

## **Overbooking Announcement of Shenzhen Airlines**

(V202501)

In order to reduce the seat waste caused by the temporary cancellation of travel plans by some passengers and ensure that more passengers can take the ideal flight, Shenzhen Airlines may appropriately overbook some flights which prone to seat waste.

**Shenzhen Airlines will fully consider the route, flight frequency, time, aircraft model and connecting flights, reasonably control the overbooking proportion, and avoid the occurrence of passengers being refused boarding due to overbooking to the greatest extent.**

If the actual number of passengers exceeds the number of seats due to overbooking, Shenzhen Airlines will look for passengers who voluntarily give up the trip according to the volunteer recruitment procedure. If there are not enough passengers who voluntarily give up the

trip, Shenzhen Airlines will refuse some passengers to board.

I. In case of overbooking, Shenzhen Airlines will release overbooking information by telephone, SMS, notice or on-site broadcast before takeoff, collect passengers who voluntarily give up the trip, and inform relevant compensation and service standards.

II. In the absence of sufficient volunteers, Shenzhen Airlines will follow the principle of public order and good customs, comprehensively consider the needs of special passengers such as old, young, sick, disabled and pregnant, as well as the connection of subsequent flights, to determine the passengers who have priority to board. The priority boarding order is as follows:

- 1. Passengers carrying out urgent national business;**
- 2. Staff of Organ Procurement Organizations (OPO) carrying donated human organs;**
- 3. Old, weak, sick, disabled and pregnant passengers and unaccompanied children with special service needs agreed by Shenzhen Airlines and arranged in advance;**
- 4. Soldier, police, and fireman in active service with valid identity documents;**



	CNY	Local curre ncy	KM	CNY	Loca l curr ency	KM	CNY	Loca l curr ency	KM	CNY	Loca l curr ency	KM
In China (excluding Hong Kong/Macao/ Taiwan) (economy class)	30%	–	30%	60%	–	60%	100%	–	100%	–	–	–
In China (excluding Hong Kong/Macao/ Taiwan) (Premium economy class)	30%	–	30%	60%	–	60%	100%	–	100%	300	–	–
In China (excluding Hong Kong/Macao/ Taiwan) (business class)	30%	–	30%	60%	–	60%	100%	–	100%	500	–	2500
Hong Kong/Macao/ Taiwan/Asian-Pac ific region (excluding The Middle East) (economy class)	300	Equal value	1500	600	Equa l valu e	3000	1000	Equa l valu e	5000	–	–	–

Hong Kong/Macao/ Taiwan/Asian-Pac ific region (excluding The Middle East) (Premium economy class)	300	Equal value	1500	600	Equa l valu e	3000	1000	Equa l valu e	5000	400	Equa l valu e	-
Hong Kong/Macao/ Taiwan/Asian-Pac ific region (excluding The Middle East) (business class)	600	Equal value	3000	1200	Equa l valu e	6000	1500	Equa l valu e	7500	1000	Equa l valu e	5000
Europe/America/A ustralia&New Zealand/Africa/T he Middle East (economy class)	800	Equal value	16000	900	Equa l valu e	18000	1000	Equa l valu e	20000	-	-	-
Europe/America/A ustralia&New Zealand/Africa/T he Middle East (Premium economy class)	800	Equal value	16000	900	Equa l valu e	18000	1000	Equa l valu e	20000	800	Equa l valu e	-

Europe/America/Australia&New Zealand/Africa/The Middle East (business class)	1600	Equal value	32000	1800	Equal value	36000	2000	Equal value	40000	1600	Equal value	32000
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IV. Shenzhen Airlines can provide compensation to passengers in the form of mileage or cash.

V. If passengers fail to take the original flight due to overbooking, Shenzhen Airlines can provide the following services for passengers

1. Give priority to the earliest available flights to ensure that passengers can travel as soon as possible;
2. Or it shall be treated as involuntary refund, and no refund fee shall be charged;
3. Or it shall be handled as an involuntary change of trip, and the excess fare shall be refunded but the less fare will not be made up;
4. If the follow-up flight arranged for passengers is on the next day, Shenzhen Airlines will provide accommodation free of charge.