

# The Service Conditions of Shenzhen Domestic Transportation Passenger Ticket (Revision 202402)

## I. General Provisions

(1) The sales entity should strictly follow the principle corresponding to the price and the cabin class, but must not sell the high cabin class at the low price.

(2) For the connection flight, round-trip and open jaw passenger ticket issued at the fare combination of reserved cabin class corresponding to each flight leg, the service conditions of each flight leg are subject to corresponding provision to corresponding reserved cabin class.

(3) For any condition that meets the provision of this condition, the priority is given to take the implementation actions according to this condition. For any condition that has not been prescribed, follow "General Condition of Passenger & Baggage Transportation of Shenzhen Airlines Co., Ltd".

(4) When domestic flight ticket is sold by the sales entity, they must state relevant service conditions to the passenger in advance to avoid any occurrence of complaint.

(5) The commission fee of ticket change and ticket

refunding and the fare difference are all calculated as per the ticket face value actually paid for the flight ticket. The commission fee of ticket change and ticket refunding are denominated in Chinese Yuan (RMB) and rounded up to the ones place.

(6) The "scheduled flight departure time" mentioned in this condition refers to the scheduled flight departure time specified on the flight ticket. "7 days before the scheduled flight departure time" refers to  $7 \times 24$  hours, i.e. 168 hours. "7 days before the scheduled flight departure time", "48 hours before the scheduled flight departure time", and "4 hours before the scheduled flight departure time" are all accurate to the minute. For example, for a flight scheduled to depart from 12:10 on April 8, 2024, the time node corresponding to "7 days before the scheduled flight departure time" is 12:10 on April 1, 2024, and the time node corresponding to "48 hours before the scheduled flight departure time" is 12:10 on April 6, 2024, and the time point corresponding to "4 hours before the scheduled flight departure time" is 08:10 on April 8, 2024.

(7) The ticket endorsement and refunding rules of special product are implemented in accordance with actual product provisions.

## II. Applicability

(1) It is applicable for China domestic air transportation actually operated by Shenzhen Airlines and operated by other airlines under Shenzhen Airlines code share, with the issued flight ticket by Shenzhen Airlines for China domestic transportation (including the BSP tickets confirmed with "479"), and applicable for China domestic air transportation subject to the mutual sales agreements with Shenzhen Airlines, with the issued flight ticket by other airlines.

(2) This condition is applicable for those China domestic flight tickets that are sold after February 28, 2024 (included) and the passenger will start the travel after February 28, 2024 (included). The flight ticket sold before this date is still implemented in accordance with original flight ticket service conditions.

(3) For China domestic flight ticket that is sold before February 28, 2024 (excluded), if this ticket is changed after February 28, 2024 (included) and new ticket number is re-issued, the ticket renewal is made to become applicable for this condition.

(4) For China domestic flight ticket that is sold before February 28, 2024 (excluded), if this ticket is changed after February 28, 2024 (included) and new ticket number is re-issued, during the ticket refunding, original flight ticket is applicable for

the ticket refunding the commission fee charge standard involved with corresponding rules to original flight ticket. During the change and renewal issuance of flight ticket, the charged fare difference is applicable for the ticket refunding the commission fee charge standard involved with corresponding rule to the sales date that the new flight ticket is changed and issued at this time and to the travel date.

### III. The Ticket Booking and Ticket Issuance

(1) The seat reservation must be made as per the cabin class defined as per the ticket fare.

(2) The time limit of ticket issuance is subject to the time limit provision on automatic ticket issuance by the booking system.

(3) The flight ticket must be issued as per corresponding cabin class, and the required information in the columns of fare level, ticket fare, and endorsement in the flight ticket must be correctly filled.

(4) China domestic flight tickets are priced transparently, and actual paid fare is stated on the ticket. The final amount is rounded up to the nearest whole number, and the currency is Chinese Yuan in an increment of 10 Yun. The specific prices are based on the fares published in the seat reservation system.

**(5) The booking coupon of flight ticket must be used in**

**sequence and must not be used in the discontinuous segments.**

(6) The ticket regulation for the child, unaccompanied minor, infant, revolutionary disabled veterans, and disabled police officer on the official duty are shown as follows:

1. Children (including the unaccompanied minor) are charged at 50% of regular adult ticket fare (full fare for J/G/Y class); infants are charged at 10% of regular adult ticket fare (full fare for J/G/Y class). Revolutionary disabled soldiers and disabled people's police officers should present their "People's Republic of China Disabled Soldier Certificate" and "People's Republic of China Disabled People's Police Certificate" respectively, and they will be charged at 50% of regular adult ticket fare (full fare for J/G/Y class). The ticket service conditions shall be implemented according to those service conditions of corresponding reserved cabin class (J/G/Y class) of the ticket fare.

2. Children (excluding Unaccompanied Minor), revolutionary disabled soldiers, and disabled people's police passengers can choose to the purchase types of tickets other than those specified in Clause 1. The ticket fare is charged based on the adult ticket fare for the reserved cabin class, and the conditions of ticket services are subject to corresponding cabin

class service conditions.

3. Child tickets should be marked with the abbreviation "CHD" after the passenger's name. Unaccompanied Minor/Child tickets should be marked with the abbreviation "(UMnn)" after the passenger's name ("nn" represents the age). These tickets can be issued with PAT:A\*CH code and are also eligible for the exemptions on Civil Aviation Development Fund and a 50% reduction in the fuel surcharges. Infant tickets should be marked with the abbreviation "INF" after the passenger's name and can be issued with the PAT:A\*IN code. These tickets are eligible for the exemptions on the China Civil Aviation Development Fund and fuel surcharges at the same time. Revolutionary disabled soldiers and disabled police officers should have "GM" and "JC" respectively marked after their names, and these tickets are respectively issued with the codes PAT:A\*GM and PAT:A\*JC, and are eligible for a 50% reduction in the fuel surcharges.

#### IV. Involuntary Ticket Change

Ticket change: Refer to the change of flight, date, cabin class, trip, and air carrier.

the commission fee of ticket change: It means that, according to the applicable rate condition, Shenzhen Airlines charges from the passenger who voluntarily proposes the request to change the original flight schedule, including the change of

flight, date, cabin class, etc. the commission fee of ticket change is calculated as per corresponding percentage of ticket fare to the time of seat cancellation.

**Ticket fare difference:** It refers to the fare difference resulted from those flight ticket fares that the passenger voluntarily changes from the low-price cabin section to the high-price cabin section or from the low fare to the high fare.

Infant tickets calculated at 10% of regular ticket fare in J/G/Y class and the ticket of revolutionary disabled soldiers and the disabled public security police officers calculated at 50% of regular ticket fare in J/G/Y class are exempted from the commission fee for ticket change. For the change of child ticket (including the UM), the commission fee of ticket change is charged as per the provision of reserved cabin class.

(1) The change of air carrier (endorsement)

1. For the infant ticket priced at 10% of regular adult ticket fare and the ticket of revolutionary disabled soldier and the disabled public security police officer priced at 50% of regular adult ticket fare, it is allowed for voluntary endorsement. If the applicable ticket fare of air carrier after the endorsement is higher than the ticket fare of Shenzhen Airlines, it is required to supplement the whole fare difference before the endorsement can be made. If applicable ticket fare of endorsed air carrier is

lower than the ticket fare of Shenzhen Airlines, the fare difference would not be refunded, or the passenger is subject to the voluntary ticket refunding.

2. For the adult ticket priced at regular adult fare of J/G/Y cabin class and for the child ticket priced at 50% of regular adult flight fare, it is allowed to conduct the voluntary endorsement. If applicable fare of air carrier after corresponding endorsement is higher than the ticket fare of Shenzhen Airlines, it is required to supplement the whole fare difference before the endorsement can be made, and the commission fee for the ticket change is charged according to corresponding cabin regulation in "Shenzhen Airlines Domestic Ticket Service Condition Table". If applicable fare of air carrier after the endorsement is lower than the ticket fare of Shenzhen Airlines, such endorsement is allowed but the fare difference will not be refunded. Also, the commission fee for ticket change is charged according to corresponding cabin class provision in "Shenzhen Airlines Domestic Ticket Service Condition Table", or is subject to the voluntary refund procedure. For the ticket of unaccompanied child, it is not allowed to conduct the voluntary endorsement. If a passenger requests the voluntary endorsement, he/she is subject to the voluntary refund procedure.

3. For other type of flight ticket, it is not allowed to



conduct the voluntary endorsement for other types of flight tickets, and these tickets can be subject to the voluntary ticket refunding.

## (2) The Change of Flight/Date

It is required to re-calculate the ticket fare. If certain fare difference exists, it is required to supplement such fare difference, and also charge the commission fee of ticket change. As for the charge standard for the commission fee for the change of each cabin class, specific information is shown as following:

1. The seat reservation is cancelled at 7 days (168 hours) (included) before the departure time defined for the flight (Follow the flight takeoff time present on the ticket):

(1) For the ticket of cabin J/G/Y, the commission fee is exempted within the validity period of flight ticket.

(2) For the flight ticket of cabin C/D/Z/R/E/B/M/M1/U/U1/H/H1/Q/Q1/V/V1, within the validity period of flight ticket, the commission fee is charged by 5% for each ticket change.

(3) For the ticket of cabin W/S/S1/T/L/P/A/N/K, the commission fee is charged by 10% for each ticket change.

2. The seat reservation is cancelled from 7 days (168 hours) to 48 hours (included) before the departure time defined for the flight (Follow the flight takeoff time present on the ticket):

(1) For the ticket of cabin J, the commission fee is exempted within the validity period of flight ticket.

(2) For the ticket of G/Y cabin, within the validity period of flight ticket, the commission fee is charged by 5% for each ticket change.

(3) For the flight ticket of cabin C/D/Z/R/E/B/M/M1/U/U1, within the validity period of flight ticket, the commission fee is charged by 10% for each ticket change.

(4) For the flight ticket of cabin H/H1/Q/Q1/V/V1, within the validity period of flight ticket, the commission fee is charged by 15% for each ticket change.

(5) For the ticket of cabin W/S/S1, the commission fee is charged by 20% for each ticket change.

(6) For the ticket of cabin T/L/P/A/N/K, within the validity period of flight ticket, the commission fee is charged by 30% for each ticket change.

3. The seat reservation is cancelled from 48 hours to 4 hours (included) before the departure time defined for the flight (Follow the flight takeoff time present on the ticket):

(1) For the ticket of cabin J/G/Y, the commission fee is charged by 5% for each ticket change.

(2) For the ticket of cabin C/D/Z/R, the commission fee is charged by 10% for each ticket change.

(3) For the flight ticket of cabin E/B/M/M1/U/U1, within the validity period of flight ticket, the commission fee is charged by 15% for each ticket change.

(4) For the flight ticket of cabin H/H1/Q/Q1/V/V1, within the validity period of flight ticket, the commission fee is charged by 25% for each ticket change.

(5) For the ticket of cabin W/S/S1, the commission fee is charged by 45% for each ticket change.

(6) For the ticket of cabin T/L/P/A/N/K, within the validity period of flight ticket, the commission fee is charged by 50% for each ticket change.

4. The seat reservation is cancelled at less than 4 hours before the departure time defined for the flight (Follow the flight takeoff time present on the ticket):

(1) For the ticket of cabin J, the commission fee is charged by 5% for each ticket change.

(2) For the ticket of cabin G/Y, the commission fee is charged by 10% for each ticket change.

(3) For the ticket of cabin C/D/Z/R, within the validity period of flight ticket, the commission fee is charged by 15% for each ticket change.

(4) For the flight ticket of cabin E/B/M/M1/U/U1, within the validity period of flight ticket, the commission fee is charged

by 20% for each ticket change.

(5) For the flight ticket of cabin H/H1/Q/Q1/V/V1, within the validity period of flight ticket, the commission fee is charged by 35% for each ticket change.

(6) For the ticket of cabin W/S/S1, the commission fee is charged by 55% for each ticket change.

(7) For the ticket of cabin T/L/P/A/N/K, within the validity period of flight ticket, the commission fee is charged by 60% for each ticket change.

### (III) The Change of Cabin Class

1. For the code change to different cabin class, if new ticket fare is higher than original fare, the fare difference and the commission of ticket change shall be charged. If new ticket fare is lower than original fare, the ticket is subject to the voluntary ticket refunding. For the same ticket fare, only commission fee for the ticket change is charged.

2. For the change of same cabin class code (for example, Y is changed to Y, M is changed to M, M1 is changed to M, and E is changed to E), if new ticket fare is higher than original fare, the commission fare for fare difference and the ticket change is charged. If new ticket fare is lower than original ticket fare, only commission fee for ticket change is charged, and the fare difference is not refunded or such ticket is not subject to

voluntary ticket refunding. For the same ticket fare, only commission fee for the ticket change is charged.

3. If the flight and the date of flight ticket are not changed, and only cabin class is changed, only fare difference is charged.

4. For each change, it is required to re-calculate the ticket fare. If no applicable ticket fare is available for the required cabin class, the ticket change would not be accepted, or such ticket is subject to voluntary ticket refunding.

5. If it is required to change the ticket again after the cabin change of seat reservation, proceed with the service conditions of changed seat reservation cabin class.

#### **(4) The Change of Trip**

**The ticket is subject to the voluntary ticket refunding.**

(5) The change of integrated round-trip/open-jaw trip ticket

Integrated round-trip ticket: Refer to the flight ticket that the round trip is reserved at the same serial number of flight ticket, the same PNR, and the same cabin class, and the entire flight ticket has only one total package fare, without any segmented fare.

Integrated open jaw ticket: Refer to the flight ticket that the open-jaw trip is reserved at the same PNR and the same cabin class, and the entire flight ticket has only one total package fare,

without any segmented fare. The travel of open-jaw trip is only applicable for the twin-city pair already set in the system.

1. The ticket is not totally used, and the commission fee of ticket change is calculated as per 1/2 integration rate and applicable ticket change provision to corresponding cabin class. Meanwhile, for the change of each flight leg, it is required to integrate and collect the commission fee of ticket change. For applicable fare of new flight ticket, it is required to make the re-calculation during the ticket change. The fare difference refers to the fare difference between total ticket fare before ticket change and that after ticket change.

2. Part of flight ticket has been used. The commission fee is changed in accordance with 1/2 integration rate and applicable provision for corresponding cabin class change. If certain integration rate of cabin class is available after ticket change, the fare difference is the difference of corresponding 1/2 integration rate. If certain integration rate of cabin class is not available after ticket change, the fare difference is the difference between one-way rate of cabin class after ticket change and the 1/2 integration rate before ticket change.

#### (6) The Change of Connection-Trip Integration-Rate Ticket

Connection-trip integration-rate ticket: Refer to the connection ticket that the round trip is reserved at the same

serial number of flight ticket and the same PNR, and the entire flight ticket has only one total package fare, without any segmented fare.

1. The ticket has not been totally used, and all the flight legs must be totally changed at the same time. No part of flight legs can be changed, but it is allowed that part of flight legs can be changed to other flight(s) in current day. Provided that the applicable cabin class is open and the integration fare of connection flight is available, for each ticket change, the commission fee of ticket change is calculated as per applicable corresponding rate of cabin class and total face value of the ticket. The fare difference is the difference between the total face value before ticket change and that after ticket change. Any overcharge cannot be refunded or any shortage payment shall be supplemented. If applicable cabin class is not open or the integration fare of connection flight is not available, this ticket is subject to the voluntary ticket refunding.

2. A part of flight ticket has been used. If it is required to change the remaining unused flight legs, this is subject to the voluntary ticket refunding.

3. When all the flight legs of connection flight ticket under the integration fare are changed at the same time, if the time of seat cancellation of each flight leg is same, the rate of ticket

change is calculated as per the rate corresponding to the seat cancellation time of the first flight leg. When all the flight legs of connection flight ticket under the integration fare are not changed at the same time, the rate of ticket change is calculated as per the rate corresponding to the seat cancellation time of the latest flight leg that the seat is cancelled.

### **(7) The Change of Team**

**The voluntary ticket changes of group passengers are subject to the voluntary ticket refunding.**

(8) The provision on the handling of the tax when the ticket is changed

In case of certain voluntary change of flight ticket, China civil aviation development fund and fuel surcharge are not included into the calculation of the charge of ticket change. In case of certain adjustment of China civil aviation development fund and fuel surcharge, follow the provision on specific adjustment.

### **V. Involuntary Ticket Refunding**

The commission fee of ticket refunding: It means that, according to the applicable rate condition, Shenzhen Airlines charges such commission fee from the passenger who voluntarily proposes the ticket refunding. The commission fee of ticket refunding is calculated as per corresponding percentage



of ticket fare to the time of seat cancellation.

Infant tickets calculated at 10% of regular ticket fare in J/G/Y class and the ticket of revolutionary disabled soldiers and the disabled public security police officers calculated at 50% of regular ticket fare in J/G/Y class are exempted from commission fee for ticket refunding. For the ticket refunding of child ticket (including the UM), the commission fee of ticket refunding is charged as per the provision of reserved cabin class.

### **(1) Time Limit of Ticket Refunding**

**If the passenger requests to refund the ticket, he should propose the ticket refunding within 180 days after the expiration date of validity period of flight ticket, and such request shall not be handled after the expiration date. In excess of expiration date of the ticket, the ticket fare and China civil aviation development fund as well as the fuel surcharge would not be refunded.**

(2) The provision on the handling of the tax when the ticket is refunded

When the passenger proceeds with the ticket refunding within the time limit of ticket refunding, China civil aviation development fund and the fuel surcharge are not included into the calculation of commission fee of ticket refunding. The China civil aviation development fund and the fuel surcharge of

unused flight leg would be jointly refunded.

(3) The provision on the ticket refunding of Free Individual Tourist (FIT)

1. The seat reservation is cancelled at 7 days (168 hours) (included) before the departure time defined for the flight (Follow the flight takeoff time present on the ticket):

(1) For the ticket of cabin J/G/Y, the commission fee of ticket refunding is exempted.

(2) For the ticket of cabin C/D/Z/R, the commission fee of ticket refunding is charged by 5%.

(3) For the flight ticket of cabin E/B/M/M1/U/U1/H/H1/Q/Q1/V/V1, the commission fee is charged by 10% for ticket refunding.

(4) For the ticket of cabin W/S/S1/T/L/P/A/N/K, the commission fee is charged by 20% for ticket refunding.

2. The seat reservation is cancelled from 7 days (168 hours) to 48 hours (included) before the departure time defined for the flight (Follow the flight takeoff time present on the ticket):

(1) For the ticket of cabin J/G/Y, the commission fee of ticket refunding is charged by 5%.

(2) For the ticket of cabin C/D/Z/R, the commission fee of ticket refunding is charged by 10%.

(3) For the flight ticket of cabin E/B/M/M1/U/U1, the

commission fee is charged by 15% for ticket refunding.

(4) For the flight ticket of cabin H/H1/Q/Q1/V/V1, the commission fee is charged by 20%.

(5) For the ticket of cabin W/S/S1, the commission fee of ticket refunding is charged by 30%.

(6) For the ticket of cabin T/L/P/A/N/K, the commission fee is charged by 40% for ticket refunding.

3. The seat reservation is cancelled from 48 hours to 4 hours (included) before the departure time defined for the flight (Follow the flight takeoff time present on the ticket):

(1) For the ticket of cabin J, the commission fee of ticket refunding is charged by 5%.

(2) For the ticket of cabin C/D/Z/R, the commission fee of ticket refunding is charged by 15%.

(3) For the ticket of cabin G/Y, the commission fee of ticket refunding is charged by 10%.

(4) For the flight ticket of cabin E/B/M/M1/U/U1, the commission fee is charged by 25% for ticket refunding.

(5) For the flight ticket of cabin H/H1/Q/Q1/V/V1, the commission fee is charged by 35%.

(6) For the ticket of cabin W/S/S1, the commission fee of ticket refunding is charged by 65%.

(7) For the ticket of cabin T/L/P/A/N/K, the commission

fee is charged by 70% for ticket refunding.

4. The seat reservation is cancelled at less than 4 hours before the departure time defined for the flight (Follow the flight takeoff time present on the ticket):

(1) For the ticket of cabin J, the commission fee of ticket refunding is charged by 10%.

(2) For the ticket of cabin C/D/Z/R, the commission fee of ticket refunding is charged by 20%.

(3) For the ticket of cabin G/Y, the commission fee of ticket refunding is charged by 15%.

(4) For the flight ticket of cabin E/B/M/M1/U/U1, the commission fee is charged by 30% for ticket refunding.

(5) For the flight ticket of cabin H/H1/Q/Q1/V/V1, the commission fee is charged by 45%.

(6) For the ticket of cabin W/S/S1, the commission fee of ticket refunding is charged by 70%.

(7) For the ticket of cabin T/L/P/A/N/K, the commission fee is charged by 75% for ticket refunding.

(4) The refunding of integrated round-trip/open-jaw trip ticket

The round-trip/open-jaw integration fare ticket is not totally used, and the commission fee of ticket refunding of corresponding rate to applicable cabin class is charged as per the

ticket face value. If the time of seat cancellation of each flight is not same, the ticket refunding rate is calculated at corresponding rate of seat cancellation time of the latest flight leg that the seat is cancelled. If the part of flight ticket has been used, deduct the lowest one-trip rate at original ticket issuance day and the travel day matched with the seat reservation cabin class of the used flight leg (consult with the FD or NFD order). If one-trip rate of seat reservation cabin class of used flight leg is not available, search the fare upward up to the cabin class that one-trip rate is available in order to make the deduction. For the remaining fares, the commission fee of ticket refunding is deducted as per corresponding rate of seat reservation cabin class of unused flight leg, and remaining fares are returned to the passenger.

(5) The Ticket Refunding of Connection-Trip Integration-Rate Ticket

1. For voluntary ticket refunding, the ticket of whole flight must be refunded and must not be refunded in different flight segments. In case of voluntary ticket refunding after a part of flight ticket has been used, only China Civil Aviation Development Fund and fuel surcharge of unused flight leg are returned.

2. For the voluntary ticket refunding, calculate the ticket refunding commission fee as per total ticket face values and

corresponding rate to applicable cabin class. If the time of seat cancellation of each flight leg is same, the ticket refunding is calculated as per corresponding rate to the seat cancellation time of the first flight leg. If the time of seat cancellation of each flight leg is not same, the ticket refunding rate is calculated as per corresponding rate to the seat cancellation time of latest flight leg that the seat is cancelled.

(6) The refunding of flight ticket after ticket is changed (excluding the endorsement)

After flight ticket is changed, if the ticket refunding is required, the charged commission fee of ticket change shall not be refunded. It is required to respectively calculate the ticket refunding commission fee as per difference fare and the ticket face value of original flight ticket and charge their sums. The ticket refunding rate is subject to the seat cancellation time of new ticket after this ticket is changed. The part of fare difference is selected as per corresponding rate to the seat reservation cabin class of new ticket. The part of original ticket is selected as per corresponding rate to original seat reservation cabin class.

(7) The ticket refunding after voluntary endorsement to other air carrier

After flight ticket is voluntarily endorsed to other air carrier, if the ticket refunding is required, the charged commission fee

of ticket change shall not be refunded. It is required to respectively calculate the ticket refunding commission fee as per difference fare and the ticket face value of original flight ticket and charge their sums. The ticket refunding rate is subject to the seat cancellation time of new ticket after ticket endorsement. The part of fare difference is selected as per corresponding rate to Shenzhen Airlines regular fare cabin class (cabin J/G/Y) in corresponding service level after the endorsement. The part of original ticket is selected as per corresponding rate to original seat reservation cabin class.

**(8) The refunding of flight ticket not used in sequence**

**For the ticket that is not sequentially used under the same transportation contract, it is not allowed to refund this flight ticket. Only China Civil Aviation Development Fund and fuel surcharge of unused flight leg are returned.**

**(9) The Provision on Ticket Refunding of Group Passengers**

**1. Voluntary ticket refunding of group passengers**

When group passengers voluntarily request for the ticket refunding, the ticket refunding formality fee is charged as per following provision:

(1) For more than 72 hours (included) before the departure time of initial flight of the first leg in the whole trip, the ticket

refunding commission fee is charged by 30% of ticket face value.

(2) From less than 72 hours (excluded) before the departure time defined for originating flight of the first leg in the whole trip to 12:00 (included) on the noon of one day before the departure time defined for this flight, the ticket refunding commission fee is charged at 50% of ticket face value.

(3) After 12:00 (excluded) on the noon of one day before the departure time defined for originating flight of the first flight leg in the whole trip and before the end time (included) of the check-in formality of the flight defined at the local airport, the ticket refunding commission fee is charged at 80% of ticket face value.

(4) After the end time (included) of the check-in formality of originating flight of the first flight leg in the whole trip, the flight ticket is voided and the fare is not refunded.

(5) For the team product of entire trip, voluntary ticket refunding is not allowed for a part of trip. If a part of flight ticket has been used, only China Civil Aviation Development Fund and fuel surcharge of unused flight leg are returned.

## 2. Voluntary Ticket Refunding of Part of Group Passengers

If a part of group passengers voluntarily request for ticket refunding, except for those whose tickets are attached with the



limitation conditions, proceed with following provisions:

(1) If the number of boarding passengers is not less than minimum number of group passengers filed and defined at this fare, proceed with the provision of "the group passengers voluntarily refund the ticket".

(2) If the number of boarding passengers is less than minimum number of group passengers filed and defined at this fare, proceed with the following provision respectively:

A. If the flight tickets are not totally used, after total amount of ticket fares calculated at regular fare (published rate for cabin Y) of boarding passengers is deducted as per total amount of originally discounted fare of group passengers, then the ticket refunding commission fee defined in "Voluntary Ticket Refunding of Group Passenger" is deducted, and for the fare differences, any overcharge would be refunded or any shortage payment needs not to be supplemented. For example: Minimum filed number of group passengers is 10, group passenger ticket fare is 200 Yuan RMB, full price of cabin Y of the flight is 1000 Yuan RMB, the tickets are actually issued for 10 persons in the group, fare amount =  $200 \times 10$ , 2 persons request for ticket refunding at more than 72 hours before the takeoff of the flight, remaining boarding passengers are 8, the refunded ticket fare =  $200 \times 10 - 8 \times 1000 - 2 \times 200 \times 30\% = -6120$ , for

the fare difference, any overcharge would be refunded or any shortage payment needs not to be supplemented. Finally, only China Civil Aviation Development Fund of  $2*50 = 100$  Yuan RMB and the fuel surcharge of  $2*0 = 0$  Yuan RMB can be returned.

B. After a part of flight ticket has been used, voluntary ticket refunding is not allowed. Only China Civil Aviation Development Fund and fuel surcharge of unused flight leg are returned.

#### VI. Non-Voluntary Ticket Change/Refunding/Endorsement

For the exemption from the ticket change/refunding/endorsement fee, follow specific provision in "The General Conditions of Passenger and Baggage Transportation of Shenzhen Airlines Co., Ltd" and applicable business bulletin to take the specific actions.

Attachment:

### The Service Conditions Table of Shenzhen Domestic Transportation Passenger Ticket (Revision 202402)

(Applicable for those China domestic tickets that are sold after February 28, 2024 (included) and the passenger starts to travel after

February 28, 2024 (included))

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 of charge	Free of charge	5%	5%	Free of charge	5%	5%	10%
C/D/Z/R	Not Allowed	5%	10%	10%	15%	5%	10%	15%	20%
G	Allowed	Free of charge	5%	5%	10%	Free of charge	5%	10%	15%
E	Not Allowed	5%	10%	15%	20%	10%	15%	25%	30%
Y	Allowed	Free of charge	5%	5%	10%	Free of charge	5%	10%	15%
B/M/M1/U/U1	Not Allowed	5%	10%	15%	20%	10%	15%	25%	30%
H/H1/Q/Q1/V/V1	Not Allowed	5%	15%	25%	35%	10%	20%	35%	45%
W/S/S1	Not Allowed	10%	20%	45%	55%	20%	30%	65%	70%
T/L/P/A/N/K	Not Allowed	10%	30%	50%	60%	20%	40%	70%	75%

Remark 1: Infant tickets calculated at 10% of regular ticket fare in J/G/Y class and the ticket of revolutionary disabled soldiers and the disabled public security police officers calculated at 50% of regular ticket fare in J/G/Y class are exempted from the commission fee for ticket change and ticket refunding.

2. For the child (including the UM) ticket change and ticket refunding, the ticket change and ticket refunding commission fees are charged as per the seat reservation cabin class provision.

3. For 7 days, the calculation is made as per 168 hours, and the time node of

charge is judged as per the seat cancellation time.