Baggage transportation rules of Shenzhen Airlines Co., Ltd

（V202605）

1 Carry-on Baggage

1.1 Shenzhen Airlines will limit the maximum volume and/or weight and/or quantity and the type of items of carry-on baggage brought into the cabin. In case of any of the following conditions occurs to the passenger carry-on luggage and articles:

A.Exceeding the standard requirements for carry-on baggage and articles shown below;

B.It cannot be placed in the overhead compartment of the aircraft or under the passenger seat;

C. For the sake of aviation safety, it can't be carried with passengers.

The passenger carry-on baggage or articles will be checked in during waiting or boarding. According to relevant safety regulations and airport requirements, this kind of baggage or articles will be subject to security inspection again, which may lead to the inability to transport on the same aircraft.

It is recommended that passengers take the initiative to go to the check-in counter to check in their luggage in advance.

1. 2Carry-on baggage standard

Class	Quantity Limit	Weight Limit for Single Piece	Size Limit
Business class	2 pieces	8kg	The length, width and

Comfortable economy class **Economy class**	**1piece**	**5kg**	**height of each carry-on baggage shall not exceed 55 cm (22 inches), 40 cm (16 inches) and 20 cm (8 inches) respectively**

In addition to the above carry-on luggage, you can also carry a carry-on item that can be placed under the seat for free, such as handbag, briefcase, laptop bag, camera bag, or other items of similar size or smaller.

If there are infant traveling with you, you can also carry infant food and diapers needed onboard; **a portable and foldable stroller which can be properly placed in the overhead compartment or under the front seat and whose length, width and height after folding are no more than 55cm, 40cm and 20cm. If the stroller exceeds the above dimensions or cannot be properly placed in the specified area, it shall be checked in.**

2 Seat Occupied Baggage

If passengers need to purchase baggage occupancy service, the following conditions need to be met:

A.The passenger shall make a request when booking a seat or purchasing a ticket and pay the relevant fees;

B.The packing of the baggage planned to be brought into the cabin must meet the general baggage packing requirements;

C.The total weight of baggage occupying each seat shall not exceed 75kg;

D.The length, width and height of seat occupied baggage shall not exceed 100cm, 60cm and 40cm respectively.

E. The class of the seat occupied baggage shall be the same as that of the passenger carrying the baggage.

At the same time, passengers need to know:

E.Emergency exit seats shall not be used for seat occupied baggage;

G.Passengers and their baggage occupied seats shall be adjacent and not separated from the aisle;

H. Seat occupied baggage shall not hinder passengers from emergency evacuation, observing the external conditions through the cabin window, or blocking any passenger notification and exit signs.

3 Announcement on Prohibiting Passengers from Carrying Liquid on Domestic Flights

In order to maintain the safety of passengers' lives and property, the Civil Aviation Administration of China has decided to adjust the relevant measures for passengers to carry liquid goods on domestic flights. It is hereby announced as follows:

A.Passengers on domestic flights are prohibited from carrying liquid goods, but they can be checked in for delivery, and their packaging shall comply with the relevant provisions of civil aviation transportation.

B.Passengers shall carry a small amount of cosmetics for their own use. Each kind of cosmetics shall be limited to one piece and its container volume shall not exceed 100ml, and shall be placed in a separate bag for bottle opening inspection.

C. For passengers from abroad who need to transfer to domestic flights at airports in China, the duty-free liquid goods brought into China shall be placed in a sealed transparent plastic bag with intact bag body, and the shopping voucher shall be presented. They can only be carried after being confirmed by security inspection.

D. Passengers with infants can make application to the airline when purchasing tickets, to ask the airline to provide liquid dairy products free of charge on board; diabetes patients or other patients can carry the necessary liquid medicine after it is confirmed by the safety inspection and it will be kept in the custody of the crew.

E. The liquid goods carried by passengers on international and regional flights shall still comply with the relevant provisions of the Announcement on Restrictions on Carrying Liquid Goods on Civil Aircraft issued by the Civil Aviation Administration of China on March 17, 2007.

F. Passengers who violate the above provisions, resulting in missing flight and other consequences, shall bear the responsibility.

4 Checked Baggage

4.1 Definition

4.1.1 “Baggage” refers to items and other personal property that are necessary or appropriate for wear, use, comfort or convenience carried by a passenger during the trip.

4.1.2 “Checked baggage” refers to baggage that is entrusted to Shenzhen Airlines for care and transportation and for which a baggage identification tag has been issued.

4.1.3 “Baggage carriage segment” refers to the journey of a passenger between the baggage shipping point and the next stopover.

4.2 Applicable Routes

This standard applies to the transportation of standard checked baggage on domestic, international, and regional routes where the entire journey is operated by Shenzhen Airlines under its own flight number.

4.3 The principle of free checked baggage allowance selection

4.3.1 Newly issued tickets

4.3.1.1 Tickets for Shenzhen Airlines actual flights

For the baggage transportation of Shenzhen Airlines, domestic air transport implements the weight system, and international air transport implements the piece system.

4.3.1.2 Tickets for inter-airline link transportation

In accordance with IATA Resolution 302, for the flights originating in the United States and Canada or the transportation with the longest stopover point of the entire journey in the United States or Canada, the baggage rules of the First Marketing Carrier for the U.S.-Canada segment apply to the entire journey.

For the flights not originating in the United States and Canada or the transportation with the longest stopover point of the entire journey not in the United States or Canada, according to the IATA Interline Baggage Rules Selection Method, the baggage rules of the Most Significant Carrier of the baggage transportation segment shall be applied to the carriage of the corresponding leg of the baggage.

4.3.1.3 Charter transportation

The standard of passenger baggage shall be implemented in accordance with the relevant provisions of the charter agreement .

4.3.2 Change of ticket

4.3.2.1 Voluntary changed tickets:

A. If the ticket is not used as a whole, and the ticket is reissued and a new ticket number is generated, the free checked baggage allowance on the date of change will apply. If the ticket is rescheduled free of charge, and the ticket is not reissued and no new ticket number is generated, the free checked baggage allowance on the original date of sale will apply.

B. If a portion of the ticket has been used and is voluntarily changed, the free checked baggage allowance on the original date of sale shall apply.

4.3.2.2 Involuntary changed tickets:

A. If the ticket is involuntarily changed between the same class of service, the free checked baggage allowance remains unchanged.

B. In the event of an involuntary increase or reduction of the class of service, the free checked baggage allowance of the ticket shall be filled in accordance with the standard of the class of service of the original ticket.

4.3.2.3 The free checked baggage allowance for code-sharing and interline flights is automatically calculated by the Global Distribution System.

4.4 Restrictions on ordinary checked baggage

4.4.1 Size restrictions per ordinary checked baggage

A.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 pulleys and handles.

4.4.2 Size restrictions for each piece of free checked baggage

A. The length, width and height of each piece of free checked baggage on domestic flights are limited to 100 cm or 39 inches, 60 cm or 24 inches, 40 cm or 16

inches respectively, or the sum of length, width, and height is less than or equal to 203 cm or 80 inches, including pulleys and handles.

B. The sum of length, width, and height of each piece of free checked baggage on international/regional flights shall not exceed 158 cm or 62 inches, including pulleys and handles. Checked baggage on international/regional flights that exceed the above size limits will be subject to excess baggage charges.

C. For domestic flights that constitute international transportation, the size limit of checked baggage shall be subject to the size limit of checked baggage on international/regional flights.

4.4.3 Weight limit per piece of checked baggage

A. The weight of each piece of checked baggage shall not be less than 2 kg or 4 lbs.

B. The maximum weight of each piece of checked baggage shall not exceed 32 kg or 70 lbs.

C. Baggage that exceeds the above baggage allowance shall be split or transported as cargo. The above baggage allowance is not the free baggage allowance, and passengers are required to pay the excess baggage fee for the part exceeding the free baggage allowance.

4.5 Standard Free Checked Baggage Allowance

Shenzhen Airlines applies the weight-based system for standard checked baggage on domestic routes. For the specific free checked baggage allowance, please refer to the *Free Checked Baggage Allowance (Weight Concept) for Flights Actually Operated by Shenzhen Airlines*. It applies the piece-based system for standard checked baggage on international and regional routes. For the specific free checked baggage allowance, please refer to the *Free Checked Baggage Allowance*

(Piece Concept) for Flights Actually Operated by Shenzhen Airlines.

4.6 Excess charges for ordinary checked baggage

If the passenger's baggage does not comply with the free baggage policy or its weight, size or number of pieces exceeds the free baggage allowance standard, the passenger shall pay the excess baggage fee or special baggage fee, which shall be calculated according to the origin and destination of the passenger's checked baggage transportation segment.

Shenzhen Airlines implements the weight system for excess charges for ordinary checked baggage on domestic routes, and implements the piece system for excess charges on international and regional routes. See the List of Excess Charges for Ordinary Checked Baggage on Flights Actually Operated by Shenzhen Airlines for details.

4.7 Excess baggage charges for special baggage

See the “List of Special Baggage Charges for Flights Actually Operated by Shenzhen Airlines for details”.

4.8 Solutions for baggage fees

4.8.1 Change of flight:

If the baggage fee has been collected and unused, it can be refunded at the original purchase channel without handling fee. The passenger will re-pay the baggage fee for the new itinerary.

4.8.2 Change of itinerary or change of class of service

Not allowed. If the baggage fee has been collected and unused, it can be refunded at the original purchase channel without handling fee. The passenger will re-pay the baggage fee for the new itinerary.

4.8.3 Change of carrier

Not allowed. If the baggage fee has been collected and unused, it can be refunded at the original purchase channel without handling fee. The passenger will re-pay the baggage fee according to the regulations of the new carrier.

4.8.4 Refund

If the baggage fee has been collected and unused, it can be refunded at the original purchase channel without handling fee.

4.9 Others

4.9.1 Passengers occupying additional seats

The free checked baggage allowance for passengers occupying additional seats shall be determined according to the service class of the fare class and the number of seats occupied.

4.9.2 Extra seat-occupying baggage

There is no free checked baggage allowance for extra seat-occupying baggage.

4.9.3 Stretcher passenger

A. Routes with the weight system: The free checked baggage allowance for stretcher passengers is 60 kg (132 lb), and the length, width and height of each piece of ordinary baggage shall not exceed 100 cm (40 inches), 60 cm (24 inches) and 40 cm (16 inches).

B. Routes with the piece system: The free checked baggage allowance for stretcher passengers is 3 pieces, and each piece shall not exceed 23 kg (50 lb) and the sum of the three sides of each ordinary piece of baggage must not exceed 158 cm (62 inches).

Free Checked Baggage Allowance (Weight Concept) for Flights Actually Operated by Shenzhen Airlines

(Applicable to Routes within China)

Cabin Class / Passenger Type	First	Business	Premium Economy	Economy
Passengers holding adult/child tickets	40KG (88 lbs)	30KG (66 lbs)	20KG (44 lbs)	20KG (44 lbs)
Passengers holding infant tickets	Regardless of cabin class 10KG (22 lbs) Additionally, a folding stroller, cradle, or infant car safety seat may be checked in free of charge.			

1. Transportation involving Hong Kong SAR, Macao SAR and Taiwan region of the People's Republic of China follows the piece concept.

2. Checked baggage size restrictions: The length, width, and height limits for each piece of standard checked baggage must be no less than 60 cm (24 in) and must not exceed 203 cm (80 in), including wheels and handles. Items exceeding these limits cannot be transported as baggage.

3. Checked baggage weight restrictions: Each piece of standard checked baggage must weigh no less than 2 kg (4 lbs) and must not exceed 32 kg (70 lbs).

4. Checked baggage quantity restrictions: There is no maximum limit on the number of checked bags per passenger (including both standard and special baggage). Passengers requiring to check a seventh or additional paid baggage (including both standard and special baggage) beyond their free checked baggage allowance and membership benefits as stated on the ticket must apply in advance with Shenzhen Airlines' Sales Office/Station. Such baggage will only be accepted subject to available flight capacity. Meanwhile, Shenzhen Airlines does not guarantee that the aforementioned baggage will arrive at the destination on the same flight as the passenger. Please ensure proper communication with passengers at all sales offices/terminals.

5. Membership benefits: PhoenixMiles Lifetime Platinum Card and Platinum Card members are entitled to an additional 30kg (66 lbs) of free checked baggage allowance. PhoenixMiles Gold Card and Silver Card members, as well as Star Alliance Gold Card members, are entitled to an additional 20kg (44 lbs) of free checked baggage allowance.

6. **Free checked baggage allowance** shall be based on the Global Distribution System display.

Free Checked Baggage Allowance (Piece Concept) for Flights Actually Operated by Shenzhen Airlines

I. Routes from/to Chinese Mainland in the Following Countries or Regions

1. IATA Zone II

1.1 Qatar

Cabin Class / Brand	First Business	Premium Economy				Economy			
	All Brands	Latitude	Selected	Flex	Standard	Latitude	Selected	Flex	Standard
Passengers holding adult/child tickets	2 pcs. 32kgper piece (70 lbs)	2 pcs. 23 kg per piece (50 lbs)				2 pcs. 23 kg per piece (50 lbs)			
Passengers holding infant tickets	Free check-in of 1 piece of luggage, 23KG (50 lbs) each, regardless of cabin class. Additionally, a folding stroller, cradle, or infant car safety seat may be checked in free of charge.								

1.2 United Kingdom and Spain

Cabin Class / Brand	First Business	Premium Economy				Economy			
	All Brands	Latitude	Selected	Flex	Standard	Latitude	Selected	Flex	Standard
Passengers holding adult/child tickets	2 pcs. 32 kg per piece (70 lbs)	2 pcs. 23 kg per piece (50 lbs)				1 pc. 23 kg per piece (50 lbs)			
Passengers holding infant tickets	Free check-in of 1 piece of luggage, 23KG (50 lbs) each, regardless of cabin class. Additionally, a folding stroller, cradle, or infant car safety seat may be checked in free of charge.								

2. IATA Zone III

2.1 Australia

Cabin Class / Brand	First Business	Premium Economy				Economy			
	All Brands	Latitude	Selected	Flex	Standard	Latitude	Selected	Flex	Standard
Passengers holding adult/child tickets	2 pcs. 32 kg per piece (70 lbs)	2 pcs. 23 kg per piece (50 lbs)			1 pc. 23 kg per piece (50 lbs)	2 pcs. 23 kg per piece (50 lbs)			1 pc. 23 kg per piece (50 lbs)
Passengers holding infant tickets	Free check-in of 1 piece of luggage, 23KG (50 lbs) each, regardless of cabin class. Additionally, a folding stroller, cradle, or infant car safety seat may be checked in free of charge.								

2.2 Singapore

Cabin Class / Brand	First Business	Premium Economy				Economy			
	All Brands	Latitude	Selected	Flex	Standard	Latitude	Selected	Flex	Standard
Passengers holding adult/child tickets	2 pcs. 32 kg per piece (70 lbs)	2 pcs. 23 kg per piece (50 lbs)				2 pcs. 23 kg per piece (50 lbs)			
Passengers holding infant tickets	Free check-in of 1 piece of luggage, 23KG (50 lbs) each, regardless of cabin class. Additionally, a folding stroller, cradle, or infant car safety seat may be checked in free of charge.								

2.3 Hong Kong (China) and Macao (China)

Cabin Class / Brand	First Business	Premium Economy				Economy			
	All Brands	Latitude	Selected	Flex	Standard	Latitude	Selected	Flex	Standard
Passengers holding adult/child tickets	2 pcs. 32 kg per piece (70 lbs)	2 pcs. 23 kg per piece (50 lbs)			1 pc. 23 kg per piece (50 lbs)	1 pc. 23 kg per piece (50 lbs)			
Passengers holding infant tickets	Free check-in of 1 piece of luggage, 23KG (50 lbs) each, regardless of cabin class. Additionally, a folding stroller, cradle, or infant car safety seat may be checked in free of charge.								

2.4 Taiwan (China), Thailand, Cambodia, Vietnam, Malaysia, Philippines, and South Korea

Cabin Class / Brand	First Business	Premium Economy				Economy			
	All Brands	Latitude	Selected	Flex	Standard	Latitude	Selected	Flex	Standard
Passengers holding adult/child tickets	2 pcs. 32 kg per piece (70 lbs)	2 pcs. 23 kg per piece (50 lbs)			1 pc. 23 kg per piece (50 lbs)	2 pcs. 23 kg per piece (50 lbs)		1 pc. 23 kg per piece (50 lbs)	
Passengers holding infant tickets	Free check-in of 1 piece of luggage, 23KG (50 lbs) each, regardless of cabin class. Additionally, a folding stroller, cradle, or infant car safety seat may be checked in free of charge.								

II. Other Routes, or Routes via Chinese Mainland to Third Countries or Regions

<table>
<tr><th>Passenger Type</th><th colspan="4">Passengers holding adult/child tickets</th><th>Passengers holding infant tickets</th></tr>
<tr><th>Route
Cabin Class</th><th>First</th><th>Business</th><th>Premium Economy</th><th>Economy</th><th>Regardless of cabin Class</th></tr>
<tr><td>- Routes between Europe and Asia (excluding Japan and Singapore)
- Intra-Asia routes (excluding Japan and Singapore) (Note: Asia includes Chinese mainland, Hong Kong, Macao and Taiwan region of the People's Republic of China, excluding Middle East and Southwest Pacific)
- Other unspecified routes</td><td colspan="2" rowspan="2">2 pcs.
32 kg per piece
(70 lbs)</td><td rowspan="2">2 pcs.
23 kg per piece
(50 lbs)</td><td>1 pc.
23 kg per piece
(50 lbs)</td><td rowspan="2">1 pc.
23 kg per piece
(50 lbs)
Additionally, a folding stroller, cradle, or infant car safety seat may be checked in free of charge.</td></tr>
<tr><td>- Routes between Middle East and Europe/Asia/Southwest Pacific
- Routes between Japan/Singapore/Southwest Pacific and Europe/Asia (excluding Japan and Singapore)</td><td>2 pcs.
23 kg per piece
(50 lbs)</td></tr>
</table>

III. Miscellaneous

1. The free checked baggage allowance for Lite Economy Class brand fares is one piece less than the standard Economy Class brand allowance (with unchanged weight and size restrictions per piece), subject to the terms at the time of ticket purchase.

2. Checked baggage size restrictions: The length, width, and height limits for each piece of standard checked baggage must be no less than 60 cm (24 in) and must not exceed 203 cm (80 in), including wheels and handles. Items exceeding these limits cannot be transported as baggage.

3. Checked baggage weight restrictions: Each piece of standard checked baggage must weigh no less than 2 kg (4 lbs) and must not exceed 32 kg (70 lbs).

4. Checked baggage quantity restrictions: There is no maximum limit on the number of checked bags per passenger (including both standard and special baggage). Passengers requiring to check a seventh or additional paid baggage (including both standard and special baggage) beyond their free checked baggage allowance and membership benefits as stated on the ticket must apply in advance with Shenzhen Airlines' Sales Office/Station. Such baggage will only be accepted subject to available flight capacity. Meanwhile, Shenzhen Airlines does not guarantee that the aforementioned baggage will arrive at the destination on the same flight as the passenger. Please ensure proper communication with passengers at all sales offices/terminals.

5. Membership Benefits: PhoenixMiles Lifetime Platinum, Platinum, Gold, and Silver Card members are entitled to one additional piece of checked baggage free of charge when traveling in First Class or Business Class (32 kg/70 lbs per piece), and one additional piece when traveling in Premium Economy Class or Economy Class (23 kg/50 lbs per piece). Star Alliance Gold members may check one additional piece (23 kg/50 lbs) regardless of travel class.

6. Free checked baggage allowance for special passengers (STU students, LBR laborers, SEA seafarers, etc.) shall be determined by the ticket information displayed during purchase or as notified, and confirmed upon ticket issuance.

7. **Free checked baggage allowance** shall be based on the Global Distribution System display.

List of Excess Charges for Ordinary Checked Baggage on Flights Actually Operated by Shenzhen Airlines （Edition 202404）

I. **Weight system for domestic transportation:** Excess weight rates per piece of ordinary checked baggage: Each **kilogram** is calculated at **1.5%** of the economy class regular fare of the direct flight applicable on the date of issuance of the excess baggage ticket, in RMB yuan, and the mantissa is rounded.

II. **Piece system for international transportation:**

1. The currency used at the baggage drop-off will be used to calculate the cost of the entire trip.

(1) RMB is applicable to checked baggage at destinations departing from China.

(2) Euro applies to checked baggage at Eurozone departure terminals.

(3) U.S. dollars apply to all checked baggage from all countries not listed above. When collecting excess baggage fees, overseas non-US dollar sales units shall convert US dollars into local currency at the exchange rate of the day.

2. Limit on the number of pieces of checked baggage: There is no maximum number of checked baggage per passenger (including ordinary baggage and special baggage). If each passenger needs to check the seventh or more additional paid baggage (including ordinary baggage and special baggage) exceeding the free checked baggage allowance filled in on the ticket, or in addition to membership rights, he must apply to the Shenzhen Airlines sales department/station in advance. Consignment can only be allowed if the load capacity permits. At the same time, Shenzhen Airlines does not promise that the above baggage will arrive at the destination on the same plane as the passenger, please do a good job of communication with the passengers.

List of Excess Charges for Ordinary Checked Baggage on Flights Actually Operated by Shenzhen Airlines

Zone 1: Routes between Europe/the Middle East and Asia/Southwest Pacific;Routes between Japan and Southwest Pacific; Routes between Japan /Southwest Pacific and Asia (excluding Japan and Southwest Pacific).

Excess Charges for Ordinary Checked Baggage		RMB (yuan/piece)	U.S. dollar/piece	Euro/piece
Excess or oversized baggage charges	Overweight but not oversized 23KG<W≤28KG; 60CM≤S≤158CM	280	40	35
	Overweight but not oversized 28KG<W≤32KG; 60CM≤S≤158CM	690	100	85
	Not overweight but oversized 2KG≤W≤23KG(Economy Class)/32KG(Business Class) 158CM<S≤203CM			
	Overweight and oversized 23KG<W≤32KG; 158CM<S≤203CM	1100	160	140
Additional baggage charges Weight: First Class/Business Class ≤32KG Premium Economy Class/Economy Class ≤23KG	The first piece of baggage exceeded	1100	160	140
	The second piece of baggage exceeded			

Size: 60CM≤S≤158CM **(Oversized or overweight will be paid separately and added to the calculation fee)**	**The third and subsequent pieces of baggage exceeded**	**1590**	**230**	**200**

List of Excess Charges for Ordinary Checked Baggage on Flights Actually Operated by Shenzhen Airlines

Zone 2: Routes between Europe and the Middle East;Routes within Asia (excluding Japan); Other unspecified routes.

Excess Charges for Ordinary Checked Baggage		RMB (yuan/piece)	U.S. dollar/piece	Euro/piece
Excess or oversized baggage charges	Overweight but not oversized 23KG<W≤28KG; 60CM≤S≤158CM	210	30	25
	Overweight but not oversized 28KG<W≤32KG; 60CM≤S≤158CM	520	75	65
	Not overweight but oversized 2KG≤W≤23KG(Economy Class)/32KG(Business Class) 158CM<S≤203CM			
	Overweight and oversized 23KG<W≤32KG; 158CM<S≤203CM	830	120	105
Additional baggage charges Weight: First Class/Business Class ≤32KG Premium Economy Class/Economy Class ≤23KG Size: 60CM≤S≤158CM (Oversized or overweight will be paid separately and added to the calculation fee)	The first piece of baggage exceeded	830	120	105
	The second piece of baggage exceeded	1100	160	140
	The third and subsequent pieces of baggage exceeded	1590	230	200

Special Baggage Charges for Flights Actually Operated by Shenzhen Airlines Co. Ltd.（Edition 202404）

<table>
<tr><th rowspan="4">Category</th><th rowspan="4">Name of special baggage</th><th rowspan="4">Whether it is counted as part of the free checked baggage allowance</th><th colspan="4">Charges</th><th rowspan="4">Restricted transportation</th></tr>
<tr><th rowspan="3">Weight system</th><th colspan="3">Piece system</th></tr>
<tr><th rowspan="2">Weight limit</th><th colspan="2">charge standard</th></tr>
<tr><th>RMB</th><th>U.S.dollar</th></tr>
<tr><td rowspan="3">1. Special baggage that can be transported free of charge</td><td>Electric wheelchairs, electric mobility tools, manual folding wheelchairs, mechanical prostheses and special small gas cylinders, pacemakers or other devices implanted in the human body, continuous positive air pressure (CPAP), and other assistive devices containing lithium batteries, etc. (See Note 4 for details)</td><td rowspan="3">No</td><td rowspan="3">--</td><td rowspan="3">--</td><td rowspan="3">--</td><td rowspan="3">--</td><td>The total number of electric wheelchairs or electric mobility tools or manual folding wheelchairs shall not exceed 2</td></tr>
<tr><td>Folding stroller or cradle or infant car seat. (See Note 5 for details)</td><td></td></tr>
<tr><td>Service dogs (special dogs specially trained to assist people with disabilities in their lives and work, including: guide dogs, hearing dogs, assistance dogs)</td><td></td></tr>
<tr><td>2. Sports equipment</td><td>Golf bags, bowling, paragliding/parachuting, skiing/water skiing equipment (excluding skiing/water skiing), roller skating/skateboarding equipment, diving equipment, archery equipment, hockey equipment, ice hockey equipment, tennis equipment, mountaineering equipment, bicycles</td><td>Yes</td><td>The fee is calculated according to the weight only, and the excess baggage fee will be charged according to the actual excess weight for the part</td><td colspan="3">If the baggage exceeds the free checked baggage allowance (number of pieces and weight), the corresponding fee shall be charged according to the corresponding standard in "List of Excess Charges for Ordinary Checked Baggage on Flights Actually Operated by Shenzhen Airlines". There is no extra charge for oversized.</td><td>Limited to one bicycle per person</td></tr>
</table>

			exceeding the free checked baggage allowance (weight).					
	Kayaks/canoes, hang gliding equipment, sledding/water skiing Surfboards, windsurfing equipment, dinghys or boats	No	The fee is calculated based on the weight only, and baggage fee will be charged based on actual weight	Per piece	2KG≦W≦23KG	2600	400	Kayaks/canoes, dinghies or boats, surfboards, windsurfing equipment are limited to one piece per person When the paddle is packed with a kayak (canoe), it is considered one piece of baggage When the pulp is packed with a dinghy or boat, it is considered one piece of baggage
					23KG<W≦32KG	3900	600	
					32KG<W≦45KG	5200	800	
	Poles, javelins, individually wrapped rowing or paddles, riding equipment			Per piece	2KG≦W≦23KG	1300	200	Individually packed rowing gear or oars are limited to one piece per person
					23KG<W≦32KG	2600	400	
					32KG<W≦45KG	3900	600	

3. Others	Sleeping bags, backpacks, camping gear, fishing gear, musical instruments, assistive devices (not checked in for disabled, injured or sick passengers), collapsible baby cots, collapsible strollers or bassinets or infant car seats (not checked in for infants)	Yes	The fee is calculated according to the weight only, and the excess baggage fee will be charged according to the actual excess weight for the part exceeding the free checked baggage allowance (weight).	If the baggage exceeds the free checked baggage allowance (number of pieces and weight), the corresponding fee shall be charged according to the corresponding standard in "List of Excess Charges for Ordinary Checked Baggage on Flights Actually Operated by Shenzhen Airlines". There is no extra charge for oversized.				
	Small electrical appliances or instruments, media equipment	No	The fee is calculated based on the weight only, and baggage fee will be charged based on actual weight	Per piece	2KG≦W≦23KG	490	75	
					23KG<W≦32KG	3900	600	
	Firearms that can be transported as baggage			Per piece	2KG≦W≦23KG	1300	200	
					23KG<W≦32KG	2600	400	
	Bullets that can be transported as baggage			Per piece	2KG≦W≦5KG	1300	200	Limited to 5 kg per person and individually packed
	Small animals (domesticated cats and dogs only) Note: The total weight of each container (including the weight of small animals, water and food)			Each container	2KG≦W≦8KG	3900	600	
					8KG<W≦23KG	5200	800	
					23KG<W≦32KG	7800	1200	

Notes	（1）Special baggage must be accepted and transported in accordance with the relevant standards of the *General Conditions for Passenger and Baggage Transportation of Shenzhen Airlines Co., Ltd.*, otherwise it must be transported as cargo. （2）Special baggage not specified in this standard may be combined with ordinary checked baggage, and the excess of the free checked baggage allowance shall be charged in accordance with the excess charges for ordinary checked baggage. （3）Limit on the number of pieces of checked baggage: There is no maximum number of checked baggage per passenger (including ordinary baggage and special baggage). If each passenger needs to check the seventh or more additional paid baggage (including ordinary baggage and special baggage) exceeding the free checked baggage allowance filled in on the ticket, or in addition to membership rights, he must apply to the Shenzhen Airlines sales department/station in advance. Consignment can only be allowed if the load capacity permits. At the same time, Shenzhen Airlines does not promise that the above baggage will arrive at the destination on the same plane as the passenger, please do a good job of communication with the passengers. （4）There is no limit to the number of wheelchairs that can be checked free of charge on U.S. routes, and the total number of electric wheelchairs or electric mobility devices or manually folding wheelchairs that can be checked free of charge on other routes shall not exceed two. In addition, one piece of assistive equipment can be transported, including but not limited to mechanical prostheses and special small gas cylinders, pacemakers or other devices implanted in the human body, continuous positive airway pressure (CPAP), and other assistive devices containing lithium batteries. （5）Infant passengers, regardless of class of service, can check in one pushchair or bassinet or infant car seat free of charge.	

5. Special Baggage;

5.1 Transport of Small Animals

5.1.1 General provisions

The small animals carried by Shenzhen Airlines are limited to domestic pet dogs and cats, but cats and dogs and their hybrids with the characteristics of easy to hurt people, having respiratory problems and those in short nose series, as well as those in pregnancy or those have been born for no more than 8 weeks, those in lactation, or within 7 days of delivery, or sick will not be carried. Wild animals and animals with strange shapes or easy to hurt people, such as snakes, wolf dogs, etc., do not belong to this scope.

5.1.2 Application time and method

Passengers consigning small animals need to go to the ticket outlets directly under Shenzhen Airlines or call the customer service hotline 95361 of Shenzhen Airlines at least one day before travel to make ticket reservation and small animal application. Tickets can be issued only after application succeeds. The application time is 8:00-20:00.

5.1.3 Quarantine certificate

The consigned small animals requires the valid animal quarantine certificate issued by the animal health supervision office.

5.1.4 Consignment process

A. Small animals carried by passengers shall not be brought into the cabin and must be checked in.

B. Passengers shall transport the small animals to the airport for check-in at least 120 minutes before the departure time on the boarding day.

C. Passengers must read and fill in the Application for Notification of Small Animal Transportation of Shenzhen Airlines Co., Ltd. and sign for confirmation (required for both domestic and international flights).

D. Shenzhen Airlines does not handle the consignment of declared value of small animals.

5.1.5 Restrictions and conditions for transport of small animals

A. It is allowed to carry up to two containers containing small animals on each aircraft.

B. A maximum of three small animals under 6 months in the same litter shall be transported in the same container. Two small animals weighing less than 14kg and able to coexist can be transported in the same container. A single small animal weighing more than 14 kg shall be transported in a separate container.

C. The gross weight of each container shall not exceed 32 kg (Including that of the pets, their food and water). Small animal container size specifications: The sum of the three sides of each small animal container packaging shall not be less than 60 cm (24 inches), not greater than 203 cm (80 inches, including pulleys and handles), and the longest side shall not be greater than 100 cm (40 inches).

D. Small animals unsuitable for air consignment:

①Pregnant animals, (such as cats, dogs) or bread feeding animals that has given birth within 7 days, .newly-born animals less than 8 weeks, are not acceptable for air carriage on Shenzhen Airlines' flight. (In exceptional circumstances, allowed transport certificate shall be provided by veterinary to transport such animal.)

②The airlines staff or the airport staff of agent think the animal may cause damage to other passengers or their luggage, or air transportation may cause damage to the animal.

③ The fierce dogs which are ban for keeping as stipulated in the Regulations of Shenzhen Municipality on the Administration of Dog Breeding are not suitable for air transportation and it is prohibited to go through the pet consignment procedure for them.

④ Shenzhen Airlines will not accept various breeds or crossbreeds of brachycephalic, snub-nosed or mixed breeds of snub-nosed animals, as live animal by air carriage.

【Special Note】Shenzhen Airlines has the right to refuse to consign any wild, untrained or dangerous animals. Passengers shall be fully responsible for the checked small animals. Except for the reasons of Shenzhen Airlines, Shenzhen Airlines shall not be responsible for the illness, injury and death of small animals during transportation.

5.1.6 Packaging Requirements

A. It can prevent small animals from damaging, escaping and extending a part of their body out of the container to damage personnel, luggage, goods or aircraft.

B. To ensure there is enough room in container for each animal to stand, turn and lay without problems, to ensure sufficient heat and airflow are maintained. The size of containers should not cause any part of the animal's body to protrude from inside, any openings or vents of the containers must be covered with metal mesh.

C. Vents should be located in the upper one third of walls besides the door installed side. The minimum diameter of vent is 25mm. Distance between centers of

two vents is 100mm. The total area of vents should account for at least 16% of the total area of the container walls. All opening or vent must be covered with metal mesh to prevent animal’ s nose or paws stretching out. Roof of container should be made of a piece of entire board. With a guarantee of integrity and strength, the whole surface of roof can be arranged with ventilation holes.

D. It must be made of solid materials, such as glass fiber, metal, hard plastic (suitable for transporting most dogs, and large hard plastic containers should have at least two safety door latches), welded mesh, hard wood board, plywood, etc. The door of the container shall be designed at the side of the container and form one side of the container. The sliding chain or hinge shall be used as the latching device of the door. Larger doors need to add hinges or two or three door latches to ensure safety.

E. It is recommended that passengers use a special box to transport animals. The box should be light and pressure resistant. The style is shown in the following picture:



F.The hardware of the container (including nuts, latches, rivets, locks, etc.) and fixed parts must be complete and effective.

G. The bottom of the container is stable and can be secured on a flat surface without sliding. Containers with wheels shall have wheel locks to prevent them from rotating or you can remove them to prevent them from sliding during transportation.

H. The inner surface of the four walls of the container shall be solid and smooth, and there shall be no protrusions that can damage the integrity of the container by animals.

I. There shall be fixed handles or raised edges on both sides of the container to facilitate normal handling during sorting and loading/unloading.

J. The bottom plate of the container shall be made of a whole plate and shall be leak proof. There shall be a tray with absorbent pads, such as towels, blankets or white paper, to prevent the overflow of small animal excreta and pollution of other luggage. Articles containing toxic substances or straw shall not be used for absorbent liners.

K. For terrestrial animals such as cats and dogs, a cloth or linen fiber net shall be attached to the packaging container to prevent the escape of animals in case of accidental damage of the container. The mesh aperture of the net shall be subject to the fact that the animal head cannot come out.

L. For animals that need to eat and drink, their containers shall be equipped with tableware， water utensils or similar facilities, and food shall not be sprinkled on the floor. If the container is closed, tableware and water utensils shall be set inside the container and water can be added from the outside. If the container is not closed,

tableware and water utensils can also be attached to the container for use in case of delay. The food provided shall not violate the relevant national laws.

M. For the containers of laboratory animals without specific pathogens, when they use filter ventilation facilities, they should ensure that they have sufficient air flow.

N. For specific pathogen free laboratory animals, when using the filter of ventilation facilities in its container, it should ensure that there is adequate ventilation inside.

O. The outer packaging of the container requires that the net pocket be hung first and then packaged, and the direction of the net pocket opening cannot be consistent with the direction of the cage door, and the outer packaging is not damaged to prevent escape of the animal when the container is accidentally damaged.

5.1.7　Shenzhen Airlines does not provide small animal consignment service under the following circumstances:

A. The transportation preparation for small animal that needs to be completed by the shipper is not completed, including the failure to provide valid and complete animal transportation certificate, or the pet container does not meet the requirements of the carrier.

B. Due to the aircraft type, it is not suitable for transporting small animals（ For example, there is no suitable shipping space in the cargo hold).

C. Passengers do not agree to the pet transportation conditions of Shenzhen Airlines or the requirements for pet container, or refuse to fill in the pet transportation agreement.

D. It does not comply with the special provisions of the state in a specific period （ (e.g. epidemic period)

【warm tips】Since there are different standards for whether small animals can be consigned in airports and various aircraft models, the specific handling shall be subject to the actual one on site. If you have any questions, you can consult the ticket office directly under Shenzhen Airlines or call the customer service center 95361.

5.2 Alcoholic Goods

When you take a Shenzhen Airlines flight in China, you are not allowed to carry alcohol with you, but you can deliver it as checked baggage. The plug of alcohol bottle must be tight without leakage. When alcohol is delivered as checked baggage, it shall comply with the following quantity regulations:

A.When the volume percentage of alcohol is less than or equal to 24%, there is not limitation;

B. When the volume percentage of alcohol is 24% - 70% (inclusive), it shall be packed in retail packaging, and the container shall not exceed 5L, and the total net quantity delivered per person shall not exceed 5L;

C. When the volume percentage of alcohol is greater than 70%, it shall not be delivered as baggage.

Note: The above are the regulations of Shenzhen Airlines, and the implementation standards of airport security inspection are slightly different. It is recommended that you consult the local airport security inspection before traveling.

5.3 Electric Wheelchair

5.3.1 Electric wheelchairs are not allowed to be brought into the cabin. You must go through the check-in formalities at the check-in counter. Please arrive at the check-in counter 2 hours (inclusive) before the deadline for ordinary passengers to go through the check-in formalities; electric wheelchairs are not included in your free baggage allowance. We can transport them for you free, but only one can be checked in.

5.3.2 The electric wheelchairs checked by passengers shall comply with the relevant regulations on air transportation of dangerous goods and arrive at the airport no later than 120 minutes before the estimated departure time.

5.3.3 When the electric wheelchair is consigned, its packaging shall meet the following requirements:

A. Wheelchair with leak proof battery - ensure that the battery is not short circuited and installed safely on the wheelchair.

B. Wheelchair with non-leak proof battery - the battery shall not be installed on the wheelchair and shall be provided with protective packaging. The package shall have leak proof function to ensure that the battery will not short circuited.

C. The package shall be marked with " BATTERY, WET, WHEELCHAIR " or " BATTERY, WET, WITH MOBILITY AID”. And add " CORROSIVE " label and " UPWARD " label.

6 Baggage Delay/Damage/Loss

We are very sorry for the delay / damage / loss of your checked baggage during transportation. We will try our best to solve it for you.

6.1 Handling of Abnormal Baggage Transportation

6.1.1 Declaration Guidelines

If your baggage is transported abnormally, please go to the baggage service counter of Shenzhen Airlines or its ground agent to make declaration immediately. Our staff will assist you to fill in the Abnormal Baggage Transportation Record. The materials you must provide in the declaration process are:

A.Valid boarding ID

B.Baggage claim coupon of the baggage concerned

If necessary, the staff may also ask you to provide:

C. Boarding pass of the flight

D. Passenger coupon of excess baggage ticket (or duplicate)

E. Passenger coupon (or duplicate) of the flight ticket, or electronic itinerary

After completing the declaration, please keep the Abnormal Baggage Transportation Record handed over by the staff.

6.1.2 Disposal Instructions

If your baggage fails to be transported with you on the same airplane, we will timely inform you of its latest status according to the situation we found. You can also contact us through the contact information on the Abnormal Baggage Transportation Record to get to know the latest information. You can also query your baggage through Shenzhen Airlines official website - travel instructions - lost baggage query. Most of the baggage that did not transported on the same flight can be retrieved. After the baggage is retrieved, we will contact you for the baggage delivery. However, if your baggage cannot be retrieved 72 hours after declaration, we will contact you to dispose of it according to the baggage loss procedure.

If your baggage is damaged, after you complete the declaration, our staff will communicate with you about the follow-up matters based on the loss of your checked baggage.

6.1.3 Responsibilities of Shenzhen Airlines

6.1.3.1 In case of the following circumstances, Shenzhen Airlines shall bear the responsibility or bear part of the responsibility:

A. Your checked baggage is delayed, destroyed, lost or damaged onboard the aircraft or during any period under the control of Shenzhen Airlines.

B. The destruction, loss or damage of your non- checked baggage occurred during your boarding and disembarking or on the aircraft, and was caused by the fault of Shenzhen Airlines or the fault of its employees or agents.

C. In case of joint transportation, Shenzhen Airlines is only responsible for the baggage loss on the segment actually carried by Shenzhen Airlines. However, if Shenzhen Airlines is the first or last carrier of the joint transportation, you can appeal to Shenzhen Airlines no matter which segment your baggage loss occurs.

6.1.3.2 In case of the following circumstances, Shenzhen Airlines shall not bear the responsibility or not bear the whole responsibilities:

A. Natural disasters or other uncontrollable causes.

B. Because Shenzhen Airlines complies with or you fail to comply with national laws, government regulations, orders and requirements.

C. Loss caused by inherent defect, quality or defect of baggage.

D. If Shenzhen Airlines proves that it has taken all reasonable measures or is impossible to take such measures in order to avoid delay, it shall not be liable for baggage delay.

E. During baggage transportation, if Shenzhen Airlines proves that the loss is caused by or contributed to your own fault, Shenzhen Airlines shall be exempted or mitigated accordingly according to the extent of fault causing or contributing to such loss.

F. The liability of Shenzhen Airlines shall not exceed the amount of loss proved. Shenzhen Airlines shall not be liable for indirect or consequential losses.

G. For the loss of items that Shenzhen Airlines does not recommend to be put into your checked baggage, Shenzhen Airlines will only be liable for general compensation.

H. Shenzhen Airlines shall not be liable for the loss of your baggage due to the contents in your baggage; If the contents in your luggage cause damage to other people's articles or Shenzhen Airlines' property, you shall compensate Shenzhen Airlines for its losses and all expenses incurred therefrom.

I. When the baggage is delivered, if you do not raise any objection to the integrity of the baggage, nor can you provide the certificate of loss caused by Shenzhen Airlines, Shenzhen Airlines will not be liable.

J. For checked baggage with “Exemption Baggage Tag" and your signature, Shenzhen Airlines will not bear the transportation compensation liability for the exempted items on the baggage tag.

K. Shenzhen Airlines shall not be liable for compensation beyond the baggage loss declaration acceptance period.

6.2 Compensation for Abnormal Baggage Transportation

6.2.1 Time Limit for Claims

A. If your checked baggage is damaged, you should contact Shenzhen Airlines within 7 days from the date of receiving your checked baggage to file a claim.

B. If your checked baggage is delayed, you should contact Shenzhen Airlines and file a claim within 21 days from the date when Shenzhen Airlines delivers your checked baggage to you.

6.2.2 Limitation of compensation

6.2.2.1 International Flight

A. For flights within the adjusting scope of Warsaw Convention, the baggage compensation limit is 17 SDR* per kilogram. If the actual loss of baggage is lower than this standard, compensation will be made according to the actual loss of baggage. The compensation limit for each passenger's non-checked baggage is 332 SDR*.

B. For flights within the adjusting scope of the Montreal Convention, if you can provide reasonable proof of loss, the compensation will be made according to the actual loss of baggage, but the compensation limit for each passenger's checked and non-checked baggage is 1519 SDR*.

C. Baggage compensation shall be handled in accordance with the provisions of Shenzhen Airlines on baggage transportation. For specific matters, please dial 95361.

D. *SDR refers to the special drawing right stipulated by the International Monetary Fund. The value of SDR can be found at www.imf.org.

6.2.2.2 Domestic Flight

A. If all or part of your checked baggage is damaged or lost, our compensation limit is 100 yuan per kilogram. If the value of baggage is less than RMB 100 per kilogram, compensation shall be made according to the actual value. The compensation limit for each passenger's non-checked baggage is RMB 3000.

B. International flight rules shall apply to flights from and to Hong Kong, Macao and Taiwan.

6.2.2.3 Time limit for litigation

Your claim limitation period for compensation against us is two years, calculated from the date when the aircraft actually arrives at the destination. If it fails to arrive, it shall be calculated from the date when the aircraft should arrive at the destination. Otherwise, you will lose the right of action for baggage loss.