

Regulations on Transportation of Disabled Passengers by Shenzhen Airlines(V2024)

I. Passengers with Hearing Impairment

In consideration of safety, passengers with hearing impairment under the age of 16 can not travel by air alone. They should be accompanied by adults over the age of 18 and with full civil capacity.

In order to ensure the safe travel of passengers, Shenzhen Airlines can provide necessary guidance and assistance free of charge for hearing impaired passengers who travel alone. This service can be booked through hotline 95361 or at any ticket office. Please arrive at the check-in counter at least 120 minutes before the estimated departure time of the flight to go through the check-in formalities. If you go through the formalities later than the above time, your journey may be delayed.

For safety reasons, passengers with hearing impairment cannot sit at the emergency exit seats.

II. Passengers with Visual Impairment

Passengers with visual impairment refer to those who are completely blind, amblyopia or suffer from eye diseases and lack of full movability.

In consideration of safety, passengers with visual impairment under the age of 16 cannot travel by air alone. They should be accompanied by adults over the age of 18 and with full civil capacity.

In order to meet CAAC requirements for flight operation safety, Shenzhen Airlines has restrictions on the number of qualified visually disabled passengers traveling alone on different aircraft types. If visually impaired passengers need to travel alone by air, please apply through hotline 95361 and at any ticket office. Shenzhen Airlines provides necessary guidance and assistance free of charge. Please arrive at the check-in counter at least 120 minutes before the estimated departure time of the flight to go through the check-in formalities. If you go through the formalities later than the above time, your journey may be delayed.

For safety reasons, passengers with visual impairment cannot sit at the emergency exit seat.

III. Passengers Carrying Service Dogs into the Cabin

Service dogs refer to specially trained dogs that can provide assistance for the life and work of the disabled, including guide dogs, hearing dogs, assistance dogs, etc.

Passengers with hearing or visual impairment carrying service dogs alone shall be at least 16 years old. When boarding, service dogs shall wear work shirts and leashes during the flight, and shall not occupy seats or run at will, so as to ensure that they will not affect other passengers. With the consent of relevant passengers, it is not required to wear mouth muffs for service dogs.

Passengers shall be responsible for the excretion of the service dogs in the cabin and ensure that it will not affect the onboard hygiene.

In order to meet CAAC requirements for flight operation safety, Shenzhen Airlines has restrictions on the quantity of onboard service dogs on different type of aircraft. If you need to travel with a service dog, applications shall be made at the time of booking through our hotline95361 、 any ticket office. Please show the identity certificate and quarantine certificate of the service dog to Shenzhen Airlines when purchasing the ticket and boarding, and please bring the service dog to the counter

to go through the check-in formalities no later than 120 minutes before the estimated departure time of the flight. If you go through the formalities later than the above time, your journey may be delayed.

If the applicable safety requirements permit, Shenzhen Airlines will provide disabled passengers with seats that can accommodate the service dogs. The service dog can occupy the passenger's foot space, but shall not occupy the space of other passengers. For safety reasons, passengers with service dogs cannot sit at the emergency exit seats.

If the service dog causes personal injury or objects damage to Shenzhen Airlines or other passengers, the passengers shall be liable for compensation.

Shenzhen Airlines may refuse to transport service dogs in any of the following circumstances:

1. The service dog poses a direct threat to the health or safety of Shenzhen Airlines or other passengers;
2. The service dog causes serious interference in the cabin or at the airport gate;

3. Carrying service dogs will violate the regulations or requirements of relevant government agencies.

If Shenzhen Airlines refuses to transport service dogs, if necessary, Shenzhen Airlines will provide a written statement within 10 days after refusing to transport.

Passengers do not need to pay any additional fee for the service dog they carry. If you agree to check in the service dog, Shenzhen Airlines can check in the service dog together with its container and food free of charge according to the small animal transportation procedures, and its weight will not be included in your free baggage allowance. When taking international flights, passengers also need to pay attention to the quarantine regulations of entry-exit countries on service dogs in advance, and ensure that they meet the requirements of entry-exit countries.

Emotional support animals (including spiritual soothing dogs) are not service animals and belong to pets. If necessary, the consignment formalities can be handled when meeting the small animal transportation standards of Shenzhen Airlines.

IV. Passengers with Intellectual or Mental Disabilities

Based on safety considerations, the behavior of passengers with intellectual or mental disabilities shall not affect the safety of other passengers or flights, otherwise Shenzhen Airlines may refuse transportation. Shenzhen Airlines strongly recommends that passengers with intellectual and mental disabilities be accompanied when travelling. The companion must ensure that the disabled can be effectively controlled and assist him to evacuate in case of emergency.

In order to meet CAAC requirements for flight operation safety, Shenzhen Airlines has restrictions on the quantity of the disabled on different types of aircraft. If passengers with intellectual and mental disabilities need to travel alone by air, applications shall be made at the time of booking through our hotline95361 、 any ticket office. Shenzhen Airlines can provide necessary guidance and assistance free of charge. Please arrive at the check-in counter at least 120 minutes before the estimated departure time to go through the check-in formalities. If you go through the formalities later than the above time, your journey may be delayed.

V. Restricted Passenger

On flights actually carried by Shenzhen Airlines, wheelchair services are provided for disabled passengers with movement disabilities, and the staff will assist passengers to use wheelchairs from the check-in area to the boarding area. Passengers can check in small assistance devices needed at any time during the journey free of charge in addition to the specified free baggage allowance. Please arrive at the check-in counter at least 120 minutes before the estimated departure time to go through the check-in formalities. If you go through the formalities later than the above time, your journey may be delayed.

1. Off-board Wheelchair

Shenzhen Airlines provides ground wheelchair service for passengers who can get on and off the plane by themselves and can walk to their seats in the cabin but have movement difficulty. Applications for the service can be made through our hotline 95361, any ticket office, before 16:00 local time one day before flight departure.

2. Boarding Wheelchair

Shenzhen Airlines can provide free boarding wheelchair for passengers with mobility impairment who

can't get on and off the plane by themselves but can walk to their seats in the cabin. Applications for the service can be made through our hotline 95361, any ticket office, before 16:00 local time one day before flight departure.

3. Onboard Wheelchair

Shenzhen Airlines can actually carry passengers without independent movability, but is unable to provide on-board wheelchair (equipment) for the time being. Applications for the service can be made through our hotline 95361, any ticket office, before 16:00 local time one day before flight departure.

VI. Restrictions on the Number of Disabled

Passengers on each Model of Aircraft

According to the *Measures for the Administration of Air Transport for Persons with Disabilities* issued by CAAC, the restrictions on the number of disabled passengers carried by each model of Shenzhen Airlines are as follows:

A/C Type	Passengers with onboard wheelchair	Passengers carrying service dogs into the cabin	Unaccompanied visually impaired passengers	Unaccompanied passengers with intellectual or mental disabilities
B737-700/800/8	4			
A319/A320				

A330	6
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