

紧急出口座位对客须知

(一)为了广大旅客的飞行安全，如旅客希望就座于安全出口座位，请确认自身具备完成下列工作的能力：

- (1)确定应急出口的位置；
- (2)认出应急出口开启机构；
- (3)理解操作应急出口的指示；
- (4)操作应急出口；
- (5)评估打开应急出口是否会增加由于暴露旅客而带来的伤害；
- (6)遵循机组成员给予的口头指示或手势；
- (7)收藏或固定应急出口门，以便不妨碍使用该出口；
- (8)评估滑梯的状况，操作滑梯，并在其展开后稳定住滑梯，协助他人从滑梯离开；
- (9)迅速地经应急出口通过；
- (10)评估、选择和沿着安全路线从应急出口离开。

(二)如机组成员确认旅客可能因下述原因不具备以上所列的一项或者多项能力，则不宜在安全出口座位就座：

(1)旅客两臂、双手和两腿缺乏足够的运动功能、体力或灵活性导致下列能力缺陷：

- (I)向上，向旁边和向下达不到应急出口位置和应急滑梯操纵机构；
- (II)不能握住并推、拉、转动或不能操作应急出口操纵机构；
- (III)不能推、撞、拉应急出口舱门操纵机构或不能打开应急出口；
- (IV)不能把与机翼上方出口窗门的尺寸和重量相似的东西提起、握住、放在旁边的座椅上，或把它越过椅背搬到下一排去；
- (V)不能搬动在尺寸和重量上与机翼上方出口门相似的障碍物；
- (VI)不能迅速到达应急出口；
- (VII)当移动障碍物时不能保持平衡；
- (VIII)不能迅速走出出口；

(IX) 在滑梯展开后不能稳定该滑梯；

(X) 不能帮助其他旅客使用滑梯撤离。

(1) 旅客不到 15 岁，或者如没有陪伴的成年人、父母或其他亲属的协助，缺乏履行上述所列出的一个或多个能力；

(2) 旅客缺乏阅读和理解机上应急出口旅客须知卡片有关应急撤离指示的能力，或缺乏理解机组口头命令的能力；

(3) 旅客在没有隐形眼镜或者普通眼镜以外的视觉器材帮助时，缺乏足够的视觉能力导致缺乏上述所列出的一个或多个能力；

(4) 旅客在没有助听器以外的帮助时，缺乏足够的听觉能力听取和理解客舱乘务员的大声指示；

(5) 旅客缺乏足够的能力将信息口头传达给其他旅客；

(6) 旅客具有可能妨碍其履行上述所列的一项或多项适用功能的情况或职责，例如需照料小孩，或者履行前述功能可能会使其本人受到伤害。

(三) 当安全出口座位旅客按值机人员发放的“应急出口座位提示卡”及“出口座位旅客须知卡”或者机组成员向旅客进行的简介自我对照时，有下列情形之一时可以向机组成员要求调换座位；

(1) 属于不宜在出口座位就座的情况的；

(2) 不能确定自己是否具备上述能力的；

(3) 为了履行出口座位处的功能有可能伤害其身体的；

(4) 不能履行出口座位处可能要求其履行的职责的；

(5) 由于语言、理解等原因，不能理解出口座位旅客须知卡内容和机组成员讲解内容的。

(四) 如安全出口座位旅客出现下列情况，深航可以拒绝运送该旅客：

(1) 旅客拒绝遵守机组成员或者经授权的其他雇员发出的出口座位限制的指示；

(2) 由于身体残疾，适合于该旅客的唯一座位是出口座位。

Instructions for Passengers on Emergency Exit Seats

(I) For air safety of passengers, if the passenger wish to be seated on the exit seat, please confirm that he/she has the capability to complete the following tasks:

- (1) Locate the emergency exit;
- (2) Identify the opening mechanism of the emergency exit;
- (3) Understand the instructions for operating the emergency exit;
- (4) Operate the emergency exit;
- (5) Assess whether opening the emergency exit would increase the harm caused by exposing passengers;
- (6) Follow verbal instructions or gestures given by crew members;
- (7) Collect or fix the emergency exit door so as not to hinder the use of the exit;
- (8) Evaluate the condition of the slide, operate the slide, stabilize it after deployed, and assist others to leave from the slide;
- (9) Pass through the emergency exit quickly;
- (10) Assess, select and leave from the emergency exit along the safe route.

(II) If the crew members confirm that the passenger may not possess one or more of the above capabilities due to the following reasons, he/she shall not be seated on the exit seat:

- (1) Lack of sufficient motor function, physical strength or flexibility of the passenger's arms, hands and legs results in the following capability deficiency:
 - (I) Unable to reach the location of emergency exit and the control mechanism of emergency slide upward, sideward and downward;
 - (II) Unable to grasp and push, pull, turn or operate emergency exit control mechanisms;
 - (III) Unable to push, bump or pull emergency exit hatch control mechanism or open the emergency exit;

(IV) Unable to lift, hold, or place anything similar in size and weight to the exit window above the wing on the side seat, or move it over the seat back to the next row;

(V) Unable to move obstacles similar in size and weight to the exit door above the wing;

(VI) Unable to reach the emergency exit quickly;

(VII) Unable to maintain balance when moving an obstacle;

(VIII) Unable to exit quickly;

(IX) Unable to stabilize the slide after it is deployed;

(X) Unable to assist other passengers to evacuate using slides.

(1) The passenger is under 15 years of age or lacks one or more of the capabilities above without the assistance of accompanying adults, parents or other relatives;

(2) The passenger lacks the capability to read and understand the emergency evacuation instructions on the information card for emergency exit on board, or the capability to understand the verbal command of the crew;

(3) The passenger lacks sufficient visual ability to achieve one or more of the capabilities above without assistance of visual equipment other than contact lenses or ordinary glasses;

(4) The passenger lacks sufficient hearing ability to hear and understand the loud instructions of cabin attendants without assistance other than hearing aids;

(5) The passenger lacks sufficient ability to verbally convey information to other passengers;

(6) The passenger has a condition or duty which may prevent him/her from performing one or more of the applicable functions above, such as caring for a child, or the performance of such functions may result in personal injury.

(III) When passengers on exit seats refer to the “Emergency Exit Seat Prompt Card” and “Exit Seat Passenger Information Card” issued by the check-in staff or the brief introduction made by the crew members, they may request the crew members to change their seats under any of the following circumstances;

(1) Unsuitable to be seated on the exit seat;

- (2) Uncertain whether he/she has the above abilities;
- (3) Possible to harm his/her body in order to perform the functions of the exit seat;
- (4) Unable to perform the duties that may be required by the exit seat;
- (5) Unable to understand the contents of exit seat passenger information card and the explanation by the crew members due to language and understanding reasons.

(IV) Shenzhen Airlines may refuse to transport a passenger on an exit seat if:

- (1) The passenger refuses to comply with exit seat restrictions issued by crew members or other authorized employees;
- (2) Due to physical disability, the only seat suitable for the passenger is the exit seat.