

**Compensation Standards for Passengers Denied Boarding for
Flight Overbooking, ShenZhen Airlines Co.,Ltd
(V202509)**

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;

5. Passengers who have booked seats for connecting flights and cannot get to subsequent flights due to the change of previous one;

- 6. First class and business class passengers;**
- 7. Passengers with "Phoenix Miles" silver card and higher ranks;**
- 8. Passengers with Star Alliance silver card and higher ranks;**
- 9. Comfortable economy class passengers.**

III. Shenzhen Airlines will determine the compensation of passengers according to the passenger ticket, route distance and waiting time for subsequent flights. The specific compensation standards are as follows:

(1) Compensation Standards for Passengers Denied Boarding for Flight Overbooking, ShenZhen Airlines Co., Ltd

Route Area	Waiting Time for Subsequent Flights	Compensation Method		Business Class	Premium Economy Class/Economy Class
Routes in China (excluding Hong Kong, Macao and Taiwan)	Waiting time for subsequent flights ≤ 4 hours or refund	Cash	CNY	Ticket price $\times 30\%$	
		Mileage	KM	Compensation amount $\times 5$	
		Vouchers	CNY	Compensation amount $\times 2$	
	4 hours < Waiting time for subsequent flights ≤ 8 hours	Cash	CNY	Ticket price $\times 60\%$	
		Mileage	KM	Compensation amount $\times 5$	
		Vouchers	CNY	Compensation amount $\times 2$	
	8 hours < Waiting time for subsequent flights	Cash	CNY	Ticket price $\times 100\%$	
		Mileage	KM	Compensation amount $\times 5$	
		Vouchers	CNY	Compensation amount $\times 2$	
Hong Kong/Macao / Taiwan/Asia n-Pacific reg	Waiting time for subsequent flights ≤ 4 hours or refund	Cash	CNY	600	300
		Mileage	KM	3000	1500
		Vouchers	CNY	1200	600
	4 hours < Waiting	Cash	CNY	1200	600

ion (excluding The Middle East)	time for subsequent flights ≤ 8 hours	Mileage	KM	6000	3000
		Vouchers	CNY	2400	1200
	8 hours < Waiting time for subsequent flights	Cash	CNY	1500	1000
		Mileage	KM	7500	5000
		Vouchers	CNY	3000	2000
	Europe/Ame rica/Australi a & New Zealand/Afri ca/The Middle East	Waiting time for subsequent flights ≤ 4 hours or refund	Cash	CNY	1600
Mileage			KM	8000	4000
Vouchers			CNY	3200	1600
4 hours < Waiting time for subsequent flights ≤ 8 hours		Cash	CNY	1800	900
		Mileage	KM	9000	4500
		Vouchers	CNY	3600	1800
8 hours < Waiting time for subsequent flights		Cash	CNY	2000	1000
		Mileage	KM	10000	5000
		Vouchers	CNY	4000	2000
For domestic flights (excluding Hong Kong, Macao, and Taiwan), if the ticket is redeemed with mileage, overbooking compensation is limited to mileage only. The compensation standard is calculated as a percentage of the consumed miles based on the waiting duration, proportionate to the cash equivalent.					

Notes: 1. If the relevant laws and regulations of the country or region where the flight is overbooked have specific compensation standards on overbooking, ShenZhen Airlines shall provide economic compensation in accordance with the applicable laws and regulations of the country or region.

2. Child passengers are given the same compensation standards as adult passengers in the same class; infant passengers are given 50% of the compensation standards for adult passengers under the same circumstances.

3. In the case of infants, children, the elderly, passengers with intellectual and mental disabilities, foreigners and other passengers who do not conveniently collect compensation by themselves, compensation can be collected by their parents or designated guardians or adult passengers traveling with them.

4. Any one of the three compensation schemes - consumable mileage、 cash voucher and cash - can be used.

(2) Compensation Standards for Involuntary Class Downgrade, ShenZhen Airlines Co.,Ltd

Route	Class on Ticket	Compensation Method		Compensation standard		
				<800km	800KM (IN) -1500KM(IN)	>1500km
In China (excluding Hong Kong/Macao/ Taiwan)	Business Class	Cash	CNY	300	400	500
		Mileage	KM	1500	2000	2500
		Vouchers	CNY	600	800	1000
	Premium Economy Class	Cash	CNY	100	200	300
		Mileage	KM	500	1000	1500
		Vouchers	CNY	200	400	600
Hong Kong/Macao/ Taiwan/Asian-Pacific region(excluding The Middle East)	Business Class	Cash	CNY	1000		
		Mileage	KM	5000		
		Vouchers	CNY	2000		
	Premium	Cash	CNY	400		
	Economy	Mileage	KM	2000		

	Class	Vouchers	CNY	800
Europe/America/Australia & New Zealand/Africa/The Middle East	Business Class	Cash	CNY	1600
		Mileage	KM	8000
		Vouchers	CNY	3200
	Premium Economy Class	Cash	CNY	800
		Mileage	KM	4000
		Vouchers	CNY	1600

Notes: 1. After booking the business class or premium economy class ticket, passengers who actually fly a lower cabin class due to involuntary reasons can receive involuntary class downgrade compensation.

2. If the relevant laws and regulations of the country or region where the flight class is involuntarily downgraded have specific compensation standards on involuntary class downgrade, ShenZhen Airlines shall provide economic compensation in accordance with the applicable laws and regulations of the country or region.

3. Child passengers are given the same compensation standards as adult passengers in the same class; infant passengers are given 50% of the compensation standards for adult passengers under the same circumstances.

4. In the case of infants, children, the elderly, passengers with intellectual and mental disabilities,

foreigners and other passengers who do not conveniently collect compensation by themselves, compensation can be collected by their parents or designated guardians or adult passengers traveling with them.

5. Any one of the three compensation schemes - consumable mileage 、 cash voucher and cash - can be used.

IV. 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.