

# Shenzhen Airlines Domestic Ticket Usage Conditions (Version 202309)

## I. General Provisions

(I) The sales unit must strictly adhere to the principle of matching prices with cabin classes and must not sell higher cabin classes at lower prices.

(II) Combined tickets for connecting flights, round trips, and open-jaw itineraries, which are formed by combining fare segments corresponding to each flight segment, shall follow the usage conditions of the corresponding booking class.

(III) Where the provisions of these conditions are met, priority shall be given to the implementation of these conditions. For matters not specified, the “General Conditions of Carriage for Passengers and Baggage of Shenzhen Airlines Co., Ltd.” shall apply.

(IV) When selling domestic tickets, the sales unit must inform passengers in advance of the relevant usage conditions to avoid complaints.

(V) Change and refund fees, as well as fare differences, shall be calculated based on the actual ticket fare paid. Change and refund fees are calculated in Chinese Yuan (CNY), rounded to the nearest whole unit.

(VI) In these conditions, “scheduled departure time” refers to the scheduled departure time indicated on the ticket. “7 days before the scheduled departure time” is equivalent to 7x24 hours, which is 168 hours. “48 hours before the scheduled departure time” and “4 hours before the scheduled departure time” are accurate to the minute. For example, for a flight scheduled to depart at 12:10 on November 8, 2023, the time point corresponding to “7 days before the scheduled departure time” is November 1, 2023, 12:10; the time point corresponding to “48 hours before the scheduled departure time” is November 6, 2023, 12:10; and the time point corresponding to “4 hours before the scheduled departure time” is November 8, 2023, 8:10.

(VII) The refund and change rules for special products shall be implemented in accordance with the specific product regulations.

## II. Applicability

(I) Applicable to domestic air transportation on Shenzhen Airlines’ actual flights or flights operated by other airlines under the Shenzhen Airlines code (i.e., Shenzhen Airlines code-share). It also applies to domestic air transportation on Shenzhen Airlines’ routes (including the use of “479” confirmed BSP ticket) when sold under mutual sales agreements with other airlines using their tickets.

(II) These conditions apply to domestic tickets sold on or after September 20, 2023, and for travel starting on or after October 29, 2023.

## III. Reservation and Ticketing

(I) Reservations must be made in the booking class specified by the fare.

(II) The ticketing deadline is subject to the ticketing time limit specified by the reservation system.

(III) Tickets must be issued in the corresponding booking class, and the fare level, fare, and endorsement columns on the ticket must be filled in correctly.

(IV) Domestic tickets are priced openly, and the actual paid fare should be filled in. The amount should be rounded, and the prices specified in the reservation system should prevail, with RMB 10 as the unit.

(V) Ticket coupons must be used in sequence and cannot be skipped.

(VI) The following rules apply to tickets for children, unaccompanied minors, infants, revolutionary disabled

soldiers, and disabled police officers:

1. Children (including unaccompanied minors) are charged 50% of the adult normal fare (J/G/Y class full fare), infants are charged 10% of the adult normal fare (J/G/Y class full fare), and revolutionary disabled soldiers and disabled police officers are charged 50% of the adult normal fare (J/G/Y class full fare) upon presenting the “People’s Republic of China Disabled Soldiers Certificate” and the “People’s Republic of China Disabled Police Certificate.” The usage conditions of the ticket shall be implemented in accordance with the usage conditions of the corresponding booking class (J/G/Y class).

2. Children (excluding unaccompanied minors), revolutionary disabled soldiers, and disabled police officers can choose to purchase other types of tickets besides those mentioned in clause 1. The fare will be charged based on the adult fare of the booked class, and the usage conditions of the ticket shall be implemented in accordance with the usage conditions of the corresponding class.

3. For child tickets, the word “CHD” should be added after the name, for unaccompanied child tickets, the word “(UMnn)” should be added after the name (“nn” represents the age). They should be issued using PAT:A\*CH and can enjoy the benefits of exempted Civil Aviation Development Fund and half-price fuel surcharges. For infant tickets, the word “INF” should be added after the name, and they should be issued using PAT:A\*IN and can enjoy the benefits of exempted Civil Aviation Development Fund and fuel surcharges. For revolutionary disabled soldiers and disabled police officers, the words “GM” and “JC” should be added after the name, respectively. When issuing the ticket using the PAT:A\*GM or PAT:A\*JC code, they can enjoy a 50% reduction in fuel surcharges.

#### IV . Voluntary Changes

Changes: Refers to changes in flights, dates, cabins, itineraries, and carriers.

Change fee: Refers to the fee charged by Shenzhen Airlines for voluntarily changing the originally booked flight plan, including changes in flights, dates, cabins, and so on. The change fee is calculated based on the corresponding rate standard according to the seat cancellation time.

Fare difference: Refers to the price difference incurred when passengers voluntarily upgrade from a lower cabin to a higher cabin or from a lower fare to a higher fare.

Infant tickets calculated at 10% of the normal J/G/Y cabin fare, and tickets for revolutionary disabled soldiers and disabled police officers due to work-related disabilities calculated at 50% of the normal J/G/Y cabin fare are exempt from change fees. Children (including unaccompanied children) ticket changes are subject to the specified change fee in accordance with the reserved cabin.

##### (I) Change of carrier (reissue)

1. Infant tickets priced at 10% of the adult normal fare, and tickets for revolutionary disabled soldiers and disabled police officers priced at 50% of the adult normal fare are allowed to be voluntarily reissued. If the carrier after reissuance applies a higher fare than Shenzhen Airlines, the fare difference must be paid. If the carrier after reissuance applies a lower fare than Shenzhen Airlines, the difference will not be refunded or processed as a voluntary refund.

2. Tickets using adult normal fares in J/G/Y cabins and children's tickets priced at 50% of the adult normal fare are allowed to be voluntarily reissued. If the carrier after reissuance applies a higher fare than Shenzhen Airlines, the fare difference must be paid, and the corresponding cabin change fee specified in the “Shenzhen Airlines Domestic Transportation Ticket Usage Conditions” will be charged. If the carrier after reissuance applies a lower fare than Shenzhen Airlines, the fare difference will not be refunded, and the corresponding cabin change fee specified in the “Shenzhen Airlines Domestic Transportation Ticket Usage Conditions” will be charged, or it will be processed as a voluntary refund. Unaccompanied child tickets are not allowed to be voluntarily reissued. If

a passenger applies for voluntary reissuance, it will be processed as a voluntary refund.

3. Other types of tickets are not allowed to be voluntarily reissued and can be processed as a voluntary refund.

## (II) Change of flight/date

The fare needs to be recalculated, and if there is a fare difference, it must be paid, and a change fee will also be charged. The specific change fee rates for each cabin class are as follows:

1. Cancellation the reservation before 7 days (168 hours) before the scheduled departure time of the flight (based on the flight departure time on the ticket):

(1) J/C/G/Y cabin tickets: No change fee within the validity period of the ticket.

(2) D/Z/R/E/B/M/M1/U/U1/H/H1/Q/Q1/V/V1 cabin tickets: Within the validity period of the ticket, a 5% change fee will be charged for each change.

(3) W/S/S1 cabin tickets: Within the validity period of the ticket, a 10% change fee will be charged for each change.

(4) T/L/P/A/N/K cabin tickets: Within the validity period of the ticket, a 20% change fee will be charged for each change.

2. Cancellation the reservation from 7 days (168 hours) to 48 hours (inclusive) before the scheduled departure time of the flight (based on the flight departure time on the ticket):

(1) J/C cabin tickets: No change fee within the validity period of the ticket.

(2) D/Z/R/G/Y cabin tickets: Within the validity period of the ticket, a 5% change fee will be charged for each change.

(3) E/B/M/M1/U/U1 cabin tickets: Within the validity period of the ticket, a 10% change fee will be charged for each change.

(4) H/H1/Q/Q1/V/V1 cabin tickets: Within the validity period of the ticket, a 15% change fee will be charged for each change.

(5) W/S/S1 cabin tickets: Within the validity period of the ticket, a 25% change fee will be charged for each change.

(6) T/L/P/A/N/K cabin tickets: Within the validity period of the ticket, a 30% change fee will be charged for each change.

3. Cancellation of Reservation 48 to 4 hours prior to scheduled departure (based on the flight departure time stated on the ticket):

(1) For J/C/G/Y class tickets within the validity period, a change fee of 5% of the ticket price will be charged for each change.

(2) For D/Z/R class tickets within the validity period, a change fee of 10% of the ticket price will be charged for each change.

(3) For E class tickets within the validity period, a change fee of 20% of the ticket price will be charged for each change.

(4) For B/M/M1/U/U1 class tickets within the validity period, a change fee of 15% of the ticket price will be charged for each change.

(5) For H/H1/Q/Q1/V/V1 class tickets within the validity period, a change fee of 30% of the ticket price will be charged for each change.

(6) For W/S/S1 class tickets within the validity period, a change fee of 45% of the ticket price will be

charged for each change.

(7) For T/L/P/A/N/K class tickets within the validity period, a change fee of 50% of the ticket price will be charged for each change.

4. Cancellation of Reservation after 4 hours prior to scheduled departure (based on the flight departure time stated on the ticket):

(1) For J/C/G/Y class tickets within the validity period, a change fee of 10% of the ticket price will be charged for each change.

(2) For D/Z/R class tickets within the validity period, a change fee of 15% of the ticket price will be charged for each change.

(3) For E class tickets within the validity period, a change fee of 30% of the ticket price will be charged for each change.

(4) For B/M/M1/U/U1 class tickets within the validity period, a change fee of 20% of the ticket price will be charged for each change.

(5) For H/H1/Q/Q1/V/V1 class tickets within the validity period, a change fee of 40% of the ticket price will be charged for each change.

(6) For W/S/S1 class tickets within the validity period, a change fee of 60% of the ticket price will be charged for each change.

(7) For T/L/P/A/N/K class tickets within the validity period, a change fee of 70% of the ticket price will be charged for each change.

(III) Change of Cabin Class:

1. For changes to different cabin classes, if the new fare is higher than the original fare, the fare difference and change fee will be charged. If the new fare is lower than the original fare, it will be treated as a voluntary ticket refund. For the same fare, only the change fee will be charged.

2. For changes to the same cabin class (e.g., Y to Y, M to M, M1 to M1, E to E), if the new fare is higher than the original fare, the fare difference and change fee will be charged. If the new fare is lower than the original fare, only the change fee will be charged, and the difference will not be refunded or treated as a voluntary ticket refund. For the same fare, only the change fee will be charged.

3. If there are no changes to the flight and date of the ticket and only the cabin class is changed, only the fare difference will be charged.

4. The fare needs to be recalculated for each change. If the desired cabin class does not have an applicable fare, the change will not be accepted or will be treated as a voluntary ticket refund.

5. After changing the reserved cabin class, if further changes are required, the conditions of the changed reserved cabin class will apply.

(IV) Change of Itinerary

It will be treated as a voluntary ticket refund.

(V) Combined Fare Tickets (Round Trip/Open Jaw)

Round Trip Combined Fare Ticket: Refers to a ticket with the same ticket number, the same PNR, and the same cabin class for the round trip, with a single total fare and no segment fares.

Open Jaw Combined Fare Ticket: Refers to a ticket with the same PNR and the same cabin class for the open jaw segment, with a single total fare and no segment fares. The open jaw segment itinerary applies only to sister city pairs set in the system.

1. If the ticket has not been used at all, the change fee will be calculated based on half of the combined fare and

the corresponding cabin class change regulations for each segment. If multiple segments are changed simultaneously, the change fee will be calculated for the entire journey. The new ticket fare will be recalculated at the time of the change, and the fare difference will be the difference between the total face value of the ticket before and after the change.

2. If some segments of the ticket have been used, the change fee will be calculated based on half of the combined fare and the corresponding cabin class change regulations. If the new cabin class has a combined fare, the fare difference will be the difference between the corresponding half of the combined fare. If the new cabin class doesn't have a combined fare, the fare difference will be the difference between the one-way fare of the new cabin class and the corresponding half of the combined fare.

#### (VI) Change of Connecting Journey Combined Fare Tickets

Connecting Journey Combined Fare Ticket: Refers to a ticket with the same ticket number and the same PNR for the connecting journey, with a single total fare and no segment fares.

1. If the ticket has not been used at all, all segments must be changed simultaneously, and partial segment changes are not allowed. However, it is allowed to change some segments to other flights on the same day. If the applicable cabin class is available and there is a combined fare for the connecting journey, the change fee will be calculated based on the applicable fare rate for the corresponding cabin class and the total face value of the ticket before and after the change. The fare difference will be the difference between the total face value of the ticket before and after the change. If there is no applicable cabin class available or no combined fare for the connecting journey, it will be treated as a voluntary ticket refund.

2. If some segments of the ticket have been used and the remaining unused segments need to be changed, it will be treated as a voluntary ticket refund.

3. When all segments of the connecting journey combined fare ticket are changed simultaneously, if the cancellation of seats for each segment occurs at the same time, the change fee will be calculated based on the fee rate corresponding to the cancellation time of the first segment. If the cancellation time for each segment is different, the change fee will be calculated based on the fee rate corresponding to the cancellation time of the segment with the latest cancellation time.

#### (VII) Group Changes

Voluntary changes for group bookings will be treated as a voluntary ticket refund.

#### (VIII) Handling of Taxes and Fees during Ticket Changes

When a ticket is voluntarily changed, the civil aviation development fund and fuel surcharges are not included in the change fee calculation. If there are adjustments to the civil aviation development fund or fuel surcharges, they will be implemented in accordance with the specific adjustment regulations.

### V. Voluntary Ticket Refund

Ticket refund service fee: Refers to the service fee collected by Shenzhen Airlines for voluntary ticket refunds based on the applicable fare conditions. The refund service fee is calculated according to the rate corresponding to the cancellation time.

Infant tickets calculated at 10% of the normal fares in J/G/Y classes, revolutionary disabled military personnel and disabled police officers on official duty tickets calculated at 50% of the normal fares in J/G/Y classes are exempt from the refund service fee. Child (including unaccompanied child) tickets are subject to the refund service fee according to the regulations of the booked class.

#### (I). Time Limit for Refund

Passengers requesting a refund should submit their request within 13 months from the start date of the ticket's validity. Requests submitted after the deadline will not be processed. If the ticket has expired, the ticket fare, civil aviation development fund, and fuel surcharge will not be refunded.

#### (II). Handling of Taxes and Fees during Ticket Refunds

When passengers apply for a refund within the refund time limit, the civil aviation development fund and fuel surcharge are not included in the calculation of the refund service fee. The civil aviation development fund and fuel surcharge for unused segments will be refunded together.

#### (III). Individual Ticket Refund Regulations

1. Cancellation of seats before 7 days (168 hours) before the scheduled departure time of the flight (based on the flight departure time on the ticket):

- (1) J/C/D/Z/R/G/Y class tickets: 5% refund service fee.
- (2) E/B/M/M1/U/U1/H/H1/Q/Q1/V/V1 class tickets: 10% refund service fee.
- (3) W/S/S1 class tickets: 20% refund service fee.
- (4) T/L/P/A/N/K class tickets: 30% refund service fee.

2. Cancellation of seats from 7 days (168 hours) to 48 hours (inclusive) before the scheduled departure time of the flight (based on the flight departure time on the ticket):

- (1) J/C/G/Y class tickets: 5% refund service fee.
- (2) D/Z/R class tickets: 10% refund service fee.
- (3) E/B/M/M1/U/U1 class tickets: 15% refund service fee.
- (4) H/H1/Q/Q1/V/V1 class tickets: 25% refund service fee.
- (5) W/S/S1 class tickets: 40% refund service fee.
- (6) T/L/P/A/N/K class tickets: 50% refund service fee.

3. Cancellation of seats from 48 hours to 4 hours (inclusive) before the scheduled departure time of the flight (based on the flight departure time on the ticket):

- (1) J/C class tickets: 5% refund service fee.
- (2) D/Z/R class tickets: 15% refund service fee.
- (3) G/Y class tickets: 10% refund service fee.
- (4) E class tickets: 25% refund service fee.
- (5) B/M/M1/U/U1 class tickets: 30% refund service fee.
- (6) H/H1/Q/Q1/V/V1 class tickets: 40% refund service fee.
- (7) W/S/S1 class tickets: 70% refund service fee.
- (8) T/L/P/A/N/K class tickets: 80% refund service fee.

4. Cancellation of seats after 4 hours before the scheduled departure time of the flight (based on the flight departure time on the ticket):

- (1) J/C class tickets: 10% refund service fee.
- (2) D/Z/R/G/Y class tickets: 20% refund service fee.
- (3) E/B/M/M1/U/U1 class tickets: 40% refund service fee.
- (4) H/H1/Q/Q1/V/V1 class tickets: 50% refund service fee.
- (5) W/S/S1/T/L/P/A/N/K class tickets: 90% refund service fee.

#### (IV) Round Trip/Open-jaw Ticket Refund

For unused round trip/open-jaw tickets, the refund will be calculated based on the ticket's face value and the applicable fare of the corresponding cabin class. If the cancellation times for each flight segment are different, the refund fee will be calculated based on the cancellation time of the latest canceled segment. If a portion of the

ticket has been used, the refund will deduct the lowest one-way fare of the originally booked cabin class that matches the ticket's issuance date and travel date (checked using the FD or NFD command). If there is no one-way fare available for the originally booked cabin class, the deduction will be based on the next available cabin class with a one-way fare. The remaining ticket amount will be deducted based on the applicable fare of the unused segment, and the balance will be refunded to the passenger.

#### (V) Transfer/Connecting Ticket Refund

1. Voluntary ticket refunds must be processed for the entire journey and cannot be done for individual segments. If a portion of the ticket has been used before a voluntary refund is requested, only the unused flight segments' civil aviation development fund and fuel surcharge will be refunded.
2. The refund fee for voluntary ticket refunds will be calculated based on the applicable fare of the corresponding cabin class and the total ticket price. If the cancellation times for each flight segment are the same, the refund fee will be calculated based on the cancellation time of the first segment. If the cancellation times for each segment are different, the refund fee will be calculated based on the cancellation time of the latest canceled segment.

#### (VI) Refund of Changed Tickets (excluding endorsements)

If a changed ticket needs to be refunded, the change fee already collected will not be refunded. The refund fee will be calculated based on the fare difference and the original ticket's face value. The refund fee will be based on the cancellation time of the new ticket after the change. The fare difference portion will be selected based on the applicable fee of the new ticket's booked cabin class, and the original ticket portion will be selected based on the applicable fee of the originally booked cabin class.

#### (VII) Refund of Tickets Transferred to Foreign Airlines

If a ticket transferred to a foreign airline needs to be refunded, the change fee already collected will not be refunded. The refund fee will be calculated based on the fare difference and the original ticket's face value. The refund fee will be based on the cancellation time of the new ticket after the transfer. The fare difference portion will be selected based on the fee of the Shenzhen Airlines regular fare class (J/G/Y class) corresponding to the transferred service level. The original ticket portion will be selected based on the applicable fee of the originally booked cabin class.

#### (VIII) Refund of Unused Segments in Non-sequential Tickets

Unused segments within the same transportation contract are not eligible for a refund. Only the civil aviation development fund and fuel surcharge for the unused segments will be refunded.

#### (IX) Refund Policy for Group Passengers

##### 1. Voluntary refund for group passengers:

(1) If a group passenger requests a voluntary refund more than 72 hours before the scheduled departure time of the first segment of the entire journey, a refund fee of 30% of the ticket price will be charged.

(2) If a group passenger requests a voluntary refund within 72 hours (excluding) before the scheduled departure time of the first segment until 12:00 noon on the day before the scheduled departure time, a refund fee of 50% of the ticket price will be charged.

(3) If a group passenger requests a voluntary refund after 12:00 noon on the day before the scheduled departure time of the first segment until the check-in deadline at the departure airport (including), a refund fee of 80% of the ticket price will be charged.

(4) If a group passenger requests a refund after the check-in deadline of the first segment, the ticket will be voided, and no refund will be provided.

(5) Partial refunds are not allowed for group products. If a portion of the ticket has been used, only the civil aviation development fund and fuel surcharge for the unused segments will be refunded.

## 2. Partial voluntary refund for group passengers:

For group passengers requesting a partial voluntary refund, unless the ticket is subject to specific restrictions, the following rules apply:

(1) If the number of passengers traveling is not less than the minimum group size specified for the fare, the rules for “Voluntary Refund for Group Passengers” will apply.

(2) If the number of passengers traveling is less than the minimum group size specified for the fare, the following rules will apply:

A. For completely unused tickets, the total amount of the ticket fare should be deducted from the discounted fare based on the group passenger’s original discount rate, calculated in accordance with the regular fare (Y class published fare) for individual passengers. Then, the refund fee specified for “voluntary refund by group passengers” should be deducted. The difference will be refunded if it is an excess amount, and no additional payment will be required if it is a shortfall. Example: The minimum number of group members registered is 10, the group ticket price is 200 yuan, and the full fare for the Y class on the flight is 1000 yuan. If 10 tickets are issued and the actual group is formed, the total ticket amount is calculated as  $200 * 10$ . If 2 passengers apply for a refund 72 hours before the flight departure and there are 8 remaining passengers, the refund amount will be calculated as  $200 * 10 - 8 * 1000 - 2 * 200 * 30\% = -6120$  yuan. In this case, the excess amount will not be reimbursed, and only the Civil Aviation Development Fund (50 yuan for each of the 2 passengers) and fuel surcharges (0 yuan for each of the 2 passengers) will be refunded.

B. For partially used tickets, voluntary refunds are not allowed. Only the Civil Aviation Development Fund and fuel surcharges for the unused segments will be refunded.

## VI. Involuntary Changes/Refunds/Endorsements

No change fee, refund fee, or endorsement fee will be charged. The specific regulations will be implemented in accordance with the “General Conditions of Carriage for Passengers and Baggage of Shenzhen Airlines Co., Ltd” and relevant business notices.

Shenzhen Airlines reserves the final right of interpretation for these conditions.



Attachment:

Shenzhen Airlines Domestic Ticket Usage Conditions Table (202309 Edition)

(Applicable to domestic tickets first issued and sold after September 20, 2023 [inclusive], and with travel starting from October 29, 2023 [inclusive].)

Cabin Class	Voluntary Endorsement	Voluntary Change				Voluntary Refund			
		Up to 7 days (168 hours)(inclusive) before the scheduled departure time	From 7 days to 48 hours(inclusive) before the scheduled departure time	From 48 hours to 4 hours(inclusive) before the scheduled departure time	Within 4 hours before the scheduled departure time	Up to 7 days (168 hours)(inclusive) before the scheduled departure time	From 7 days to 48 hours(inclusive) before the scheduled departure time	From 48 hours to 4 hours(inclusive) before the scheduled departure time	Within 4 hours before the scheduled departure time
J	Allowed	Free	Free	5%	10%	5%	5%	5%	10%
C	Not allowed	Free	Free	5%	10%	5%	5%	5%	10%
D/Z/R	Not allowed	5%	5%	10%	15%	5%	10%	15%	20%
G	Allowed at full fare	Free	5%	5%	10%	5%	5%	10%	20%
E	Not allowed	5%	10%	20%	30%	10%	15%	25%	40%
Y	Allowed	Free	5%	5%	10%	5%	5%	10%	20%
B/M/M1/U/U1	Not allowed	5%	10%	15%	20%	10%	15%	30%	40%
H/H1/Q/Q1/V/V1	Not allowed	5%	15%	30%	40%	10%	25%	40%	50%
W/S/S1	Not allowed	10%	25%	45%	60%	20%	40%	70%	90%
T/L/P/A/N/K	Not allowed	20%	30%	50%	70%	30%	50%	80%	90%

Note:

1. Infants' tickets calculated at 10% of the regular fare in J/G/Y class and war-disabled revolutionary soldiers and disabled police officers' tickets calculated at 50% of the regular fare in J/G/Y class are exempt from change and refund fees.
2. Children's (including unaccompanied children) ticket changes and refunds are subject to the change and refund fees specified for the booked cabin class.
3. The standard for calculating 7 days is 168 hours, and the fee collection time point is determined based on the seat cancellation time.