

# Regulations of Shenzhen Airlines Co., Ltd. on the Transportation of Passengers with Injuries, Illnesses or After Surgery. ( December 2023 Edition )

1. Air transportation may have the following adverse effects on the life and health of passengers who are injured, sick or after surgery:

(1) Cabin depression may cause organs to swell, leading to suffocation due to organ compression, obstruction, or organ dysfunction.

(2) Cabin hypoxia may cause vasospasm and compensation, leading to thrombus detachment, embolism, ischemic infarction, edema, and hemorrhage.

(3) Changes in the cabin environment and uncertain air turbulence may lead to post-operative complications or organ bleeding.

**Therefore, passengers with injuries, illnesses or after surgery must meet certain conditions before Shenzhen Airlines can accept them. Shenzhen Airlines strongly recommends that passengers consult their**

**doctor before travel to confirm whether they are suitable to take public air transportation.**

2. In the following cases, Shenzhen Airlines does not provide air transportation services:

Those who are drowsy or have irregular breathing rhythms after brain surgery.

3. Shenzhen Airlines does not provide air transportation services for injured or sick passengers suffering from the following diseases, except for the purpose of saving lives, with the consent of Shenzhen Airlines and special arrangements:

- (1) Patients with severe or critical heart disease (e.g., severe heart failure, cyanotic symptoms, or myocardial infarction within 6 weeks prior to travel).
- (2) Patients with otitis media and concomitant Eustachian tube blockage.
- (3) Patients who have recently had spontaneous pneumothorax or have undergone pneumothorax plastic surgery.
- (4) Patients with large mediastinal tumors, extra-large hernias, and intestinal obstruction.

- (5) Patients with increased intracranial pressure due to head injury or patients with skull fractures.
- (6) Patients with mandible fractures who have recently used metal wire connection.
- (7) Patients who have had polio in the past 30 days or patients with bulbar polio.
- (8) Patients with severe symptoms of coughing up blood, vomiting blood, or vomiting.
- (9) Patients who have recently suffered a major traumatic injury or undergone major surgical surgery and the wound has not fully healed.

4. In the following cases, the passenger shall hold and present a certificate of diagnosis or post-operative certificate to Shenzhen Airlines that meets the requirements of these Conditions for Transportation.

(1) If the following conditions are met, the passenger shall hold and present **a certificate of diagnosis** to Shenzhen Airlines, and shall be accepted and arranged accordingly before carriage:

- 1) Medical care or medical equipment to be used to keep fit to fly during the flight is required (e.g. on a stretcher for the entire journey).

2) If the passenger is unable to sit upright in a standard seat of the aircraft for any reason (e.g. knees/hips stiffness and cannot bend the movement), or if the seat back of the aircraft cannot be maintained in an upright position during takeoff or landing and no satisfactory alternative can be found, stretcher transportation services need to be applied for.

3) Known or suspected of having other serious infectious diseases other than quarantine infectious diseases, which may endanger the safety and health of other passengers or crew members.

(2) If the following conditions are met, the passenger shall hold and present **a certificate of diagnosis** to Shenzhen Airlines before carriage:

- 1) Severe anemia after surgery ( $HGB \leq 60g/L$ ).
- 2) Complications such as unstable intraocular pressure occur after eye surgery.
- 3) Maxillofacial surgery fails to achieve a meaningful healing period (e.g., rhinoplasty sutures not removed, radical resection of rhinoplasty).
- 4) Poor functional recovery after abdominal organ surgery.
- 5) Treatment of osteoporosis by percutaneous balloon

kyphosis (surgical method) with a planned flight time of 3 hours or more.

6) Less than 21 days after the following surgery:

- a. Brain and brain-related surgeries (e.g. meningeal surgery).
- b. Lung and lung-related surgeries (e.g., fungal infections of the lungs).
- c. Heart and heart-related surgeries.

7) Less than 15 days after the following surgery:

Cosmetic surgery, plastic surgery, or other medical aesthetic procedures (other than eye surgery) such as breast augmentation, rhinoplasty, liposuction, etc.

8) Less than 14 days after the following surgery:

- a. Laser eye correction surgery and glaucoma surgery.  
Hold a certificate of intraocular pressure stabilization issued by the ophthalmology department of a specialized hospital or general hospital, and the requirements and utility for the certificate of intraocular pressure stabilization are the same as the certificate of diagnosis.
- b. Nerve surgery and nerve-related surgery involving the position of the trunk.

- c. Lymph nodes and lymph node-related surgeries.
- 9) Less than 10 days after the following surgery:
- a. Other eye periocular surgeries such as medial canthal enlargement or lateral canthus enlargement (opening the corners of the eye).
  - b. Comprehensive surgery around the eye (e.g. surgery of two or more ocular organs, such as eyelids, corners of the eyes, or bags under the eyes).
  - c. Blepharoplasty alone or eye bag surgery alone, and the planned flight time is more than 3 hours (inclusive).
  - d. Gastric, bowel, bladder, gallbladder, gallbladder, duodenum, jejunum, ileum, appendix, cecum, ascending colon, transverse colon, descending colon, sigmoid colon, rectum, bladder surgery and surgeries involving the above organs.
- 10) Less than 7 days after the following surgery:
- a. Inner ear surgery. If the passenger holds a proof of recovery from inner ear injury and no complications issued by the hospital, the requirement and utility for which are equivalent to the certificate of diagnosis.
  - b. Intranasal surgery.
  - c. Inferior vena cava strainer removal surgery.

(3) If the following conditions are met, the passenger shall hold and present **a certificate of diagnosis** or **post-operative certificate** to Shenzhen Airlines before carriage:

- 1) Kidney, liver, spleen, pancreas, ovaries, testes, thyroid, parathyroid, prostate, adrenal gland, thymus, adrenal glands, pineal gland, pituitary gland, pancreatic islets, uterus and uterine appendages (including ovaries, fallopian tubes, cervix, vagina), cervical spine, lumbar vertebrae, bone (except for the treatment of osteoporosis by percutaneous balloon kyphosis surgery), ligaments and other surgeries.
  - 2) Nerve surgery and nerve-related surgery involving the position of the limbs.
  - 3) Treatment of osteoporosis by percutaneous balloon kyphosis (surgical) within 3 hours (exclusive) of the planned flight time.
  - 4) Spinal cord drainage.
  - 5) Skin and muscle surgery without bleeding.
5. Requirements for a certificate of diagnosis or post-operative certificate:

(1) **The certificate of diagnosis** referred to in these

Conditions for Transportation shall be issued no later than 10 days prior to the departure of the flight indicating that the passenger is fit to fly.

- (2) **The post-operative certificate** referred to in these Conditions for Transportation shall indicate that the passenger's surgery has been completed and that the postoperative condition is good or improving.
- (3) **The certificate of diagnosis or post-operative certificate** issued by a medical institution should have a doctor's signature or doctor's name stamp. For a certificate of diagnosis or post-operative certificate issued by a private doctor or family doctor, in addition to the doctor's signature or doctor's name stamp, the medical qualification certificate of the private doctor or family doctor shall also be provided.

Even if you provide these certificates, we still have the right to decide whether to provide you with air transportation services based on your physical condition and the actual flight operation when checking in for you.

6. If the above-mentioned injured and post-operative passengers need to carry and use medical equipment, they can be transported free of charge in addition to the



prescribed free baggage allowance provided that they meet the safety requirements and meet the weight and size restrictions for baggage.

7. Injured and post-operative passengers can apply for wheelchair services due to mobility impairment, and the number of wheelchairs is limited by the number of persons with disabilities carried. For detailed regulations, please refer to the *Regulations of Shenzhen Airlines Co., Ltd. on the Transportation of Disabled Persons and Passengers with Reduced Mobility*.