

Shenzhen Airlines Co., Ltd Implementation Rules for Voluntary Refund and Voluntary Change of International Passenger Tickets (Revision 2021)

I. Scope of Application

1. The Rules shall be implemented as of October 31, 2021.
2. The rules apply to Shenzhen Airlines international tickets, including those sold before October 31, 2021.
3. The refund and change rules of special fare products shall be implemented in accordance with the rules of relevant products.
4. The rules are regarded as an integral part of the General Conditions for Passenger and Baggage Transportation of Shenzhen Airlines Co., Ltd.

II. General Provisions

1. For the change and refund of international tickets, the change and refund fee shall be calculated according to the time of handling the change or refund procedures, not according to the date of reservation cancellation.
2. Where the rules are met, the Rules shall prevail. If it is not specified in the Rules, it shall be implemented in accordance with the General Conditions for Passenger and Baggage

Transportation of Shenzhen Airlines Co., Ltd.

III. Voluntary Refund

1. Under the condition of voluntary refund, the amount to be refunded consists of two parts. One part is the refundable fares and additional fees charged by the airlines, and the other is the collected government taxes, which is refundable. These two parts are calculated separately during refund.

A. Refundable fares and additional fees charged by the airlines = paid fares and additional fees charged by the airlines - recalculated fares for the used segments and additional fees charged by the airlines – non-refundable segment fares and additional fees charged by the airlines - refund handling fee

B. Refundable collected government taxes = government taxes of unused segments (except taxes that are not allowed to be refunded according to government regulations)

2. The refund rules of the additional fees charged by the airlines are consistent with the refund rules of the ticket price, that is, the ticket price can be refunded, the additional fees charged by the airlines can be refunded, the ticket price cannot be refunded, and the additional fees charged by the airlines cannot be refunded.

3. When the calculation result of the refundable fare and the additional fees charged by the airlines is zero or negative,

there is no need to make up the difference, and the government taxes of the unused segment will still be refunded (except the taxes that are not allowed to be refunded according to the government regulations).

4. If there are multiple unused segments and multiple refund fees are applicable, only the highest refund fee will be charged.

5. For tickets that have been changed voluntarily before applying for refund, the change handling fee charged will not be refunded.

6. No refund fee will be charged for infant tickets which do not occupy seats. For children's tickets applicable to children's fares, the refund fee will have a discount consistent with children's fares.

7. If an international ticket has multiple segments and some segments have been used, when refunding, the ticket price of the used segments, the additional fees charged by the airlines and government taxes need to be recalculated. Due to the professionalism and complexity of international freight rates, the fares of the same class and the same segment in different travel combinations, the additional fees charged by the airlines and the government taxes collected are different. The fares of the used segment, the additional fees charged by the airlines and the

government taxes collected by the airlines shall be subject to the final calculation results of the company.

Warm tip: Take the purchased return ticket as an example. If the TO segment has been used, the total amount of the used segment ticket price and tax may be higher than half of the total amount of the paid return ticket price and tax.

IV. Voluntary change

1. If the passenger ticket does not start travelling, the whole travel fee shall be recalculated with the change date as the sales date; For the tickets that have started traveling, the whole travel expenses shall be recalculated with the issuing date of the original ticket (i.e. the first ticket which is paid) as the sales date.

2. In case of ticket change, including the application for reserving seats with tickets without reserved seats (i.e. OPEN segment), the fare paid, additional fees charged by the airlines and government taxes will all be recalculated. If the total amount is higher than the amount paid for the original ticket, the difference between the original payment and the changed amount shall be charged, and the change handling fee shall be charged according to the fare rules of the original ticket. If the total amount is lower than the amount paid for the original ticket, the difference will not be refunded, and only the change

handling fee calculated according to the fare rules of the original ticket will be charged; In this case, you can also apply for voluntary refund and purchase new tickets.

3. A change fee shall be charged for each change. If there are multiple changed segments and multiple change fees are applicable, only the highest one will be charged.

4. No change fee will be charged for infant tickets which do not occupy seats. For children's tickets applicable to children's fares, the change fee will have a discount consistent with children's fares.