

General Conditions for Passenger and Baggage
Transportation of Shenzhen Airlines Co., Ltd.
(V202609)

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Article 1 Scope of Application

1.1 Basic Principles

1.1.1 Unless otherwise specified in Articles 1.1.2, 1.2 and 1.3, these Conditions are applicable to the fee based public air transport operated by Shenzhen Airlines for transporting passengers and baggage. These Conditions form part of the contract between Shenzhen Airlines and the passenger, and the rights, obligations and responsibilities of both parties are bound by these Conditions.

1.1.2 If the provisions in these Conditions change frequently, Shenzhen Airlines may formulate relevant regulations separately and treat them as part of these Conditions. If the separately formulated regulations are inconsistent with these Conditions, the separately formulated regulations shall take precedence over these Conditions.

1.1.3 These Conditions also apply to free transportation and transportation with special fares. When the conditions for use of free tickets and tickets with special fares or the fare rules of such tickets are inconsistent with these Conditions, the conditions for use of such tickets or the fare rules of such tickets shall prevail over these Conditions.

1.1.4 If Shenzhen Airlines sells tickets or performs check-in for

the flights of other carriers, Shenzhen Airlines will only act as an agent of such carriers. Passengers are requested to develop an understanding of the actual carriers' transportation regulations.

1.2 Charter Transportation

For the transportation performed pursuant to a charter agreement, these Conditions apply only where these Conditions are incorporated by reference in the provisions of the charter agreement or in the conditions for use of the charter flight ticket.

1.3 Code Sharing

On some flights, Shenzhen Airlines has implemented "code sharing" with other carriers. This means that the passenger holds a ticket indicating the name or airline code of Shenzhen Airlines, but takes a flight actually operated by another carrier. Shenzhen Airlines will inform passengers of the actual carrier of the flight when purchasing tickets.

These Conditions also apply to the code-share flights operated by other carriers. However, each actual carrier of a code-share flight has its own conditions of carriage or transportation regulations with respect to the operation of its own flights, and some may differ from Shenzhen Airlines' Conditions of Carriage for flights operated by

Shenzhen Airlines. **Except for Articles 2 and 3 of these Conditions, these different terms and conditions of carriage established by the actual carrier will be considered part of these Conditions on code-share flights, and will take precedence over these Conditions on these code-share flights operated by the actual carrier.**

Terms and conditions that may differ between Shenzhen Airlines and the actual carrier of code-share flights, include but are not limited to regulations on flight check-in, denied boarding and restricted transportation, regulations on baggage transportation, regulations on overbooking, flight delays and cancellations, regulations on flight diversions, etc.

1.4 Priority Application of Law

The establishment, validity, interpretation, performance, dispute resolution and other contractual issues of these Conditions shall be governed by the laws of the People's Republic of China as well as the international conventions concluded or acceded to by the People's Republic of China.

If any provision of these Conditions conflicts with applicable laws and international conventions, the latter shall prevail. If any provision of these Conditions is in conflict with applicable laws and

international conventions and thus is deemed invalid, the other provisions of these Conditions shall remain valid.

Article 2 Ticket Sales

2.1 Basic Principles

2.1.1 General Provisions

2.1.1.1 On the ticket, the name of Shenzhen Airlines will be abbreviated as airline two-letter code "ZH" or three letter code "479".

2.1.1.2 The real-name registration system shall be implemented for tickets, and passengers shall show valid identity documents when purchasing tickets and boarding.

2.1.1.3 The ticket shall not be transferred.

2.1.1.4 Only after the class, the date of flight, and the flight number have been determined can each flight segment on the ticket be used as proof of transportation.

2.1.2 Ticket Validity

Unless otherwise provided for on the ticket or the applicable conditions for use of ticket, for the ticket validity the following rules apply:

2.1.2.1 When the ticket is partially used, the ticket validity is one year, starting from 00:00 (included) of the following day after commencement of the first travel. Regardless of whether the ticket is subsequently changed, the validity period remains unchanged.

2.1.2.2 When no portion of the ticket is used

The ticket validity is one year, starting from 00:00 (included) of the following day after ticket purchase.

2.1.2.3 Calculation of ticket validity

Starting from 00:00 (included) of the following day after the commencement of the first travel or ticket purchase to 00:00 (excluded) on the next day of expiration of the validity period.

2.1.3 Sequence of Ticket Use

2.1.3.1 The ticket purchased by the passenger is only applicable to the transportation from the departure place, the agreed stop-over place to the destination place listed on the ticket. All flight segments in the ticket must be used in the order specified when the ticket is purchased.

2.1.3.2 The fare the passengers pay is linked to the sequence of transportation shown on the ticket. If passengers do not use their tickets in order, the relevant provisions of *Shenzhen Airlines' Ticket*

Usage Conditions of Domestic Transport and Shenzhen Airlines' International Fare Usage Guide shall apply to domestic and international tickets.

2.2 Fares and Taxes

2.2.1 General Provisions

Before a passenger makes payment, Shenzhen Airlines will inform the passenger of or show the passenger all the amounts the passenger shall pay, including fares, government taxes, and fuel surcharges (fees). After the ticket is sold, if the fares, government taxes, and fuel surcharges (fees) are adjusted, the above-mentioned amounts the passenger has paid remain unchanged. If the passenger needs to make any changes to any contents of their itinerary, including the flight date, flight, etc., such changes may affect the above amounts the passenger shall pay.

2.2.2 Fares

2.2.2.1 The fare will be calculated according to the effective price when the passenger purchases the ticket. The fare is applicable to the specific date, itinerary and other transportation contents listed on the passenger's ticket.

2.2.2.2 Unless otherwise specified, the fare is only applicable to

the air transportation from the departure airport to the destination airport, excluding the ground transportation between airports or between airport and urban area.

2.2.3 Taxes and Fees

2.2.3.1 When purchasing tickets, passengers shall pay taxes or fees levied by the government, other relevant authorities or airport operators, which are not included in the fare.

2.2.3.2 In addition to fares and taxes, Shenzhen Airlines will charge airline fuel surcharges (fees). Fuel surcharges (fees) are not government taxes. For different airlines, different itineraries, different cabin classes, different sales dates or travel dates, different amounts of fuel surcharges (fees) may be charged.

2.2.4 Currency

Passengers shall pay fares, taxes and fees in the currency of the country of ticket issuance, unless Shenzhen Airlines or its authorized sales service agents agree to or specify another currency when or before the passenger makes payment.

2.3 Reservation and Ticket Purchase

2.3.1 General Provisions

2.3.1.1 Passengers can reserve seats and purchase tickets by visiting Shenzhen Airlines' website, mobile client or flagship store, calling Shenzhen Airlines' service hotline, or through Shenzhen Airlines' ticket office or authorized air sales agents and other channels recognized by Shenzhen Airlines.

2.3.1.2 At the time of reservation or ticket purchase, passengers shall provide their valid identity documents, which shall be the same as the documents used at the time of check-in.

2.3.1.3 Shenzhen Airlines or its authorized air sales agent will reserve flight seats according to the requirements of passengers. If required, Shenzhen Airlines will issue a written reservation record for passengers.

2.3.1.4 When passengers make reservations, Shenzhen Airlines or its authorized air sales agent will inform passengers of the time limit for ticket purchase. The passengers shall pay the fare within the prescribed time limit for ticket purchase. If the payment is not completed, the reserved seat for the passenger cannot be retained.

2.3.1.5 Some fare rules or ticket usage conditions contain

provisions that restrict or deny changes and ticket refunds. Shenzhen Airlines or its authorized air sales agents will inform passengers of these conditions of use when they purchase tickets. Passengers are requested to choose the fare categories that suit their needs.

2.3.2 Collection and Use of Personal Information

The personal information passengers provide to Shenzhen Airlines is intended to be used for seat reservation, ticket purchase, reservation or purchase of other services, and handling relevant formalities. To this end, passengers authorize Shenzhen Airlines to use and store their personal information, and agree that Shenzhen Airlines sends this information to its relevant departments, other relevant carriers, relevant service providers and government departments. Shenzhen Airlines attaches great importance to the security of passengers' personal information and will take all reasonable and feasible security control measures to protect passengers' personal information. Passengers can learn about the privacy policy from Shenzhen Airlines. The privacy policy is not part of these Conditions.

2.3.3 Onboard Seat Reservation

Passengers can reserve their onboard seat in advance, and Shenzhen Airlines will do its best to meet their seat requirements based on the actual conditions of seat reservations. However, due to operational, safety or security needs, Shenzhen Airlines cannot guarantee that any seat passengers specify will be provided. At the same time, Shenzhen Airlines always reserves the right to reallocate seats on the aircraft, even after passengers have been seated.

Article 3 Ticket Change and Refund

3.1 Ticket Change

3.1.1 General Provisions

3.1.1.1 The passenger shall change the ticket within the ticket validity.

3.1.1.2 Passengers shall contact the ticket issuing carrier or its authorized air sales agent for ticket change.

3.1.1.3 If the passenger fails to take the flight for which they have purchased a ticket and fails to notify Shenzhen Airlines in advance to reserve seats for subsequent flights, Shenzhen

Airlines has the right to cancel the reservation for subsequent or return flights listed on the passenger ticket.

3.1.1.4 The ticket coupon status that the passenger requests to change must be valid and open for use (OPEN FOR USE).

3.1.1.5 The ticket coupon status of the passenger requesting a refund must be valid and open for use (OPEN FOR USE).

3.1.2 Voluntary Change

After ticket purchase, if the passenger needs to change any specifics of their itinerary due to their own reasons, such as flight date and flight number, they shall contact Shenzhen Airlines or its authorized air sales agent as soon as possible. Shenzhen Airlines or its authorized air sales agent will change the ticket according to the conditions for use of ticket applicable to the passenger's ticket. At the time of the change, the fare, government taxes, and fuel surcharges (fees) the passenger has paid will be calculated again according to the conditions for use of ticket.

3.1.3 Involuntary Change

3.1.3.1 If passengers' flight departs later or earlier than scheduled, is cancelled, experiences more than 15 minutes of delay in scheduled time of departure/scheduled time of arrival, or

experiences flight itinerary change or class of service change due to Shenzhen Airlines' reasons or due to weather, air traffic control or other reasons not attributable to Shenzhen Airlines, or the connecting time of passengers' immediate connecting flight is rendered shorter than the minimum connecting time due to the above reasons, making the passengers have to change their ticket, Shenzhen Airlines or its authorized air sales agents can grant one involuntary change to their ticket for their flight and their immediate connecting flight, without any ticket change handling fee charged.

3.1.3.2 If the flight passengers are already on arrives at the destination airport later than scheduled due to Shenzhen Airlines' reasons or due to weather, air traffic control or other reasons not attributable to Shenzhen Airlines, and, as a result, the connecting time of passengers' subsequent flight is rendered shorter than the minimum connecting time, making the passengers have to change their ticket, Shenzhen Airlines or its authorized air sales agents can grant one involuntary change to their ticket for their subsequent connecting flight, without any ticket change handling fee charged.

For flights whose departures are not delayed but whose arrivals are, requests for ticket change without the flight having been flown will be handled in accordance with Article 3.1.2 of these Conditions.

Involuntary changes to the above-mentioned connecting flight

tickets must be requested simultaneously with the involuntary changes to tickets for irregular flight. If the passenger fails to request changes to the connecting flight tickets at the same time, such changes shall be handled in accordance with Article 3.1.2 of these Conditions.

3.1.3.3 Date range for involuntary flight changes

Shenzhen Airlines may, free of charge, change the passenger's flight to an alternative Shenzhen Airlines flight acceptable to the passenger, which departs within 2 days before or 6 days after the original flight (for flights operated daily) or within 7 days before or after the original flight (for flights not operated daily). If the date for which the passenger requests a change is outside the above-mentioned range, the change shall be handled in accordance with Article 3.1.2 of these Conditions. Only one change is free of charge;

In case of involuntary ticket changes due to Shenzhen Airlines' reasons, Shenzhen Airlines will either give priority to arranging a Shenzhen Airlines flight with available seats, or, with the consent of the relevant carrier(s), handle involuntary carrier changes. In case of involuntary ticket changes due to weather, air traffic control or other reasons not attributable to Shenzhen Airlines, Shenzhen Airlines will give priority to arranging a Shenzhen Airlines flight with available seats

3.1.3.4 For tickets where involuntary changes have been granted, if the passenger requests a change or refund again due to their own reasons, the requests are subject to the provisions in Articles 3.1.2 or 3.2.3 of these Conditions.

3.1.3.5 Unless otherwise specified, if passengers apply for a refund, change or have voluntarily cancelled their seat reservations before Shenzhen Airlines releases irregular flight information such as flight delays and cancellations, their subsequent tickets will be processed in accordance with the conditions for use of ticket.

3.1.3.6 For multi-segment tickets of non-connecting flights purchased separately by the passenger, each segment ticket is subject to a separate transportation contract. If one or more segments operated by Shenzhen Airlines are irregular, the Shenzhen Airlines tickets for the irregular flight segments shall be handled in accordance with the provisions on involuntary changes; the procedures for changing the date of other regular flight tickets shall be handled by the contracting carrier in accordance with the actual carrier's general conditions of transportation and conditions for use of ticket.

3.2 Refund

3.2.1 General Provisions

3.2.1.1 Passengers shall contact the ticket issuing carrier or its authorized air sales agent for ticket refund.

3.2.1.2 For the tickets that Shenzhen Airlines sells, requests for ticket refunds shall be made to Shenzhen Airlines or its authorized air sales agent and within the ticket validity. In special circumstances, requests for refunds to Shenzhen Airlines or its authorized air sales agent shall be made no later than 180 days after the ticket validity expires. Shenzhen Airlines will not accept requests for ticket refunds exceeding the above-mentioned time limit.

3.2.1.3 When getting the refund, passengers shall return to Shenzhen Airlines all the relevant original proof of reimbursement they have obtained (like "Itinerary/Receipt of E-Ticket for Air Transport").

3.2.1.4 Except for special circumstances, Shenzhen Airlines will complete the refund process within 7 working days from the date of receiving a valid refund request, excluding the processing time of financial institutions.

3.2.1.5 If the passenger loses the itinerary, they shall fill in the

Application for Lost E-ticket Itinerary of Shenzhen Airlines at the refund location, and the refund formalities will be handled for the passenger after confirmation by Shenzhen Airlines.

3.2.2 Refund Payee

3.2.2.1 Normally the ticket will be refunded according to the original payment method and currency.

3.2.2.2 Shenzhen Airlines will first refund the ticket to the original payment account. If, due to exceptional circumstances, the refund cannot be processed to the payment account, it will be made directly to the passenger.

3.2.2.3 If the passenger entrusts someone else to handle the refund, the delegate shall present the valid identity documents both for the passenger and the delegate, as well as the passenger signed letter of authorization.

3.2.3 Voluntary Refund

3.2.3.1 After ticket purchase, when a passenger requests a refund for their own reasons, if the conditions for use of ticket allow for a refund, and the provisions of Articles 3.2.4 and 3.3 of these Conditions do not apply to such a refund, Shenzhen Airlines will grant a refund for the unused segments of the ticket according to

the applicable conditions for use of ticket.

3.2.3.2 If a passenger voluntarily terminates the journey at a stopover point of the flight, the fare for the unused segment(s) of that flight will not be refunded.

3.2.3.3 Passengers shall request a voluntary refund through the original ticket purchasing channel.

3.2.4 Involuntary Refund

3.2.4.1 If passengers' flight departs later or earlier than scheduled, is cancelled, experiences more than 15 minutes of delay in scheduled time of departure/scheduled time of arrival, or experiences flight itinerary change or class of service change due to Shenzhen Airlines' reasons or due to weather, air traffic control or other reasons not attributable to Shenzhen Airlines, making the passengers have to apply for a refund for their ticket, Shenzhen Airlines or its authorized air sales agent can grant involuntary refund for their tickets of their flight or their flight and their subsequent connecting flight, and refund the fares and taxes of the unused flight segments (except for the taxes not allowed to be refunded according to government regulations), without any ticket refund handling fee charged.

If the flight passengers are already on arrives at the destination airport later than scheduled due to Shenzhen Airlines' reasons or due to weather, air traffic control or other reasons not attributable to Shenzhen Airlines, and, as a result, the connecting time of passengers' subsequent connecting flight is rendered shorter than the minimum connecting time, making the passengers have to request a refund for the ticket of their subsequent connecting flight, Shenzhen Airlines or its authorized air sales agents can grant involuntary refund for the passengers, and refund the fares and taxes of the unused flight segments (except for the taxes not allowed to be refunded according to government regulations), without any ticket refund handling fee charged.

For flights whose departures are not delayed but whose arrivals are, requests for ticket refunds without the flight having been flown will be handled in accordance with Article 3.2.3 of these Conditions.

Involuntary refunds for the above-mentioned connecting flight tickets must be requested simultaneously with the involuntary refunds for tickets for irregular flights. If the passenger fails to request refunds for the connecting flight tickets at the same time, such refunds shall be handled in accordance with Article 3.2.3 of these Conditions.

3.2.4.2 For passengers holding an international connecting

ticket who, due to their own reasons, fail to board the preceding connecting flight, and whose subsequent connecting flight departs later or earlier than scheduled, is cancelled, experiences more than 15 minutes of delay in scheduled time of departure/scheduled time of arrival, or experiences flight itinerary change or class of service change, with such information being released later than the scheduled time of departure of the preceding flight as stated on the ticket, when they apply for a refund, Shenzhen Airlines will process the refund for the unused flight segments in accordance with the applicable conditions for use of ticket, without any ticket refund handling fee charged.

3.2.4.3 For multi-segment tickets of non-connecting flights purchased separately by the passenger, each segment ticket is subject to a separate transportation contract. If one or more segments operated by Shenzhen Airlines are irregular, the Shenzhen Airlines tickets for the irregular flight segments shall be handled in accordance with the provisions on involuntary refunds; the refund procedures for other regular flight tickets shall be handled by the contracting carrier in accordance with the actual carrier's general conditions of transportation and conditions for use of ticket.

3.2.4.4 If a passenger voluntarily terminates the journey at a stopover point of the flight, the fare for the unused segment(s) of that flight will not be refunded.

3.2.4.5 Passengers can request an involuntary refund through Shenzhen Airlines or through the original ticket purchasing channel.

3.2.4.6 Calculation rules for refunds in case of diversions

When a Shenzhen Airlines flight lands at a destination not specified on the ticket and the passenger's ticket has been partially used:

A. Shenzhen Airlines will select the applicable carrier's fare to refund the amount corresponding to the fares and taxes for the unused segment from the diversion airport to the destination, provided that the refund amount does not exceed the original ticket fare.

B. If there is no applicable carrier's fare for the segment from the diversion airport to the destination, and the passenger chooses other means of transportation to their destination, Shenzhen Airlines will calculate the refundable amount with reference to the valid payment vouchers provided by the passenger for the reasonable and necessary transportation used from the diversion airport to the destination, with the maximum refund amount not exceeding twice the second-class high-speed rail ticket fare from the diversion airport to the destination and not exceeding the fare for the unused flight segment of the original ticket.

3.2.4.7 Where a passenger has voluntarily changed the

original flight and paid the ticket change handling fee, if the rescheduled flight is disrupted and the passenger requests a refund, the ticket refund handling fee shall be exempted, and the paid ticket change handling fee shall not be refunded.

If the requirement is also specified in the laws and regulations of the countries and regions linked to the flight, Shenzhen Airlines will provide services to passengers in accordance with such applicable laws and regulations.

3.3 Change or Refund due to Health Reasons

If the passenger fails to take the scheduled flight due to injury, illness and other health reasons after purchasing the ticket or during the journey, and provides the supporting materials approved by Shenzhen Airlines, Shenzhen Airlines can change the unused segment once for the tickets of the passenger and accompanying passengers within the ticket validity, and the ticket change handling fee shall be exempted. The fare differences and seasonal fare differences shall be charged normally; or process a refund: for fully unused tickets, the ticket refund handling fee shall be exempted. For partially used tickets, the remaining amount will be refunded after deducting the face value of the used flight segment and taxes based

on the conditions of use of the ticket purchased by the passenger. The ticket refund handling fee is exempted, except for taxes that are not allowed to be refunded according to government regulations.

Article 4 Boarding

4.1 Acceptance Inspection

Passengers and their baggage shall undergo safety and security inspections. The methods of inspection include but are not limited to equipment inspection, manual inspection, oral inquiry and other inspection methods specified by the local government or security inspection agency. The adoption of inspection methods shall be at the sole discretion of the government, the airport or Shenzhen Airlines, regardless of whether passengers are present, agree or are informed. Shenzhen Airlines shall not be liable for any physical injury and loss of or damage to passengers' items attributable to such inspections, unless such injury, damage or loss arises from Shenzhen Airlines' willful conduct or gross negligence, except as otherwise provided by Chinese laws and international conventions.

4.2 Check-in Procedures

4.2.1 Before the flight check-in is stopped, passengers shall carry out ticket inspection and baggage check-in procedure with their valid travel documents on a real-name basis to obtain paper or electronic boarding pass. The valid identity document presented shall be the same as that provided at the time of ticket purchase. If necessary, Shenzhen Airlines will keep copies of passenger's travel document.

4.2.2 Shenzhen Airlines will try its best to meet the passengers' requirements for onboard seats according to the passenger ticket class of service, but does not guarantee to provide the seats designated by the passengers. When passengers go through the check-in procedures, if the passenger involuntarily degrades the class of service on the flight with confirmed seat stated on the ticket due to Shenzhen Airlines' reason, Shenzhen Airlines will refund part of the ticket fare and make compensation. For the compensation, please refer to the Compensation Standard for Overbooking and Involuntary Degrading of Shenzhen Airlines Co., Ltd. If the passenger is unwilling to degrade the class of service, the passenger can refuse to take the flight and handle involuntary ticket change or involuntary refund according to Article 3.1.3 or 3.2.4 of these

Conditions.

If there is compensation standard for involuntary downgrades in the laws and regulations of the countries or regions involved in the flight, Shenzhen Airlines will determine the compensation amount in accordance with the applicable laws and regulations.

4.2.3 Due to the different check-in deadlines of Shenzhen Airlines at each airport, passengers shall confirm and comply with the requirements of the check-in deadline of Shenzhen Airlines at each airport, and complete the check-in procedures before the deadline. If the passenger fails to complete the check-in procedures before the specified check-in deadline, Shenzhen Airlines will handle the follow-up matters according to the missed flight caused by non-carrier reasons and cancel the passenger's reservation.

4.2.4 Before traveling, passengers shall be responsible for obtaining travel documents, visas or certificates required by health and epidemic prevention policies required from the departure airport, the agreed stop-over to the destination, and understand and abide by all applicable laws, regulations, orders and travel regulations. Shenzhen Airlines and its authorized agent provide passengers with the information required from the departure airport, the agreed stop-over to the

destination for the purpose of providing convenience and assistance to passengers, and Shenzhen Airlines will not be liable for this. Shenzhen Airlines shall not be liable for the consequences arising from the passenger's failure to obtain the above documents or visas or failure to comply with the above applicable laws, regulations, orders and travel regulations.

4.2.5 If the passenger misses the flight not due to Shenzhen Airlines' reason, Shenzhen Airlines will assist the passenger in handling voluntary change or voluntary refund in accordance with Articles 3.1.2 and 3.2.3 of these Conditions. If the passenger misses the flight due to Shenzhen Airlines' reason, Shenzhen Airlines will assist the passenger in handling involuntary change or involuntary refund in accordance with Articles 3.1.3 and 3.2.4 of these Conditions.

4.3 Boarding

4.3.1 The closing time of Shenzhen Airlines' boarding gates differs according to airports. Please proceed according to the closing time of the boarding gates at each airport. If a passenger fails to check in before the closing time of the boarding gate, the passenger will not be able to take the flight

in question and Shenzhen Airlines will treat the situation as if the passenger missed the flight.

4.3.2 If the boarding gate or boarding time is changed, Shenzhen Airlines and its ground service agent shall inform passengers in time.

4.3.3 In case of no show due to passenger's reasons, Shenzhen Airlines will assist passengers in handling voluntary change or voluntary refund according to Articles 3.1.2 and 3.2.3 of these Conditions. In case of no show due to Shenzhen Airlines' reason, Shenzhen Airlines will assist passengers in handling involuntary change or involuntary refund according to Articles 3.1.3 and 3.2.4 of these Conditions.

4.3.4 When a passenger arrives at a destination other than the destination listed on the ticket by mistake, Shenzhen Airlines will take the following measures for passengers to choose:

A. If there is a follow-up flight to the destination listed on the passenger ticket at the destination of the wrong flight, Shenzhen Airlines will arrange the passenger to fly directly to the destination from the wrong destination for free, or take ground transportation to the destination for free, but the ticket fee will not be made up or refunded;

B. Transport the passenger back to the departure airport, and

arrange the passenger to take the follow-up flight to the destination listed on the ticket as soon as possible, and the ticket fee will not be made up or refunded;

C. If the passenger requests to terminate the trip at the wrong destination, Shenzhen Airlines will refund the ticket of the original segment.

4.4 Onboard Seat Arrangement

For the needs of operation, safety or security, Shenzhen Airlines reserves the right to allocate or reassign onboard seats, even after passengers have boarded and/or seated.

Seats at the aircraft emergency exits must be assigned by Shenzhen Airlines, and passengers seated in emergency exit seats must be capable of completing an emergency evacuation.

4.5 Conduct during the Flight

4.5.1 Handling of Unlawful Interference and Disruptive Behavior

4.5.1.1 Unlawful interference refers to any act or attempted act that endangers the security of civil aviation, including but not limited to: illegal hijacking of aircraft; destroying aircraft in use; taking hostages on board an aircraft or at an airport;

forcible intrusion into aircraft, airports or aviation facilities; bringing weapons or dangerous devices or materials into an aircraft or airport for criminal purposes; using an aircraft in use to cause death, serious personal injury, or serious damage to property or the environment; spreading false information that endangers the safety of passengers, crew, ground personnel or the public in aircraft, airports or civil aviation facilities in flight or on the ground.

4.5.1.2 Disruptive behavior refers to passenger behaviors which are against the rules of conduct at civil airports or on board, or against the instructions of airport staff or crew members and thereby disturb the good order of the airport or aircraft, including but not limited to: occupying seats and baggage compartment; engaging in physical combat and provoking troubles; molesting women and children and sexual harassment; disseminating obscene materials and other illegal printed materials; using open flames or smoking; illegally using mobile phones or other prohibited electronic equipment; opening emergency doors without authorization; theft, deliberate damage to, unauthorized displacement of aviation facilities and equipment; theft of public and private properties on board; tossing foreign objects on the apron, into engine and

into the aircraft fuselage; approaching or staying in restricted areas without following the guidance; other acts that endanger the safety of civil aviation and disrupt the good order of the airport or aircraft.

4.5.1.3 If, in Shenzhen Airlines' judgment, a passenger commits any unlawful interference, disruptive behavior or other behaviors aboard the aircraft that endangers the aircraft or any person or property on board, or obstructs the crew in the performance of their duties, or fails to comply with any instructions of the crew, or behaves in a manner which causes or threatens to cause discomfort, inconvenience, damage or injury to other passengers or the crew, Shenzhen Airlines may take such measures as necessary to prevent continuation of such conduct, including restraint. The passenger may be disembarked and refused onward carriage at any point, or handed over to the competent government authorities for handling based on the applicable laws or international conventions.

4.5.2 Electronic Equipment and Others

4.5.2.1 Shenzhen Airlines prohibits the use of PED with

transmitting functions on board throughout the flight, including but not limited to mobile phones without flight mode, walkie talkies and remote control devices (remote control toys and other electronic equipment with remote control device). However, T-PED with wireless transmission functions with transmission power less than 100mW (including Bluetooth, ZigBee and Wi-Fi working in 2.4GHz band) is allowed to be used throughout the flight.

4.5.2.2 It is prohibited to use large PED electronic equipment with the sum of length, width and height greater than 31cm in critical flight stages such as taxiing, takeoff, climb, approach and landing, but it is allowed to be used in non-critical flight stages, including but not limited to continuous positive airway pressure machines (CPAP), portable computers, PAD, etc.

4.5.2.3 Electronic equipment allowed to be used throughout the flight includes, but is not limited to: cardiac pacemakers, hearing aids, electric shavers, portable tape recorders, electronic equipment (devices) for maintaining life, portable oxygen concentrators (POC) of certified brands, etc.

4.5.2.4 Small PED with the sum of length, width and height of less than 31cm (inclusive) is allowed to be used throughout the flight, including but not limited to: smart phones with flight mode enabled,

e-books, video/audio players, video game players, etc., but during critical flight stages including taxiing, takeoff, descent and landing, it is not allowed to connect accessories (such as headphones and charging lines).

4.5.2.5 During flight, when the captain finds that there is electronic interference and suspects that the interference comes from portable electronic devices used by passengers, or when the captain must execute low visibility operation procedures or initiate emergency evacuation, Shenzhen Airlines has the right to require passengers to turn off portable electronic equipment in order to prevent interference with aircraft communication and precision navigation equipment.

4.5.2.6 The power of PED in checked baggage shall be turned off.

4.5.2.7 It is forbidden to use mobile power (power bank) throughout the flight.

4.5.3 No Smoking

Smoking has been banned on all flights of Shenzhen Airlines, and smoking is not allowed in any area onboard. **Electronic cigarettes and synthetic vapor smoking devices are also prohibited.**

4.5.4 Seat Belt

Passengers shall fasten their seat belts during the flight when they are seated onboard.

4.5.5 Other

In order to maintain good order on board, ensure flight safety and protect the portrait rights of others, do not take photos or videos of others (other passengers, crew members, etc.) without their consent.

4.6 Entry/Transit

4.6.1 Before travel, passengers shall understand in detail and abide by the relevant exit, entry or transit regulations of the country or region of origin, destination or transit. Shenzhen Airlines is not responsible for any losses or adverse consequences suffered by passengers in violation of the above regulations during their travel.

4.6.2 If any passenger is refused entry/transit, the passenger shall bear the transportation costs of departure from the country or region. Shenzhen Airlines will not grant a refund on the fare for which Shenzhen Airlines have transported the passenger to the point of refusal of

entry/transit.

4.6.3 If Shenzhen Airlines is required to pay any fines and penalties or bear any expenses because any passenger fails to comply with the laws, regulations, orders, requirements or other travel regulations of the relevant country or region, or the passenger fails to present the required documents, or the passenger is denied exit, entry or transit for any reason, the passenger shall reimburse Shenzhen Airlines for all the amounts Shenzhen Airlines has paid or any expenses Shenzhen Airlines has borne.

Article 5 Refusal and Restriction of Transportation

5.1 Refusal of Transportation

In the exercise of Shenzhen Airlines' discretion, Shenzhen Airlines can refuse carriage or refuse to continue carriage to ensure the safety and order of air transportation if the following situations or similar situations occur or are likely to occur:

5.1.1 The carried passengers are in violation of any applicable laws, regulations, orders or other provisions of any country or region of departure, transit, destination or overflight.

5.1.2 The passenger's conduct may endanger flight operational

safety or affect the safety of the passenger, other passengers or crew members. For example:

A. The passenger fails to abide by the code of conduct at the airport or on board the aircraft, or refuses to follow the instructions of ground service staff or crew members, thereby disrupting good order and discipline at the airport or on board the aircraft, mainly including acts of disturbing public order, physical assault, endangering life safety and jeopardizing flight safety;

B. The passenger is under the influence of alcohol or drugs, resulting in impaired behavioral or physical self-control, and falls into any of the following circumstances:

- a. Being confused and unable to communicate normally;
- b. Losing the ability to walk independently;
- c. Suffering from persistent severe vomiting;
- d. Committing any acts specified in Article 5.1.2.A above.

5.1.3 The carried passengers may jeopardize the safety and health, or adversely affect the convenience and comfort of themselves, other passengers or crew members, for example:

A. With known or suspected quarantine infectious diseases;

B. With special stench or special quirks, which may cause discomfort to other passengers;

5.1.4 The passenger's mental, behavior or physical state,

including the passenger's impairment from alcohol or drugs, might endanger or affect the safety and health of the passenger, other passengers and crew members. An example is that a passenger is mentally ill and may cause harm to other passengers or themselves during the onset of the illness;

5.1.5 The passenger fails or is unable to observe Shenzhen Airlines' orders or regulations with respect to safety, security and public health, such as:

A. Those who are unable to take care of themselves due to injury, illness, infirmity or mental condition, who are not accompanied by a special person during the travel or whom the travel companion is unable to independently take care of or exercise any control over;

B. Passengers who carry equipment for storing, generating or distributing oxygen.

C. The passenger is unable to comply with safety regulations due to injury or post-medical treatment conditions, including being unable to sit properly in standard aircraft seats, failing to keep the seatback upright during takeoff and landing, and having no satisfactory alternative solutions available;

D. The passenger wears motorized mobility assistive devices on

the lower limbs that cannot be powered off and have their batteries removed;

5.1.6 Any passenger refuses to submit to a security check or the passenger's baggage has not been submitted to security check;

5.1.7 Any passenger has committed misconduct during the transport by air ever before, and Shenzhen Airlines has reason to believe that such misconduct could occur again;

5.1.8 Any passenger has not paid the applicable fare, taxes, fees or charges, etc.;

5.1.9 Any passenger fails to present valid identity document, or the valid identity document presented by the passenger is not the same as that used at the time of ticket purchase, or the passenger fails to present a valid travel document; or the passenger refuses to hand over travel documents to the crew for safekeeping by the crew based on relevant requirements;

5.1.10 Any passenger presents a ticket that has been acquired unlawfully, or has been purchased from an entity other than Shenzhen Airlines or Shenzhen Airlines' authorized sales agents, or the passenger's ticket is a forged one;

5.1.11 Any passenger fails to observe the rules for non-

smoking on board aircraft or the use of electronic devices on board aircraft;

5.1.12 Any passenger fails to or refuses to comply with the instructions, arrangements and persuasion of ground staff and crew members;

5.1.13 Any passenger fails to comply with the relevant requirements on baggage transportation set forth in these Conditions.

5.2 Restricted Transportation

5.2.1 Special Service Application

Infants, unaccompanied minors, disabled persons, pregnant/postpartum women, injured or sick persons or other persons in need of special services must submit a request to Shenzhen Airlines in advance, satisfy Shenzhen Airlines' transportation conditions, and may be carried only after Shenzhen Airlines agrees and makes corresponding arrangements.

5.2.2 Carriage of Infants

Infants must be accompanied by adults who are at least 18

years old and have full capacity for civil conduct.

The infants Shenzhen Airlines carries refer to those who have reached 14 days of age on the date of travel (the 14th day calculated from the day following birth) but are under 2 years old.

Shenzhen Airlines does not provide air transportation services for premature babies less than 90 days old (newborns under 37 weeks of gestational age).

Each adult passenger is allowed to carry a maximum of two infants. One of the infants may be held in the adult passenger's arms or sit on the adult passenger's lap with the infant seat belt fastened. The other infant shall occupy a separate seat. An infant occupying a separate seat must be placed in a child (infant) restraint device prepared by the passenger that is approved by the aviation authorities for use on board the aircraft, sit next to the adult, and ensure that:

A. The child (infant) restraint device can be properly secured to the seat;

B. The infant can be properly fastened into the restraint device, and weigh no more than the weight limit specified by the device;

C. Assisted, vest, harnessed or knee-hugging child restraint devices are not permitted during takeoff, landing and ground

movement.

5.2.3 Carriage of Children

5.2.3.1 Children who have reached the age of 2 but are under 5 must be accompanied by adults who are at least 18 years old and have full capacity for civil conduct; when children accompanied by adults travel by air, they shall purchase tickets with the same class of service as their companions.

5.2.3.2 Children who have reached the age of 5 but are under 12 shall be accompanied by adults who are at least 18 years old and have full capacity for civil conduct. If unaccompanied by an adult, an application must be submitted in advance, and carriage can be provided only after Shenzhen Airlines agrees and tickets are purchased in accordance with Shenzhen Airlines' regulations. Both the persons seeing off and picking up the child must be adults who are at least 18 years old and have full capacity for civil conduct.

There is a limit on the number of unaccompanied minors who have reached the age of 5 but are under 12 carried on each flight, and Shenzhen Airlines has the right to refuse carriage accordingly.

5.2.3.3 Minors who have reached the age of 12 and are under the age of 18 and travel alone may voluntarily apply for

unaccompanied minor services.

5.2.3.4 Passengers can check with Shenzhen Airlines, Shenzhen Airlines' authorized air sales agents or authorized ground service agents for Shenzhen Airlines' regulations and service fee collection standards on the carriage of unaccompanied minors.

5.2.4 Carriage of Persons with Disabilities

Shenzhen Airlines will provide air transportation services for persons with disabilities fit for air travel in accordance with relevant laws and regulations on air transportation of persons with disabilities. For details, please refer to the Regulations on the Transport of Passengers with Disabilities of Shenzhen Airlines Co., Ltd.

5.2.5 Carriage of Pregnant/Postpartum Women

5.2.5.1 Due to changes in cabin environment and unpredictable in-air turbulence, which may have adverse effects on pregnant women, Shenzhen Airlines strongly recommends pregnant passengers to consult a doctor before traveling, and confirm whether it is suitable to take public air transportation.

5.2.5.2 To ensure travel safety, pregnant passengers with less than 36 weeks of gestation need to present a pregnancy examination report or a true and valid diagnostic certificate

bearing a doctor's signature or doctor's name stamp and indicating the number of weeks of pregnancy, for Shenzhen Airlines verification before boarding.

5.2.5.3 Shenzhen Airlines does not provide air transportation services for pregnant passengers who have reached 36 weeks of pregnancy, or are expected to give birth within 4 weeks (inclusive), or are close to delivery but uncertain of the exact date and are known to have multiple births or expected to have delivery complications, or are less than 7 days postpartum, or have threatened miscarriage reactions.

5.2.5.4 Pregnant passengers need to check in and complete boarding procedures through a staffed counter.

5.2.5.5 Even if a passenger has met the requirements specified in 5.2.5.2, if the passenger has obvious symptoms of discomfort when boarding, or if Shenzhen Airlines reasonably decides that the passenger's continuation of travel will pose a danger to personal safety, Shenzhen Airlines still has the right to refuse carriage.

5.2.6 Carriage of Injured, Sick and Post-operative Passengers

Shenzhen Airlines will provide air transportation services for injured, sick, or post-operative passengers who are eligible to fly. For details, please refer to the *Regulations on the Transportation of Passengers with Injuries, Illnesses or After Surgery of Shenzhen Airlines Co., Ltd.*

5.3 Refund after Refusal of Carriage

Any passenger who is refused carriage in accordance with Article 5 of these Conditions of Carriage, or whose seat has been cancelled, will be assisted by Shenzhen Airlines in processing voluntary changes or voluntary refunds in accordance with Articles 3.1.2 and 3.2.3 of these Conditions of Carriage.

Article 6 Baggage Transportation

6.1 Baggage Transport Restrictions

6.1.1 Articles That Shall not be Transported as Baggage

The following items shall not be delivered as checked baggage or brought into the cabin as unchecked baggage:

6.1.1.1 Articles that may endanger the safety of aircraft, personnel or property onboard, including but not limited to: explosive substances, devices and simulation articles; gases (including flammable and non-flammable non-toxic gases, toxic gases, compressed gases, etc.); flammable substances (including liquid combustibles, solid combustibles, such as lighters, matches, etc.), spontaneous combustion substances and combustibles in water; oxidants and organic peroxides; toxic and infectious substances; radioactive or magnetized materials; corrosive substances; dangerous goods such as threatening or irritant substances.

6.1.1.2 Firearms and their major parts and components (including military, civilian, and public service guns; pistols, rifles, sub-machine guns, machine guns, anti-riot guns, air guns, anesthesia injection guns, sample guns, prop guns, steel ball guns, tear gas guns, electric stun guns, etc.); state-controlled equipment such as controlled knives, ordnance, police equipment and other equipment regulated by the state (including batons, military or police knives, bayonets, electric shockers, defensive devices, crossbows, daggers, three-sided knives, three-sided knives for machining purposes, knives with self-locking devices, single-edged knives that resemble daggers but longer than daggers, double-edged knives,

and other similar single-edged, double-edged, three-edged sharp knives, etc.); other similar items and imitations of the above items.

Firearms and ammunition for sporting competition purposes can be accepted as checked baggage, subject to the requirements set forth in 6.2.5.3.

6.1.1.3 Articles prohibited from transportation by laws, regulations and orders of the People's Republic of China or articles prohibited from transportation by laws, regulations or orders of departure, entry or transit countries.

6.1.1.4 Articles that Shenzhen Airlines considers not to be transported for the following reasons: articles that are not suitable for transportation due to their danger and insecurity, or their weight, volume, packaging, shape or nature; live animals (except small animals and service dogs specified in Articles 6.2.5.1 and 6.3.2 hereof); fresh articles with obvious peculiar smell (such as durian, etc.); articles with anesthetic, unpleasant or other similar properties, etc.

6.1.1.5 Any items that a stranger requests you to bring for them.

If passengers want to know more about the items that cannot be transported as baggage, they may inquire with Shenzhen Airlines, its authorized air sales agents, or authorized ground service agents.

6.1.2 Items Not Recommended for Carriage as Checked Baggage

Shenzhen Airlines strongly recommends that passengers do not include the following items in or as checked baggage. Passengers can take them into the cabin and take care of them, provided that the requirements for unchecked baggage are met.

Important documents and materials, valuable securities, currency, negotiable instruments, jewelry, precious metals and their products, antique calligraphy and paintings, valuables, fragile, perishable, and easily damaged items, samples, out-of-print printed matter or manuscripts, travel documents or papers, electronic equipment (excluding spare batteries), medications that need to be taken regularly, cremated remains, musical instruments.

Shenzhen Airlines' liability for compensation for the above-mentioned items is subject to the provisions of these Conditions of Carriage as well as national laws and international conventions.

6.1.3 Transportation Restricted Articles

Baggage with special shape, length, weight or its own nature, as well as articles restricted by national laws, administrative regulations and rules, **can be transported only if they meet the**

transportation conditions of Shenzhen Airlines and with the consent of Shenzhen Airlines.

For more information of restricted articles, passengers can refer to Article 6.2.5 and 6.3 hereof or inquire with Shenzhen Airlines, authorized air sales agents or authorized ground service agents of Shenzhen Airlines.

6.2 Checked Baggage

6.2.1 Packing of Checked Baggage

6.2.1.1 Passengers' checked baggage shall be properly packed, properly buckled, tightly bound, able to withstand a certain amount of pressure, and be able to be safely loaded, unloaded and transported under normal operating conditions. At the same time, it shall meet Shenzhen Airlines' requirements for baggage packaging:

- A. Lockable cases, travel bags and handbags must be locked;
- B. More than two packages cannot be bundled into one;
- C. No other articles shall be attached to the external package;
- D. Bamboo baskets, net bags, straw ropes, plastic bags, etc. cannot be used as baggage packaging, and those with sawdust, grain husk, etc. as padding in the baggage packaging cannot be accepted;
- E. Woven bags, baggage whose outer packaging is soft paper

or soaked cartons, plastic storage boxes, foam boxes, and folding trolleys must be packaged.

Shenzhen Airlines may refuse to accept baggage that is not packed in compliance with the requirements. If such baggage has already been accepted, Shenzhen Airlines shall not be liable for compensation for any damage or breakage, unless otherwise provided by national laws and international conventions.

6.2.1.2 The passenger shall mark their name or make other personal identification marks on the inside and outside of the checked baggage.

6.2.1.3 After accepting checked baggage from passengers, Shenzhen Airlines will issue a baggage identification tag for each piece of checked baggage.

6.2.2 Weight, Size and Piece Limits of Checked Baggage

6.2.2.1 The maximum weight of each piece of ordinary checked baggage shall not exceed **32 kg (70 lbs)**, and shall not be less than **2 kg (4 lbs)**.

6.2.2.2 The sum of the length, width and height of each piece of ordinary checked baggage shall not be less than **60 cm** or **24 inches** and less than or equal to **203 cm** or **80 inches**, including

wheels and handles.

6.2.2.3 Due to the limited flight capacity, Shenzhen Airlines reserves the right to limit the maximum number of pieces of checked baggage beyond the free baggage allowance.

6.2.3 Free Baggage Allowance

Shenzhen Airlines will determine the passenger's free baggage allowance according to the cabin class of the ticket, flight distance, and member level of the passenger. Passengers can inquire about the free baggage allowance from Shenzhen Airlines, the authorized air sales agents, or the authorized ground service agents of Shenzhen Airlines.

If the passenger experiences an involuntary change in class of service, Shenzhen Airlines will still calculate the passenger's free baggage allowance according to the original class of service standard.

6.2.4 Excess Charge for Checked Baggage

6.2.4.1 When the passenger's ordinary checked baggage exceeds the free baggage allowance, the passenger shall pay the excess baggage fee for the excessive part.

6.2.4.2 Shenzhen Airlines will determine the excess baggage

charge according to the route on the ticket held by the passenger and the weight, size and number of pieces of excess baggage checked by the passenger. Passengers may inquire about the specific fee rates with Shenzhen Airlines, its authorized air sales agents, or authorized ground service agents.

6.2.4.3 When Shenzhen Airlines charges passengers for excess baggage, it shall issue a payment receipt to the passengers.

6.2.4.4 With the consent of Shenzhen Airlines, passengers can claim checked baggage at the intermediate stop, and the paid excess baggage fee for the unused segment of the flight will not be refunded.

6.2.5 Special Checked Baggage

Special checked baggage refers to checked baggage that is special due to its shape, length, weight or nature. Unless otherwise specified, the weight and size limits for each piece of special checked baggage are the same as those of ordinary checked baggage.

Shenzhen Airlines will charge corresponding fees based on the route of the passenger's ticket and the category and weight of the special baggage checked. Passengers may inquire about the specific fee rates with Shenzhen Airlines, its authorized air sales

agents, or authorized ground service agents.

6.2.5.1 Small animals

The small animals carried by Shenzhen Airlines are **limited to domestic pet dogs and cats**, but cats and dogs and their hybrids that are aggressive, prone to respiratory issues, or belong to brachycephalic (short-nosed) breeds, as well as those in pregnancy or that are no more than 8 weeks old, in lactation, or within 7 days postpartum, or sick will not be carried.

For the transportation of small animals, an application must be submitted to Shenzhen Airlines in advance, and the animal quarantine certificate and all relevant documents or certificates required for departure, entry or transit must be provided. The transportation can be carried out only with the consent of Shenzhen Airlines. **Passengers must ensure that the small animals are properly secured in the container, and the container must meet the requirements of Shenzhen Airlines, otherwise Shenzhen Airlines will refuse carriage. Shenzhen Airlines has the right to limit the number of small animals transported by each aircraft, and such small animals are only transported in the cargo compartment.**

During the process of transportation, if small animals fail to arrive on time because they are denied entry or transit by

relevant countries, or the small animals are injured, fall ill, escape, or die under normal transportation conditions, Shenzhen Airlines will have no liabilities, except as otherwise provided for in Chinese laws or international conventions.

Passengers shall bear full responsibility for any personal injury, property damage, or expenses caused by the small animals during transportation. Shenzhen Airlines reserves the right to seek recourse from the passenger afterwards.

Pets carried by passengers shall generally be transported in the cargo compartment; if specific conditions are met, passengers may apply to bring them into the cabin (limited to economy class on domestic flights).

6.2.5.2 Sports equipment

Shenzhen Airlines only carries all kinds of devices, equipment and supplies used in competitive sports competitions and fitness exercises. If passengers wish to check sports equipment that exceeds the weight or size limits of ordinary checked baggage (except for golf bags), they must apply to Shenzhen Airlines in advance, and the equipment can be transported only with the prior consent of Shenzhen Airlines. When the aircraft conditions are not suitable for transportation, Shenzhen Airlines may refuse acceptance.

Passengers shall properly pack the checked sports equipment, preferably using the original or professional packaging. The packaging must be capable of withstanding a certain amount of pressure and allow the equipment to be safely loaded, unloaded, and transported under normal operating conditions. Any inflatable sports equipment must be deflated before transportation.

6.2.5.3 Firearms and ammunition for shooting sports competitions

Shenzhen Airlines only accepts firearms and ammunition used for shooting sports competitions for carriage. Passengers must apply to Shenzhen Airlines in advance and present relevant transport permits. Such items can only be accepted for carriage with the prior consent of Shenzhen Airlines.

Firearms must be unloaded, have their safety catches engaged, and be separately and properly packaged in accordance with Shenzhen Airlines' regulations. Each firearm case shall contain no more than 2 sporting rifles, or no more than 5 pistols; each passenger can check up to 5 kg or 11 lbs of ammunition (gross weight), and a single piece of checked baggage containing ammunition must not exceed 5 kg or 11 lbs.

6.2.5.4 Small electrical appliances, instruments and media equipment

The small electrical appliances, instruments and media equipment accepted for carriage by Shenzhen Airlines refer to those used in work and life that meet the size requirements of ordinary checked baggage.

When checking small electrical appliances, instruments, and media equipment, passengers shall pack them properly, preferably using original or professional packaging. The packaging must be capable of withstanding a certain amount of pressure and allow the items to be safely loaded, unloaded, and transported under normal operating conditions.

Shenzhen Airlines only undertakes the responsibility for general checked baggage for such items. On the premise of meeting the requirements for unchecked baggage, Shenzhen Airlines recommends that passengers carry such items with them.

6.2.5.5 Fishing gear

Fishing gear includes a tool box, a fishing basket or canvas bag, a set of fishing rods, and a packing bag or box.

Fishing gear can only be transported as checked baggage, and passengers shall properly pack the checked fishing gear.

6.2.5.6 Musical instruments

Musical instruments can be transported as checked baggage. Passengers must apply to Shenzhen Airlines in advance, and the

instruments can only be transported with the prior consent of Shenzhen Airlines. Musical instruments such as pianos, harps, and timpani that exceed the size or weight limits of ordinary checked baggage cannot be transported as baggage. When checking musical instruments, passengers must pack them properly, preferably using original or professional packaging. The packaging must be intact with secure locks and firm bindings, capable of withstanding a certain amount of pressure to facilitate safe loading, unloading, and transportation.

Passengers may bring the instruments into the cabin for their own custody, provided the requirements for unchecked baggage are met.

6.2.5.7 Aquatic products

Aquatic products carried by Shenzhen Airlines refer to animal and plant products produced by marine and freshwater fisheries and their processed products. When aquatic products are checked as baggage, their size and weight limits are the same as those for ordinary checked baggage, and they are only accepted for carriage on domestic flights.

The packaging of aquatic products must be firm and sealed to ensure no odor and liquid leakage. Aquatic products must be packed in a foam box enclosed within a carton. The foam box must

have four walls, a bottom, and a top; the wall thickness must not be less than 2 cm, and there shall be no damage or cracks on the box. Water-absorbing materials shall be placed at the bottom of foam boxes, such as absorbent paper, absorbent sponge, etc. The carton must match the specifications of the foam box. It is not allowed to pack two foam boxes in a single carton. It is not allowed to use damp, folded, deformed, or recycled old foam boxes or cartons as packaging for aquatic products. It is forbidden to use loose ice or loose dry ice inside the packaging for cooling purposes. **The passenger shall bear full responsibility for any personal injury or property damage that might arise from the aquatic products during the transportation.**

6.2.5.8 Alcoholic beverages

Alcoholic beverages must only be transported as checked baggage. They must be placed in retail packaging with comprehensive and clear labels, and the volume of each container shall not exceed 5 liters. The outer packaging must be sturdy and sealed to ensure there are no peculiar odors or liquid leakage. There are no restrictions on the quantity transported when the volume percentage of alcohol is less than or equal to 24%, but each passenger can check up to 5L when the volume percentage of alcohol is greater than 24% and less than or equal to 70%.

Shenzhen Airlines will refuse carriage for bulk alcohol or alcoholic beverages with an alcohol volume percentage greater than 70%.

Except for alcoholic beverages served on Shenzhen Airlines flights, passengers are not allowed to consume any other alcoholic beverages in the cabin. If the laws and regulations of the place of departure, transit and destination of the flight have stricter requirements, Shenzhen Airlines will comply with applicable local laws and regulations.

6.2.5.9 Dry ice

With the consent of Shenzhen Airlines, when passengers need to keep perishable items fresh, they may carry no more than 2.5 kg or 5.5 lbs of dry ice as checked or unchecked baggage. Dry ice packages must be provided with air vents; as checked baggage, it must be marked with "solid carbon dioxide" or "dry ice" and "Dry Ice Net Weight: x kg" or "Net weight less than 2.5kg".

6.2.5.10 Small medical or clinical mercury thermometers

They may only be transported as checked baggage. Each passenger is limited to checking one such thermometer, which must be placed in a protective case.

6.2.5.11 Sharp tools, blunt tools, tools and other similar articles other than controlled knives

Sharp objects, blunt objects, tools, and other similar items other

than controlled knives include, but are not limited to: kitchen knives, fruit knives, table knives, craft knives, scalpels, scissors, steel files, short sticks, hammers, drills (including drill bits), chisels, awls, pliers, saws, bolt guns, nail guns, screwdrivers, crowbars, welding guns, wrenches, axes, hatchets, vernier calipers, ice axes, ice picks, darts, slingshots, bows, arrows, and buzzer self-defense devices, etc.

Such items can only be transported as checked baggage. When checking such items, the size limits are the same as those for ordinary checked baggage. When checked separately, they shall be packaged in a way that ensures safety and prevents the contents from being easily identified.

6.2.5.12 Electric wheelchairs or electric mobility aids

Shenzhen Airlines only accepts applications for the carriage of passengers' own electric wheelchairs or electric mobility aids for passengers with limited mobility due to disability, health, or age reasons. Electric wheelchairs or electric mobility aids are not subject to the weight and size restrictions of ordinary checked baggage, but may only be transported with the prior consent of Shenzhen Airlines. The self-provided electric wheelchairs or electric mobility aids used in the journey must go through the consignment formalities at the check-in counter. The electric wheelchairs or electric mobility aids consigned by passengers must meet the relevant provisions of

Shenzhen Airlines on the transportation of dangerous goods, and comply with the applicable law requirements for the number of electric wheelchairs or electric mobility aids to be checked free of charge.

The electric wheelchair check-in service applies to wheelchairs or electric mobility aids equipped with sealed wet-cell batteries, nickel-metal hydride batteries, or dry batteries, as well as those equipped with lithium batteries. It does not apply to wheelchairs or electric mobility aids equipped with unsealed batteries. If the wheelchair battery cannot simultaneously meet the three conditions of being securely attached, fully protected, and electrically disconnected, the battery must be removed.

For wheelchairs or electric mobility aids equipped with sealed wet batteries, nickel-metal hydride batteries, or dry batteries, the removed batteries and spare batteries must be protected against short circuits, packed in sturdy, rigid packaging, and transported in the cargo hold.

For wheelchairs or electric mobility aids equipped with lithium batteries, each removed battery shall not exceed 300Wh; there is no limit on the rated energy when the battery is installed on the wheelchair or mobility aid. Removed batteries and spare lithium batteries must be transported in the cabin and must be protected

against damage (e.g., each battery is placed in an independent protective bag). Each passenger may carry a maximum of 1 spare battery not exceeding 300Wh or 2 spare batteries not exceeding 160Wh.

6.2.6 Declared Value Service

Shenzhen Airlines does not provide declared value service for checked baggage.

6.2.7 Claim and Delivery of Checked Baggage

6.2.7.1 Passengers shall check and claim their checked baggage as soon as possible with baggage identification tags at the destination or stopover point. If necessary, passengers shall present their ticket for inspection by Shenzhen Airlines or its authorized ground service agent. Only the holder of the baggage identification tags has the right to claim the checked baggage. **Passengers are requested to keep their baggage identification tags properly. Shenzhen Airlines will not confirm whether the person claiming the baggage is indeed the passenger, and will not be held liable for the losses and expenses incurred thereby.**

6.2.7.2 If a passenger cannot show the baggage identification tag but asks to claim the checked baggage, the passenger shall

claim it only after providing the certificate approved by Shenzhen Airlines.

6.2.7.3 If the checked baggage of a passenger is not claimed within 90 days from the date of arrival, Shenzhen Airlines will dispose of the baggage without notice, and shall not bear any responsibility. Shenzhen Airlines has the right to dispose of the perishable articles in baggage 72 hours after the arrival of baggage without any responsibility.

6.2.7.4 The passenger's checked baggage will be transported on the same flight as the passenger as far as possible, unless it may be transported by subsequent flights or terminated due to operational, safety, or security reasons. If the passenger's checked baggage is transported by a subsequent flight due to reasons attributable to the passenger, the passenger must collect it at the airport in person. Except for this, baggage will be delivered to the passenger free of charge by Shenzhen Airlines, unless otherwise specified by applicable laws, regulations, or orders.

6.2.7.5 After arriving at the destination, if the passenger fails to get the checked baggage or the checked baggage is damaged, please contact Shenzhen Airlines immediately.

6.2.8 "Full-authorization" Hands-Free Baggage Service for Checked Baggage

6.2.8.1 Service application and authorization

On some of the international-to-domestic or international-to-international connecting flights actually operated by Shenzhen Airlines, "full-authorization" hands-free baggage service for checked baggage is provided. With the consent of China Customs and with the passenger's "full authorization", Shenzhen Airlines can check the passenger's baggage to the final destination at the departure airport without having to pick up the checked baggage at the transit, and Shenzhen Airlines will handle the customs formalities for the passenger's baggage, and if necessary, open and inspect the checked baggage for the passenger according to the customs requirements. Do not pack items that shall be declared to China Customs in such checked baggage. When a passenger applies for this service, it is deemed that:

A. the passenger has been informed of the relevant regulations of the customs of the People's Republic of China and security check on the baggage of inbound and outbound passengers;

B. the passenger declares no articles prohibited or restricted from entering or leaving the People's Republic of China in the checked baggage, no articles listed in the "Declaration Form for Inbound and Outbound Passenger Baggage for the People's Republic of China Customs" that need to be declared to the customs, and no lithium batteries, power banks, lighters, matches and other

items prohibited from check-in by China's civil aviation security inspection regulations;

C. the passenger authorizes and entrusts Shenzhen Airlines as their legal agent to cooperate with the unpacking inspection of China customs and security check on behalf of the passenger in accordance with relevant laws and regulations, and recognizes Shenzhen Airlines' behavior in handling related matters, while bearing corresponding legal responsibilities.

6.2.8.2 Processing of disagreement with authorization

If passengers disagree with the content described in Article 6.2.8.1 of these Conditions, they shall clearly inform Shenzhen Airlines staff when checking in. In this case, Shenzhen Airlines will not be able to provide "full-authorization" hands-free baggage service. Passengers need to pick up their checked baggage at the transfer station and go through customs declaration and security check procedures before they can continue traveling. Please ensure that sufficient transit time is reserved.

6.2.8.3 Responsibility and risk

Responsibilities related to customs or security checks are borne by the passenger. Shenzhen Airlines shall not be liable for damage to baggage or locks, damage to contents, itinerary delays or any other losses directly caused by customs or security checks

(including but not limited to baggage handling, opening, resealing or lock removal to cooperate with the check).

6.2.9 Temporary Living Allowance

For passengers whose travel destination is not their place of residence, Shenzhen Airlines will provide a one-time temporary living allowance if their baggage fails to arrive on the same flight due to reasons attributable to Shenzhen Airlines, resulting in the passenger's overnight stay without baggage and causing temporary living inconvenience.

The one-time compensation amount per passenger is RMB 200 (or equivalent foreign currency) for domestic flights and RMB 300 (or equivalent foreign currency) for international flights.

6.2.10 Disposal of Illegal Baggage

The whole baggage is called illegal baggage if it contains prohibited, restricted or dangerous articles stipulated by the state. For illegal baggage, Shenzhen Airlines shall handle it according to the following provisions:

6.2.10.1 If the illegal baggage is found at the departure airport, Shenzhen Airlines will refuse acceptance; for the illegal baggage that has been carried, the transportation shall be cancelled, or it will be carried after the illegal items are removed, and the excessive

baggage fee shall not be refunded;

6.2.10.2 If illegal baggage is found at the stopover, the transportation shall be stopped immediately, and the excessive baggage fee will not be refunded; in addition, for illegal baggage, 150% of the freight rate shall be calculated based on the excessive baggage fee applicable from the departure airport to the stopover;

6.2.10.3 The prohibited, restricted or dangerous articles specified by the state carried in the illegal baggage shall be handed over to relevant departments for disposal.

6.3 Unchecked Baggage

6.3.1 Weight, Size and Pieces of Unchecked baggage

The weight of a single piece of unchecked baggage carried by each passenger in first class and business class shall not exceed 8 kg or 17 pounds; the weight of a single piece of unchecked baggage carried by each passenger in premium class, and economy class shall not exceed 5 kg or 11 pounds;

The length, width and height of each piece of unchecked baggage (including wheels and handles) shall not exceed 55 cm (22 inches), 40 cm (16 inches) and 20 cm (8 inches) respectively, to ensure that the baggage can be placed in the closed baggage

compartment above the cabin or under the seat in front of the passenger; if it cannot be placed in the above way, or due to overweight, oversize, or safety reasons, it shall be transported as checked baggage.

Each passenger in first class and business class can carry 2 pieces of unchecked baggage; each passenger in premium class, and economy class can carry 1 piece of unchecked baggage. In addition, passengers can also carry 1 personal item free of charge that does not occupy the baggage compartment and can be stowed under the seat in front of the passenger, such as a handbag, briefcase, laptop bag, camera bag or other items of similar or smaller size (reference dimensions: length, width and height do not exceed 12cm×35cm×40cm respectively).

Passengers carrying infants can also carry food and diapers for infants in flight and a portable stroller that can be brought into the cabin. After folding, the length, width and height of the stroller shall not exceed 55 cm (22 inches), 40 cm (16 inches) and 20 cm (8 inches) respectively. Those exceeding the above dimensions shall be checked in.

Except for safety reasons, crutches, prosthetics, cochlear implants, hearing aids, blind sticks, blind glasses, visual aids, folding manual wheelchairs and other small auxiliary equipment that are

held and needed at any time during the journey by passengers with disabilities, injuries, diseases and other mobility difficulties on the flight can be brought into the cabin. If there is no storage facility or space in the cabin, they can be checked in for free.

6.3.2 Service Dog

For the specific requirements on service dogs in the cabin, please refer to the *Regulations on the Transportation of Passengers with Disabilities of Shenzhen Airlines Co., Ltd.*

6.3.3 Seat-occupying Baggage

If the passenger's belongings are not suitable for transportation in the aircraft cargo hold and do not meet the transportation regulations of checked baggage or carry on belongings, they shall be brought into the cabin as seat-occupying baggage after notifying Shenzhen Airlines in advance and obtaining the permission of Shenzhen Airlines. The baggage occupying one seat shall not exceed 75 kg (165 pounds), and its length, width and height shall not exceed 100 cm (40 inches), 60 cm (24 inches) and 40 cm (16 inches) respectively. The seat-occupying baggage shall be paid separately and kept by the passenger. The ticket class of service for the seat-occupying baggage shall be consistent with that of the

passenger. There is no free baggage allowance for seat-occupying baggage. The seats occupied by baggage shall be adjacent to the passenger and shall not be separated by the aisle. The seat-occupying baggage shall not hinder the emergency evacuation of the passenger and other passengers, shall not affect the observation of external conditions through the cabin window, and shall not block any passenger notification and exit signs.

6.3.4 Seat-occupying Musical Instrument

When musical instruments are used as seat-occupying baggage, passengers shall apply to Shenzhen Airlines in advance and pay the relevant fees.

The weight of the musical instrument as seat-occupying baggage shall not exceed 75 kg or 165 pounds, and the length, width and height including packaging shall not exceed 140 cm (55 inches), 50 cm (20 inches) and 40 cm (16 inches) respectively.

The ticket class of service for the seat-occupying musical instrument shall be consistent with that of the passenger. The seats occupied by the musical instrument shall be adjacent to the passenger and shall not be separated by the aisle, and it is limited to be on the floor of the window seat and secured with the seat belt. The seat-occupying musical instrument shall not hinder the emergency evacuation of the passenger and other passengers,

shall not affect the observation of external conditions through the cabin window, and shall not block any passenger notification and exit signs.

6.3.5 Spare Lithium Battery and Lithium Battery Mobile Power Supply

6.3.5.1 Spare battery: including lithium battery, sealed wet battery, nickel-metal hydride battery, dry battery and other batteries.

The following requirements shall be met:

Each passenger shall not carry more than 20 spare batteries. Among them, for lithium metal battery, lithium metal content $\leq 2\text{g}$, and for lithium-ion battery, rated energy $\leq 100\text{Wh}$.

In addition, after declared at the check-in counter, inspected and approved, each passenger is allowed to carry lithium-ion batteries with rated energy more than 100Wh but not more than 160Wh , or lithium metal batteries with a lithium metal content of more than 2g but not more than 8g , and the total amount shall be no more than 2; lithium metal batteries can only be used in portable medical electronic devices (PMED), such as automated external defibrillator (AED) and continuous positive airway pressure (CPAP).

All spare batteries carried by passengers are only allowed to be put into hand baggage, and shall be protected separately to prevent

short circuit (for example, in sealed plastic bags or original protective boxes).

It is strictly forbidden to carry the lithium batteries with safety defects recalled by the manufacturer and the lithium batteries and lithium battery mobile power supplies (power banks) without clear lettering indicating their rated energy or their lithium metal content. It is strictly forbidden to carry lithium batteries and lithium battery mobile power supplies (power banks) for non-personal use. It is not allowed to charge them using the aircraft in-seat power sources or aircraft electrical power in flight, and charge or power other portable electronic devices in flight. The start switch (if any) must always be turned off. They shall not be placed in the overhead compartment of the cabin, but shall be placed in hand baggage under the seat in front of the cabin, or other designated storage locations (such as: in the back pocket of the seat).

6.3.5.2 **Lithium battery** mobile power supply (power bank)

Lithium battery mobile power supply (power bank) refers to a small lithium battery rechargeable device whose main function is to provide external mobile power supply for mobile phones and other portable electronic devices. The mobile power supply (power bank) shall meet the requirements for spare battery transportation. In addition, it shall also meet the following requirements: The rated

energy of the lithium battery mobile power supply shall not exceed 160Wh, and no matter how large or small the rated energy is, only 2 can be carried at most. It is prohibited to carry power banks without 3C logos, unclear 3C logos, or recalled models or batches on flights within China.

6.3.6 Special Mercury Barometer or Mercury Thermometer for Meteorology

The special mercury barometer or mercury thermometer for meteorology can only be transported as unchecked baggage. With the consent of Shenzhen Airlines, representatives of the government Meteorological Bureau or similar official institutions can carry one mercury barometer or mercury thermometer per person.

The special mercury barometer or mercury thermometer for meteorology must be placed in a solid outer packaging with a sealed inner liner or a bag made of sturdy leak-proof and anti-penetration material, and such packaging shall be able to prevent mercury from leaking out of the package.

6.3.7 Cremated Remains

Cremated remains shall be properly packaged to ensure that the contents inside the packaging are not easily identifiable. If you

want an extra seat for the cremated remains, the relevant requirements set forth in Article 6.3.3 of these Conditions apply.

6.3.8 Portable Oxygen Concentrators (POC)

The portable oxygen concentrators (POC) that Shenzhen Airlines carry refer to devices that separate oxygen in the air through molecular sieve technology and provide users with oxygen with an oxygen concentration of $\geq 90 \pm 3\%$. The devices do not have pressure storage components, and the distribution mechanism does not have pressure, nor do they produce oxygen independently. They do not belong to the equipment for storing, generating or distributing oxygen referred to in Article 5.1.4.B of these Conditions. For passengers who need to use their POCs for the entire flight, they shall contact with Shenzhen Airlines in advance and provide a Physician Statement approved by Shenzhen Airlines. The POC shall meet Shenzhen Airlines' certification requirements. Passengers must have an ample supply of fully charged batteries plus three hours of extra battery time for the flight. The quantity of spare lithium batteries with a lithium content of not more than 2 grams or a rated energy of not more than 100 watt-hours is not subject to the restrictions in Article 6.3.5 of these Conditions. The

passengers shall take responsibility of the function and state of their POCs.

6.3.9 Continuous Positive Airway Pressure

The continuous positive airway pressure (CPAP) that Shenzhen Airlines carry refers to devices used to prevent passengers from snoring during sleep. Such devices can only be used during cruising phase of the flight.

Article 7 Overbooking

7.1 Basic Principle

7.1.1 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 seats.

7.1.2 Shenzhen Airlines will fully consider the route, flight number, time, aircraft type and connecting flights, reasonably control the overbooking proportion, and avoid the occurrence of passengers being refused boarding due to overbooking to the

greatest extent.

7.1.3 If the actual number of passengers exceeds the number of actual available seats due to overbooking, Shenzhen Airlines will look for passengers who voluntarily give up the trip according to the procedure of soliciting volunteers. If there are not enough passengers who voluntarily give up the trip, Shenzhen Airlines will refuse some passengers to board. Shenzhen Airlines can issue proof of denied boarding for passengers upon request.

7.2 Procedure for Providing Information and Soliciting Volunteers

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

7.3 Priority Boarding Rules

In the case of not recruiting enough volunteers, Shenzhen Airlines will follow the principle of public order and good morals, comprehensively consider the needs of special

passengers such as the old, young, sick, disabled and pregnant, as well as the subsequent connecting flights, and determine the passengers who have priority to board. For the priority boarding order, please refer to the *Compensation Standard for Overbooking and Involuntary Degrading of Shenzhen Airlines Co., Ltd.*

7.4 Compensation for Denied Boarding

7.4.1 Compensation Standard

Shenzhen Airlines will determine the compensation standards for passengers based on the classes, the distance of the route, and the difference between the scheduled time of departure of the rebooked subsequent flight and the original flight. Refer to the *Compensation Standard for Overbooking and Involuntary Degrading of Shenzhen Airlines Co., Ltd.* for compensation standards. **If the passenger does not fully comply with the relevant requirements on the ticket, travelling and restricted transportation specified in these Conditions or falls into the conditions for refusal of carriage, no compensation for denied boarding will be obtained.**

If compensation standards for overbooking or denied boarding are specified in the laws of the countries and regions linked to the

flight, Shenzhen Airlines will determine the compensation amount in accordance with such applicable laws and regulations.

7.4.2 Compensation Method

Shenzhen Airlines will provide compensation to passengers in cash or mileage in a mutually agreeable manner.

7.5 Service for Denied Boarding

If passengers fail to take the original flight due to overbooking, Shenzhen Airlines can provide the passengers with the following service guarantees:

Shenzhen Airlines will, based on Article 3.1.3 of these Conditions, provide the passengers with involuntary change service and arrange the passengers on the earliest available flight, to ensure their departure as soon as possible. If the flight arranged for the passengers is on the next day or later than that, Shenzhen Airlines will provide with free meals and accommodations; or Shenzhen Airlines will grant the passengers involuntary refunds based on Article 3.2.4 of these Conditions.

If the requirement is also specified in the laws and regulations of the countries and regions linked to the flight, Shenzhen Airlines will provide services to passengers in accordance with such

applicable laws and regulations.

Article 8 Flight Delay, Cancellation and Diversion

8.1 General Provisions

8.1.1 The flight time or aircraft type stated in the flight schedule is not part of the air transportation contract between Shenzhen Airlines and the passengers, and may change between the day of its announcement and the day the passengers actually start their travel.

8.1.2 After the passenger purchases the ticket, in the event of an advanced flight departure, flight cancellation, or where the revised scheduled time of departure following flight adjustment is more than 15 minutes later than the original scheduled time of departure, Shenzhen Airlines will notify the passenger of the change in flight schedule through the contact information provided by the passenger when purchasing the ticket, such as SMS or emails.

8.1.3 Shenzhen Airlines will take all measures that can be reasonably required to avoid delay, cancellation and diversion of the flight. If Shenzhen Airlines has taken all measures that can be reasonably required or it is impossible to take such measures, Shenzhen Airlines will not be liable for any losses

caused to the passengers, unless otherwise provided for in Chinese laws and international conventions.

8.2 Service after Flight Delay, Cancellation and Diversion

8.2.1 Ticket Service

After the flight is delayed or cancelled, the passengers can opt to have their ticket changed or get a refund on the ticket based on these Conditions.

After a flight is delayed, cancelled or diverted, Shenzhen Airlines may also transport passengers to the destination stated on the ticket by other means of transportation recognized by both parties without additional charge, provided that the passenger agrees.

8.2.2 Information Service

In case of delay or cancellation of flight occurs at the departure airport, or delay or cancellation of flight at the stop-over, or aircraft divert, Shenzhen Airlines will provide passengers with dynamic flight information according to regulations.

8.2.3 Catering and Accommodation Services

Shenzhen Airlines will provide meals and accommodation

services to passengers according to regulations if a passenger's flight is delayed or temporarily cancelled at the departure airport due to Shenzhen Airlines' reasons.

Due to reasons, such as weather, emergencies, air traffic control, security check, and passenger, other than Shenzhen Airlines, resulting in flight delay or temporary cancellation at the departure airport, Shenzhen Airlines will assist passengers in arranging meals and accommodation, and the expenses shall be borne by the passengers.

Shenzhen Airlines will provide meals and accommodation services to passengers according to regulations if, for any reason, the flight taken by passengers is delayed or cancelled at the stop-over, or the flight is diverted.

If the requirement is also specified in the laws and regulations of the countries and regions linked to the flight, Shenzhen Airlines will provide services to passengers in accordance with such applicable laws and regulations.

8.2.4 Special Passenger Service

In case of delay or cancellation of flight occurs at the departure airport, Shenzhen Airlines will give priority to providing services to passengers requiring special care, such as the disabled, the elderly,

pregnant women, unaccompanied minors and passengers carrying infants.

8.2.5 Flight Delay or Cancellation Certificate

If required by passengers, Shenzhen Airlines will provide passengers with a written certificate of flight delay or cancellation. **This written certificate shall not be used as the basis for handling involuntary ticket changes and involuntary refunds, and providing related services and compensation.**

8.3 Compensation for Flight Delay

8.3.1 Compensation Conditions and Standards

If a flight is delayed within 3 days before the scheduled departure due to Shenzhen Airlines' reasons, Shenzhen Airlines will provide economic compensation to passengers who have purchased tickets before the flight delay and actually took the delayed flight. If the delay is 4 hours (inclusive) or more but not exceeding 8 hours, RMB 200 will be compensated for each passenger; if the delay is 8 hours (inclusive) or more, RMB 400 will be compensated for each passenger. First class/business class passengers will be compensated at 150% of the standard for economy class passengers.

If the flight is temporarily cancelled (on the day of flight departure) due to Shenzhen Airlines' reasons, resulting in the time difference between the scheduled time of departure of the Shenzhen Airlines flight after change and the scheduled time of departure of the original flight exceeding 4 hours (inclusive), economic compensation can be made according to the above contents.

If there is a requirement for flight delay or cancellation under the laws and regulations of the country or region involved in the flight, Shenzhen Airlines will provide compensation in accordance with the applicable laws and regulations.

8.3.2 Compensation Method

Shenzhen Airlines can provide compensation to passengers in cash and other ways.

Article 9 Additional Services

9.1 In order to meet the additional needs of passengers, Shenzhen Airlines can provide passengers with paid seat service, prepaid baggage service and other additional services. Please

determine whether to buy them according to the needs of passengers. Passengers may have to pay a certain fee, which is not included in the ticket fare.

9.2 If passengers need to change the reserved additional services, they shall contact Shenzhen Airlines as soon as possible. Shenzhen Airlines will handle the change procedures for passengers according to the additional service rules purchased by passengers.

9.3 In the event of flight delay or cancellation, or if a passenger is denied boarding due to overbooking, Shenzhen Airlines will refund the purchased additional service products according to the passenger's needs after the passenger has processed an involuntary ticket change or involuntary refund for that flight.

9.4 Passengers can inquire about specific additional service rules from Shenzhen Airlines.

Article 10 Complaint Acceptance Channels

Passengers' opinions, suggestions, problems or ideas are the most valuable wealth of Shenzhen Airlines and will become an important basis for Shenzhen Airlines to improve its services. To this end, Shenzhen Airlines has set up a 24-hour customer opinion acceptance telephone, which is committed to solving customer

problems that are not handled in time and properly, and accepting praise and complaints from passengers. General complaints shall be replied to within 5 working days.

Shenzhen Airlines Customer Opinion Acceptance

Telephone: Dial 95361 and press "Opinions and Suggestions"

Email: szaservice315@shenzhenair.com

Address: Shenzhen Airlines Base Customer Service Center,
Shenzhen Baoan International Airport

Postal code: 518128

Article 11 Liability for Damages

11.1 General Provisions

11.1.1 Shenzhen Airlines' liability for damages incurred by passengers during air transportation is bound by Chinese law, applicable international conventions and these Conditions. Shenzhen Airlines is only liable for passengers' actual damage caused in the course of air transportation activities actually performed by Shenzhen Airlines, in accordance with the conditions and limits of liability stipulated by Chinese laws or applicable international conventions. Where there are no provisions in Chinese laws or applicable international

conventions, the provisions of these Conditions shall apply. The transportation responsibilities of other carriers related to passengers in the itinerary are subject to the laws of the country where they are located and the conditions of carriage of such carriers.

11.1.2 Shenzhen Airlines is not liable for any losses caused by Shenzhen Airlines' compliance with applicable laws or international conventions or passengers' failure to comply with such applicable laws or international conventions.

11.1.3 Except as otherwise provided for in these Conditions, Shenzhen Airlines' liability to the passenger based on the applicable laws or conventions is limited to the direct losses and expenses that can be substantiated by the proof the passenger provides. Shenzhen Airlines is not liable for any indirect, punitive, disciplinary or other non-compensatory losses.

11.1.4 If the damage is caused or contributed to by the fault of the passenger or the claimant, Shenzhen Airlines' liability shall be exempted or reduced accordingly in accordance with applicable laws, regulations or conventions.

11.1.5 Unless otherwise specified, these Conditions shall not make Shenzhen Airlines waive any provisions of applicable

laws, regulations or conventions on exemption or limitation of Shenzhen Airlines' liability.

11.1.6 Shenzhen Airlines' contract of carriage, including these Conditions and provisions on exemption of liabilities or limitation on liabilities, also applies to Shenzhen Airlines' agents and employees. In any case, the total amount of compensation received from Shenzhen Airlines and Shenzhen Airlines' agents and employees shall not exceed Shenzhen Airlines' limits of liability under applicable laws or international conventions.

11.2 Liability for Compensation for Personal Injury

Losses caused by accidents occurring on civil aircraft or during the process of passengers getting on and off civil aircraft, resulting in personal injury or death of passengers, shall be determined in accordance with the limits of liability stipulated in the *Civil Aviation Law of the People's Republic of China* and relevant conventions on international civil aviation effective for China as of the date of the damaging accident. However, Shenzhen Airlines shall not be liable for any illness, injury, disability, death or other injuries caused or aggravated by the passenger's physical condition.

11.3 Liability for Damage to Baggage

11.3.1 Shenzhen Airlines shall not be liable for the loss of baggage caused solely by its natural attributes, inherent defects, quality or defects. The passenger shall ensure that the outer packaging of the passenger's baggage and the packaging of the contents are intact. Shenzhen Airlines shall not be liable for the losses caused to passengers due to poor baggage packaging.

11.3.2 Unless it is caused by the fault of Shenzhen Airlines, its agents and employees, Shenzhen Airlines shall not be liable for the loss of unchecked baggage of passengers.

11.3.3 If the passenger's baggage is damaged, Shenzhen Airlines shall be liable for compensation according to the reduced value of the baggage, including repairs, cash compensation, etc., within the limits of liability stipulated by relevant applicable laws or international conventions.

11.3.4 Shenzhen Airlines shall not be liable for any damage caused by passengers' baggage or contents inside. If the passenger's baggage or contents cause damage to others or their property, including others' baggage or its contents and the property of Shenzhen Airlines, the passenger shall be liable.

11.3.5 Liability for compensation for losses arising from the

destruction, loss, damage or delay of checked baggage and unchecked baggage shall be borne in accordance with the *Civil Aviation Law of the People's Republic of China* and relevant conventions on international civil aviation effective for China as of the time when the damaging incident or delay occurred.

11.3.6 If there are items in the passenger's baggage that cannot be transported as baggage as specified in Article 6.1.1 of these Conditions, Shenzhen Airlines will not be liable for the loss of, damage to or confiscation of such items, unless otherwise provided for in Chinese laws and international conventions.

11.3.7 When the checked baggage is delivered and the holder of the baggage identification tag accepts the checked baggage without raising any objections, this is the preliminary evidence that the checked baggage has been delivered in good condition and is in conformity with the contract of carriage, unless the passenger provides evidence to the contrary. If the passenger's checked baggage is damaged, the passenger shall notify Shenzhen Airlines in writing immediately upon discovery, and at the latest within 7 days from the date of receipt of the checked baggage. If the passenger's checked baggage is delayed, the passenger shall, at the latest, raise an objection to

or make claims against Shenzhen Airlines in writing within 21 days from the day of the delivery of the checked baggage to the passenger.

If the passenger does not file an objection within the above-mentioned time period, the passenger's filing of a claim or lawsuit against Shenzhen Airlines shall be subject to the provisions of Chinese laws and international conventions.

11.3.8 Shenzhen Airlines will grant a refund on the excess baggage fee that the passenger has paid when making compensation for the passenger's lost baggage.

11.4 Liability for Third-party Services

If Shenzhen Airlines arranges for the passenger a service other than air transportation provided by a third party, or if Shenzhen Airlines issues the passenger a ticket or receipt of payment for ground transportation, hotel reservations, or vehicle rental provided by a third party (non-air) transportation or service, when arranging the above services, Shenzhen Airlines is only an intermediary between the passenger and the service provider. The passenger and the third-party service provider shall directly conclude a contract, and the terms and conditions established by the service provider apply.

Shenzhen Airlines is not responsible for whether the passenger can get such services or the quality of the services.

Article 12 Miscellaneous

12.1 The headings under each article hereof are for convenience only and are not used to explain the contents of the article.

12.2 These Conditions are written in Chinese and translated into other languages. In case of any inconsistency between Chinese and other languages, the Chinese version shall prevail.

12.3 The rules for voluntary refunds and voluntary changes of domestic and international tickets and the transportation requirements for passengers with disabilities are subject to frequent changes. Shenzhen Airlines has separately formulated relevant regulations, specifically the *Conditions for Use of Domestic Passenger Transport Tickets of Shenzhen Airlines Co., Ltd.*, the *Shenzhen Airlines Co., Ltd. Implementation Rules for Voluntary Refund and Voluntary Change of International Passenger Tickets*, the *Compensation Standard for Overbooking and Involuntary Degrading of Shenzhen Airlines Co., Ltd.*, the *Regulations of Shenzhen Airlines Co., Ltd. on Transportation of Disabled*

Passengers, the Regulations of Shenzhen Airlines Co., Ltd. on the Transportation of Passengers with Injuries, Illnesses or After Surgery, and the Baggage Transportation Rules of Shenzhen Airlines Co., Ltd. These documents are part of these Conditions.

Article 13 Definitions

13.1 "Shenzhen Airlines" refers to Shenzhen Airlines Co., Ltd.

13.2 "Passenger" refers to any person other than the flight crew who is carried or will be carried on the civil aircraft according to the ticket.

13.3 "Carrier" refers to a public air transport enterprise that uses civil aircraft to transport passengers and baggage for profit.

13.4 "Ticket issuing carrier" refers to the carrier that uses its ticket and ticket number to sign an air transportation contract with passengers.

13.5 "Actual carrier" refers to the carrier performing the relevant transportation according to the authorization of the ticket issuing carrier.

13.6 "Authorized air sales agent" refers to a passenger transport sales agent authorized by Shenzhen Airlines and representing Shenzhen Airlines to sell air transport services (products) of

Shenzhen Airlines within the scope of authorization.

13.7 "Authorized ground service agent" refers to an enterprise authorized by and on behalf of Shenzhen Airlines to provide ground service agency business for air transportation of passengers and baggage within the agreed scope of authorization.

13.8 "Ticket" is a kind of transportation voucher, including paper tickets and electronic tickets.

13.9 "Conditions for use of ticket" refers to the applicable conditions for use of ticket fares applicable to the designated seat class codes or ticket fare types.

13.10 "Ticket change" refers to changes in flight schedule, flight date, classes, carrier, etc.

13.11 "Flight" refers to the flight of the aircraft according to the specified route, date and time.

13.12 "Agreed stop-over" refers to the scheduled stop-over in the passenger's travel route listed in the passenger's ticket or the schedule of Shenzhen Airlines, except the departure station and destination.

13.13 "Class of service" refers to the classification of aircraft cabin configurations, including first class, business class, premium class, and economy class.

13.14 "Classes" refers to the class code shown on the

passenger's ticket.

13.15 "Ticket fare" refers to the price of air transport services for the carrier to transport passengers from the departure airport to the destination airport by civil aircraft, excluding taxes and fees charged in accordance with national regulations.

13.16 "Ordinary fare" refers to the highest fare in each class of first class, business class, premium class, and economy class within the applicable period.

13.17 "Special fare" refers to fares other than ordinary fares.

13.18 "Reservation" refers to the reservation of seats, class or baggage weight and volume booked by passengers.

13.19 "Valid identity document" refers to the valid document required by relevant government departments to prove the identity of passengers when purchasing tickets and boarding.

13.20 "Valid travel documents" include valid identity documents and all exit, entry, transit, health and other documents required by relevant state or regional laws, regulations, orders, requirements or other provisions.

13.21 "At least X years old" refers to the calculation based on the year, month and day of the Gregorian calendar, starting from the day of the birthday.

13.22 "Child" refers to a person who is equal to or more than

two years old but less than twelve years old on the date of travel.

13.23 "Infant" refers to a person who is at least 14 days old (inclusive) on the date of travel but is under the age of two.

13.24 "Check-in deadline" refers to the latest time specified by local airports when passengers shall complete check-in and get boarding passes.

13.25 "No show" refers to the situation where the passenger fails to complete the check-in formalities at the specified time or fails to board because the travel document does not meet the requirements.

13.26 "Missing flight" refers to the situation where the passenger fails to take the designated flight after handling the check-in formalities at the departure airport or at the stop-over.

13.27 "Wrong flight" refers to the situation where a passenger takes a flight that is not listed on the ticket.

13.28 "Baggage" refers to the necessary or appropriate amount of articles and other personal belongings carried by passengers for dress, use, comfort or convenience during travel. Unless otherwise specified, it includes checked baggage and unchecked baggage.

13.29 "Checked baggage" refers to the baggage handed over by passengers to the carrier for care and transportation and issued with a baggage identification tag.

13.30 "Unchecked baggage" refers to the baggage brought into the cabin to be taken care of by passengers themselves, except the checked baggage.

13.31 "Baggage identification tag" refers to the certificate specially issued to identify checked baggage.

13.32 "Overbooking" refers to the practice where the number of seats sold by the carrier on a flight exceeds the actual number of available seats in order to avoid seat waste.

13.33 "Volunteer" refers to the passenger who responds to the carrier's call, is willing to accept the compensation provided by the carrier and gives up the reserved seat or downgrades the class.

13.34 "Domestic air transport" refers to the transport in which, according to the air transport contract concluded by the parties, the departure, the agreed stop-over and the destination are **all within** the territory of the People's Republic of China.

13.35 "International air transport" refers to the transport in which, according to the air transport contract concluded by the parties, the departure, destination or one of the agreed stop-overs is **not within** the territory of the People's Republic of China, regardless of whether the transport is interrupted or transferred.

13.36 "Convention" refers to the following applicable documents:
the *Convention for the Unification of Certain Rules of International*

Air Transport (hereinafter referred to as "Warsaw Convention") signed in Warsaw on October 12, 1929 (see http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029_8979.html); the *Protocol to Amend the Convention for the Unification of Certain Rules of International Air Transport signed in Warsaw* on October 12, 1929 (hereinafter referred to as the "Hague Protocol") signed in the Hague on September 28, 1955 (see http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029_8978.html); the *Convention for the Unification of Certain Rules of International Air Transport* (hereinafter referred to as "Montreal Convention") signed in Montreal on May 28, 1999 (see http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029_8976.html).

13.37 *Civil Aviation Law of the People's Republic of China*: see https://www.caac.gov.cn/XXGK/XXGK/FLFG/202512/t20251227_229597.html.

13.38 "Flight departure delay" refers to the situation where the adjusted "estimated time of departure" or the actual off-block time exceeds 15 minutes later than the flight scheduled time of departure.

13.39 "Flight arrival delay" refers to the situation where the actual on-block time exceeds 15 minutes later than the scheduled time of arrival.

13.40 "Advance flight departure" refers to the situation where the adjusted "scheduled time of departure" is earlier than the "scheduled time of departure" shown on the ticket.

13.41 "Flight cancellation" refers to a situation where an expected flight delay results in the termination of the flight plan or the flight plan is terminated due to delay, excluding cases where the flight plan is changed or terminated due to other reasons.

13.42 "Connecting flights" refer to two (inclusive) or more flights specified in a single transportation contract.

Article 14 Effectiveness and Revision

14.1 These Conditions shall take effect and be implemented as of September 21, 2026. Upon the effective date hereof, the *General Conditions for Passenger and Baggage Transportation of Shenzhen Airlines Co., Ltd.*, promulgated and implemented by Shenzhen Airlines on July 01, 2026, shall be repealed simultaneously. Any tickets purchased prior to September 21, 2026 shall remain subject to the General Conditions of Carriage applicable at the time of ticket purchase.

14.2 Shenzhen Airlines has the right to modify these Conditions and other documents that are part of these

Conditions without prior notice, but such modifications do not apply to the transportation that has already started or tickets already purchased before such modifications are made.

14.3 Shenzhen Airlines' employees and agents have no right to change, modify or waive any provisions in these Conditions.

14.4 The right to interpret these Conditions resides with Shenzhen Airlines Co., Ltd. If passengers have any questions about any content of these Conditions, please directly raise them with Shenzhen Airlines. The written (including email) reply given by Shenzhen Airlines to passengers shall prevail, and replies in any other format shall not be binding on Shenzhen Airlines.