each piece of special checked baggage is the same as that of ordinary checked baggage.

We will charge corresponding fees based on the route of your ticket and the type of special baggage you check in. You can check with us, our authorized aviation sales agents or authorized ground service agents for specific charging standards.

### **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.

During the process of transportation, if your small animals fail to arrive on time because your animals are denied entry or transit by relevant countries, or the small animals are injured, get sick, escape or are dead under normal transportation conditions, we will have no liabilities, except as otherwise provided for in Chinese laws or international conventions.

You shall bear full responsibility for all damages or injuries that the animal may cause to other passengers or us, and we reserve the right to make claims against you later.

#### 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 Shooting guns and bullets for competitive sports

Shenzhen Airlines only carries guns and bullets for shooting competitive sports. You shall make an application to us in advance, and such items can only be accepted for carriage with our consent.

Firearms should be unloaded, secured, and individually and properly packaged according to our regulations. Each gun box shall contain no more than 2 rifles, or no more than 5 pistols; each passenger can check up to 5 kilograms of bullets (gross weight), and a single piece of checked baggage containing bullets must not exceed 5 kilograms.

#### 6.2.5.4 Small Electrical Appliances, Instruments and Media

## Equipment

The small electrical appliances, instruments and media equipment we carry refer to the small electrical appliances, instruments and media equipment used in work and life that meet the size requirements of ordinary checked baggage.

Small electrical appliances, instruments and media equipment shall be packed properly, packed in the original way their manufacturers did or packed in a professional way. They need to be packaged well, locked properly, and tied firmly in a way which can withstand a certain amount of pressure and which can ensure the baggage can be safely loaded, unloaded and transported under normal operating conditions.

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.

You can take the unchecked baggage into the cabin and take care of it by yourself, provided the requirements for unchecked baggage are met.

#### 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. 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.

You should bear full responsibility for any personal injury or property damage that might arise from the aquatic products during the transportation.

#### 6.2.5.8 Alcoholic Liquid Drinks

Alcoholic drinks can only be transported as checked baggage. Their labels should be comprehensive and clear and seen in retail packaging, and the volume of each container should not exceed 5L. The outer packaging should be solid and sealed to ensure that no peculiar smells are emitted and no liquid leaks. There are no restrictions on the quantity transported when the volume percentage of alcohol is less than or equal to 24%, but each passenger can check up to 5L when the volume percentage of alcohol is greater than 24% and less than or equal to 70%. We will refuse carriage when the volume percentage of bulk wines/liquor and alcohol is greater than 70%.

#### 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

They can only be transported as checked baggage. You can only check up to one such thermometer, and place it in a safety box.

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

Sharp objects, blunt objects, tools and other similar items other than controlled knives include, but are not limited to: kitchen knives, fruit knives, table knives, handicraft knives, scalpels, scissors, steel files, axes, short sticks, hammers, drills (including drills), chisels, cones, saws, bolt guns, nail guns, screwdrivers, crowbars, hammers, pliers, welding guns, wrenches, axes, hatchets (axes), vernier calipers, ice axes, ice crushers, darts, slingshots, bows, arrows, buzzer self-defense devices, etc.

Such items can only be transported as checked baggage. The restraints on the sizes of such items to be checked are the same as those on ordinary checked baggage. When such items are checked separately, they shall be packaged in such a way that they won't cause any harm and

cannot be easily identified.

#### 6.2.5.12 Electric wheelchairs and electric equipment for increased mobility

Shenzhen Airlines only accepts the application for consignment of electric wheelchairs and electric equipment for increased mobility 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 You should check and claim your checked baggage as soon as possible with your baggage identification tags at your destination or stopover airport. If necessary, you should present your ticket for inspection by us or our authorized ground service agent. Only the holder of the baggage identification tags has the right to claim the checked baggage. We will not confirm whether the person claiming the baggage is indeed you, and will not be held liable for the losses and expenses

incurred thereby.

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 Your checked baggage will be carried on the same plane as you as far as possible, unless it may be carried or terminated by subsequent flights due to operational, safety or security reasons. If your checked baggage is transported on a subsequent flight due to your reasons, you need to pick it up at the airport yourself. Otherwise, we will deliver it to you free of charge, unless otherwise provided for applicable laws, regulations and decrees.

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**

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.

In addition, you can also carry 1 personal item that can be stowed under the seat in front of you, such as handbag, briefcase, laptop bag, camera bag or other items of similar sizes or smaller items.

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; If there is no storage facility or space in the cabin, it can be checked in for free.

### **6.3.2 Service Dog**

For the specific requirements on service dogs in the cabin, please refer to the "Regulations on the Transportation of Passengers with Disabilities of Shenzhen Airlines Co., Ltd."

### **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)**

6.3.4.1 Spare battery: including lithium battery, sealed wet battery, Ni MH battery, dry battery and other batteries. The following requirements shall be met:

Each passenger shall not carry more than 20 spare batteries. Among them, for lithium metal battery, lithium metal content  $\leq 2G$ , and for lithium ion battery, rated energy  $\leq 100wh$ .

In addition, after declaring at the check-in counter, inspected and approved, each passenger is allowed to carry lithium-ion batteries with rated energy more than 100wh but not more than 160wh, or lithium metal batteries with a lithium metal content of more than 2g but not more than 8g, and the total amount should be no more than 2; Lithium metal batteries can only be used in portable medical electronic devices (PMED), such as Automated External Defibrillator (AED) and Continuous Positive Airway Pressure (CPAP).

All spare batteries carried by passengers are only allowed to be put into hand luggage, and shall be protected separately to prevent short circuit (for example, in sealed plastic bags or original protective boxes).

#### 6.3.4.2 Mobile Power Supply (power bank)

Mobile power (power bank) refers to a small lithium battery rechargeable device whose main function is to provide external mobile

power for mobile phones and other portable electronic devices, such as mobile phone power bank, wireless headset charging cabin, etc. The mobile power supply (power bank) shall meet the transportation requirements of spare battery, as well as the following requirements:

A. It is forbidden to use mobile power (power bank) to charge the devices on the aircraft;

B. It is forbidden to charge the mobile power supply (power bank) on the aircraft;

C. For those with start switch, please turn off the mobile power supply (power bank) in the whole flight.

6.3.4.3 It is strictly forbidden to carry the lithium batteries with safety defects recalled by the manufacturer and the lithium batteries and lithium battery mobile power sources without clear lettering indicating their rated energy or their lithium metal content. It is strictly forbidden to carry lithium battery mobile power sources no for personal use. It is strictly forbidden to use lithium battery mobile power during the 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 for meteorological purposes should be placed in solid packaging. Inside the packaging it must be sealed off hermetically with an inner material or a sturdy leak-proof and anti-penetration material bag. The packaging shall be such as to prevent any mercury leakage.

### **6.3.6 Human ashes**

Human ashes should be properly packaged to ensure that the contents inside the packaging are not easily identifiable. If you want an extra seat for the ashes, the relevant requirements set forth in 6.3.3 of these Conditions of Carriage apply.

## **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. We can issue proof of denied boarding for you upon request.

## **7.2 Procedure for providing information and 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. Boarding Priority

Rules please refer to the "Shenzhen Airlines Overbooking Announcement".

## **7.4 Compensation for denied boarding**

### **7.4.1 Compensation Standard**

We will determine your compensation amounts based on the class of service of your ticket, the distance of the route, and the planned departure times of the new subsequent flight you have been arranged on and the original flight. You can check with us or our authorized sales agents for the specific compensation standards. If you do not fully comply with the relevant requirements on ticketing, travel and restricted carriage specified in these Conditions of Carriage or if you fall into the category of those to be denied boarding based on these Conditions of Carriage, you will not qualify for compensation for denied boarding.

If compensation standards for overbooking or denied boarding are specified in the laws of the countries and regions linked to the flight, we will determine your compensation amount in accordance with such applicable laws and regulations.

### **7.4.2 Compensation Method**

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

## **7.5 Service Standard**

If you fail to take the original flight due to overbooking, we can provide you with the following service guarantees:

We will, based on 3.1.3 of these Conditions of Carriage, provide you with involuntary change service and arrange you on the earliest available flight, to ensure your departure as soon as possible. If the flight arranged for you is on the next day or later than that, we will provide with free meals and accommodations; or

We will grant you involuntary refund based on 3.2.4 of these Conditions of Carriage.

## **Article 8 Delay, Cancellation and Diversion of Flight**

### **8.1 General Provisions**

8.1.1 The flight time or aircraft type stated in the flight schedule is not part of the air transportation contract between us and you, and may change between the day of its announcement and the day you actually start your travel.

8.1.2 After you have purchase the ticket, we may change the flight schedule, and we will try our best to notify you of the flight schedule changes using contact information you have left us at the time of ticket purchase.

8.1.3 We will take all measures that can be reasonably required to avoid delay, cancellation and diversion of your flight. If we have taken all measures that can be reasonably required or it is impossible to take such measures, we will not be liable for any losses caused to you, unless otherwise provided for in Chinese laws and international conventions.

### **8.2 Service after Flight Delay, Cancellation and Diversion**

#### **8.2.1 Ticket Service**

After the flight is delayed, cancelled or diverted, you can opt to have your ticket changed or get a refund on your ticket based on these

Conditions of Carriage. Subject to your consent, we can also transport you, by other means of transportation agreed upon by both you and us, to the destination point stated on your ticket, without you being charged any additional fee.

After your flight is canceled, you can also opt to get a refund on your ticket without being charged the refund handling fee, despite the restrictions specified in the conditions of use of your ticket.

### **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**

If your flight is delayed or cancelled at the place of departure due to the reasons on our part such as maintenance, flight scheduling, crew, etc., we will provide you with meals and accommodation services as required.

If your flight is delayed or cancelled in the place of departure due to reasons not on our part related to weather, unexpected event, air traffic control, security, and passenger check, we will help arrange meals and accommodations for you.

We will provide meals or accommodations to you if, for any reasons, your flight is delayed or canceled in the agreed stopping place or your flight is diverted.

If the requirement is also specified in the laws and regulations of the countries and regions linked to the flight, we will provide services to you in accordance with such applicable laws and regulations.

#### **8.2.4 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.

#### **8.2.5 Flight Delay or Cancellation Certificate**

If required by passengers, Shenzhen Airlines will provide passengers with written proof of flight delay or cancellation. This written certificate shall not be used as the basis for us to granted involuntary ticket changes and involuntary refunds, and to provide related services and compensation for you.

## **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. except as otherwise provided for by applicable laws.

### **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](mailto: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 General provisions**

11.1.1 Our liability for damages incurred by you during air transportation is bound by Chinese law, applicable international conventions and these Conditions of Carriage. We are only liable for your actual damage caused by our actual air transportation activities in accordance with these Conditions of Carriage and the limits of liability stipulated by Chinese laws or applicable international conventions. If no Chinese laws or applicable international conventions can be cited, these Conditions of Carriage apply. The transportation responsibilities of other carriers related to you in your travel are subject to the laws of the country where they are located and the conditions of carriage of the carriers in question.

11.1.2 We are not liable for any losses caused by our compliance with applicable laws and international conventions or your failure to comply with such applicable laws and international conventions.

11.1.3 Except as otherwise provided for in these Conditions of Carriage, our liability to you based on the applicable laws or conventions is limited to the direct losses and expenses that can be substantiated by the proof you provide. We are not liable for any indirect, punitive, disciplinary or other non-compensatory losses.

11.1.4 If the damage is caused or contributed to by the fault of you or the claimant, our liability shall be exempted or reduced accordingly in accordance with applicable laws or international conventions.

11.1.5 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.

11.1.6 Our contract of carriage, including these Conditions of Carriage and provisions on exemption of liabilities or limitation on liabilities, also applies to our agents and employees. In any case, the total amount of compensation received from us and our agents and employees shall not exceed our limits of liability under applicable laws or international conventions.

## **11.2 Liability for compensation for personal injury**

Events that occur on a civil aircraft or during your embarkation on or disembarkation from a civil aircraft: for losses from the personal injury or death, when it comes to domestic air transportation, we will be liable based on the "Civil Aviation Law of the People's Republic of China" and the state's relevant provisions on the limitations of liability in domestic air transportation; when it comes to international air transportation defined by international conventions, we will be liable based on such international conventions; when it comes to the international air

transportation not defined by the Warsaw Convention, the Hague Protocol, or the Montreal Convention, we shall be liable for compensation in accordance with the relevant provisions of the Montreal Convention. However, we are not liable for any illness, injury, disability, death, etc. caused or aggravated by your physical condition.

### **11.3 Liability for damage to baggage**

11.3.1 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.

11.3.2 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.

11.3.3 If your baggage is damaged and you have not applied for value declaration services and paid related additional fees, we shall be liable for compensation according to the reduced value of the baggage, including repairs, cash compensation, etc., within the liability limits stipulated by relevant applicable laws or international conventions. If you have applied for the declared value services and paid the relevant

additional fees, we shall be liable within the amounts of the declared value, but the maximum amounts shall not exceed the actual benefits of the baggage when it is delivered at the destination.

11.3.4 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.

11.3.5 For losses arising from the destruction, loss or damage of the checked baggage, as long as the event that caused the destruction, loss or damage has occurred on the aircraft or during any period where the checked baggage is under our control: for domestic air transportation, we assume responsibility based on the "Civil Aviation Law of the People's Republic of China" and the country's relevant domestic air transportation carrier liability limits; for international air transportation defined by international conventions, the liability provisions of the corresponding international conventions shall apply; for international air transportation not defined by the Warsaw Convention, the Hague Protocol, and the Montreal Convention, we shall refer to the relevant provisions of the Montreal Convention. Liability.

11.3.6 If there are items in your baggage that cannot be transported as baggage as specified in paragraphs 6.1.1 of these Conditions of

Carriage, we will not be liable for the loss of, damage to or confiscation of such items, unless otherwise provided for in Chinese laws and international conventions.

11.3.7 When the checked baggage is delivered and the holder of the baggage identification tags accepts the checked baggage without raising any objections, this is the preliminary evidence that the checked baggage has been delivered in good condition and is in conformity with the contract of carriage, unless you provide evidence to the contrary. If your checked baggage is damaged, you should notify us in writing immediately when you find it, and at the latest within 7 days from the date of receipt of the checked baggage. If your checked baggage is delayed, you should, at the latest, raise an objection to or make claims against us in writing within 21 days from the day of the delivery of the checked baggage to you.

If you do not file an objection within the above-mentioned time period, you shall not file a suit against us.

11.3.8 We will grant a refund on the excess baggage fee that you have paid when making compensation for your lost baggage.

## **11.4 Liability for third-party services**

If we arrange for you a service other than air transportation provided by a third party, or if we issue you a ticket or receipt of payment for

ground transportation, hotel reservations, or vehicle ride provided by a third party (non-air) transportation or service, when arranging the above services, we are only an intermediary between you and the service provider. You and the third-party service provider shall directly conclude a contract, and the terms and conditions established by the service provider apply. We are not responsible for whether you can get such services or the quality of the services. The terms and conditions of the third-party service provider apply to such services.

## **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.

12.3 The rules for voluntary refunds and voluntary changes of domestic and international tickets and the transportation requirements for passengers with disabilities are subject to frequent changes. We have separately formulated relevant regulations, specifically the "Conditions for Use of Domestic Passenger Transport Tickets of Shenzhen Airlines (Version 2021)" "Shenzhen Airlines Co.,Ltd Implementation Rules for Voluntary Refund and Voluntary Change of International Passenger

Tickets (Version 2021)" "Shenzhen Airlines Transportation Regulations for the Disabled, Shenzhen Airlines Co., Ltd." "Baggage transportation rules of Shenzhen Airlines Co., Ltd"and"Shenzhen Airlines Overbooking Announcement", These documents are part of these Conditions of Carriage.

### **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 "Conditions of use of ticket": It means the applicable conditions of use of fares applicable to the designated seat class codes or fare types.

13.10 "Ticket change": refers to changes in flight schedule, flight date, classes, carrier, etc.

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

13.12 "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.

13.13 "Class of service": refers to the classification of aircraft cabin configurations, including first class, business class, premium economy class, and economy class.

13.14 "Classes": refers to the class code shown on your ticket.

13.15 "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.

13.16 "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.

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

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

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

13.20 "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.

13.21 "At least X years old": refers to the calculation based on the year, month and day of the Gregorian calendar, starting from the day of the first birthday.

13.22 "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.

13.23 "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.

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

13.25 "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.

13.26 "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.

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

13.28 "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.

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

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

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

13.32 "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.

13.33 "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.

13.34 "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 (excluding Hong Kong, Macao Special Administrative Regions and Taiwan).

13.35 "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.

13.36 "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](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\\_8978.html](http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029_8978.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](http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029_8976.html)).

## **Article 14 Effectiveness and Revision**

14.1 These Conditions of Carriage shall take effect and become effective on September 1, 2021. From the effective date, our "General Conditions of Carriage for Domestic Transportation of Passengers and Baggage of Shenzhen Airlines Co., Ltd." and the "General Conditions of Carriage for International Transportation of Passengers and Baggage of Shenzhen Airlines Co., Ltd." released and taking effect on January 1, 2017 will be rescinded at the same time. Tickets purchased before September 1, 2021 are still subject to the general conditions of carriage applicable at the time of ticket purchase.

14.2 We have the right to modify these Conditions of Carriage and other documents that are part of these Conditions of Carriage without prior notice, but such modifications do not apply to the transportation that has already started or tickets already purchased before such modifications are made.

14.3 Our employees and agents have no right to change, modify or waive any provisions in these Conditions of Carriage.

14.4 The right to interpret these Conditions of Carriage resides with Air China Co., Ltd. If you have any questions about any specifics of these Conditions of Carriage, please directly check with us. Our written reply (including email) to you is deemed binding, and any other way of reply not binding upon us.