

# Voluntary Refund and Change Rules of ZH International Tickets ( Revised in July 2024)

## **I. Scope of Applicability**

1. The rules shall be effective from 01 July, 2024.

The rules apply to ZH international tickets including tickets issued before 01 July, 2024.

For the refund and change policy of special fare products, the corresponding rules in such products shall apply.

4. These rules shall be regarded as an integral part of “General Conditions for Passenger and Baggage Transportation of Shenzhen Airlines Co., Ltd”.

## **II. General Rules**

1. The change and refund fees for international tickets are calculated according to the time of seat cancellation. If there are special provisions, refer to the specific provisions.

2. The rules shall prevail for situations in compliance with

that described in this rule. “General Conditions for Passenger and Baggage Transportation of Shenzhen Airlines Co., Ltd” shall apply to situations not specified in this rule.

### **III. Voluntary Refund**

1. If fare rules permit voluntary refund, the refunded amount consists of two parts. One part is the residual fare and Carrier Imposed Misc Fee. The other part is the residual taxes collected by related governments and authorities. The two parts are calculated separately for refund.

Residual fare and Carrier Imposed Misc Fee= Total fare and Carrier Imposed Misc Fee amount paid- repriced fare and Carrier Imposed Misc Fee of the flown sectors - non refundable fare and Carrier Imposed Misc Fee- refund fee

Residual tax = government taxes of unused sectors(excluding non-refundable taxes regulated by governments and authorities)

The refund rule of Carrier Imposed Misc Fee is as same as fare. The amount paid on the refundable fare component will be refunded and Carrier Imposed Misc Fee is refundable. The

amount paid on the non-refundable fare component will not be refunded and Carrier Imposed Misc Fee is also non-refundable.

If the residual fare amount plus Carrier Imposed Misc Fee is zero or negative, you are not required to pay the difference and we still return you the unused government taxes (excluding non-refundable taxes regulated by governments and authorities).

We only collect the highest refund fee when there are several unused sectors combining with different refund fees.

The change fee is not refundable if your ticket has been changed voluntarily before you request the refund.

The infant ticket without seats is free of the refund fee. Child discount apply to the refund fee of the applicable child fare.

7. For partially used tickets, we shall recalculate the used fare, Carrier Imposed Misc Fee and government tax. Due to the speciality and complexity of international fare calculation, fare, Carrier Imposed Misc Fee and government tax are quite different in various itineraries even though the booking class

code and the sectors are the same. The used fares, Carrier Imposed Misc Fees and government taxes are subject to the final amount calculated by us.

**Kind Reminder: Take the round trip ticket as an example. If your outbound trip is used, the repriced total amount of used fare, Carrier Imposed Misc Fee and taxes may be higher than the half of the total amount you paid including round trip fare, Carrier Imposed Misc Fee and taxes.**

#### **IV. Voluntary Change**

1.If you do not commence the travel, we shall recalculate the total amount you paid for the whole journey according to the change date. Once you commence the travel, we shall recalculate the total amount of the whole journey according to the original ticket issued date. The original ticket refers to the first ticket you paid.

All fares, Carrier Imposed Misc Fee and government taxes will be repriced when you change the ticket including you request to make a reservation for a sector without a booking(an OPEN sector).

If the repriced total amount is higher than the amount you

paid originally, you are required to pay the difference plus the change fee if applicable.

2.2 If the repriced total amount is lower than the amount you paid originally:

2.2.1 If the change is made within the same cabin service and same RBD, you may request a voluntary refund and purchase a new ticket. Or you may choose to continue your trip keeping the original fare and we will only charge the change fee if applicable.

2.2.2 If the change is made within the same cabin service but the difference RBD, you may request a voluntary refund and purchase a new ticket.

2.2.3 Change to different cabin service (including change of class service class, such as first class change to business class, economy class; Or change from economy class to Premium Economy class, Business class), you may request a voluntary refund and purchase a new ticket.

2.2.4 In the case of 2.2.2 and 2.2.3, if you are unable to apply for voluntary refund, you may also choose to change to

another class code where the new fare is greater than or equal to the original fare.

The change fee applies to each change transaction. If the change requires more than one segment to recalculate, and the change fee for each segment is different, we only charge the highest change fee from the fare class or segment that has changed in the fare calculation group.

The infant ticket without seats is free of the change fee. Child discount apply to the change fee of the applicable child fare.

5. Taxes other than fares (government taxes, Carrier Imposed Misc Fee) are calculated according to the actual travel. If the tax on the new ticket is higher than the tax on the original ticket, you will have to pay the difference between the two. If the tax amount of the new ticket is lower than the original tax amount, the difference can be offset against the difference of the ticket price and the change fee.