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

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Article 1 Scope of Application

1.1 Basic Principles

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

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

1.1.3 The document also apply to transportation with free and special fares. When the conditions or rules of free and special fares are inconsistent with this document, the conditions or rules of free and special fare for that ticket shall prevail over this document.

1.1.4 If we sell tickets or perform check-in for the flights of other carriers, we will only act as an agent of such carriers. You are requested to develop an understanding of the operating carriers' transportation regulations.

1.2 Charter Transportation

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

1.3 Code Sharing

On some flights, Shenzhen Airlines has implemented "code sharing" with other carriers. This means that even if the passenger has booked the flight of Shenzhen Airlines and holds a ticket containing the name or airline code of Shenzhen Airlines, he may take the flight actually operated by another carrier. Shenzhen Airlines will inform passengers of the actual carrier of the flight when they purchasing tickets.

Our Conditions of Carriage also apply to the codeshare flights operated by other carriers. However, each operating carrier of a

codeshare flight has its own conditions of carriage or transportation regulations with respect to the operation of its own flights, and some may differ from our Conditions of Carriage for flights operated by us. Except for Article 2 and Article 3 of these Conditions of Carriage, these different rules and conditions of carriage established by the operating carrier will be considered part of our Conditions of Carriage on codeshare flights, and will take precedence over our Conditions of Carriage on these codeshare flights.

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

1.4 Priority Application of Law

The establishment, validity, interpretation, performance, dispute resolution and other contractual issues 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 contained in these Conditions of Carriage is in direct conflict with the applicable laws and international conventions, the applicable laws and international conventions shall prevail. If any provision of these Conditions of Carriage is in direct conflict with applicable laws and international conventions and thus is deemed invalid, the other provisions of these Conditions of Carriage shall remain valid.

Article 2 Ticket Sales

2.1 Basic Principle

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 passenger 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 Validity of Ticket

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

2.1.2.1 When the ticket is partially used, the ticket is valid for one year, starting from 00:00 (included) of the following day after

commencement of 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 is valid for 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, ticket purchase or ticket reissuance to 0;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 airport and the agreed stop-over to the destination listed on the ticket. All coupons in the ticket must be used in the order specified when the ticket is issued.

2.1.3.2 The fare you pay is linked to the sequence of transportation shown on your ticket. **Should you fail to use the ticket in sequence, we will recalculate the fare, fuel surcharge, and government taxes based on your itinerary actually flown.**

If the resulting amount is higher than the amount previously paid for your current ticket, you shall pay the difference between the original amount and the new amount resulting from such a change, and we will provide you with subsequent transportation services based on the new amount paid. And the unused segments of your ticket can no longer be used.

2.2 Fares and Taxes

2.2.1 General Provisions

Before you make payment, we will inform you of or show you all the amounts you should pay, including fares, government taxes, and fuel surcharges (fees). After the ticket is sold, if the fare, government taxes, and fuel surcharges (fees) are adjusted, the above-mentioned amounts you have paid remain unchanged. If you need to make any changes to the specifics of your itinerary, including the flight date, flight, etc., such changes may affect the above amounts you have paid.

2.2.2 Fares

2.2.2.1 The ticket fare will be calculated according to the effective price of Shenzhen Airlines when the passenger purchases the ticket. The ticket fare is applicable to the specific date, journey

and other transportation contents listed on the passenger ticket.

2.2.2.2 Unless otherwise specified, the ticket fare is only applicable to the air transportation from the departure airport to the destination airport, excluding the ground transportation between airports or the ground transportation 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 ticket fare.

2.2.3.2 In addition to fares and taxes, Shenzhen Airlines will charge fuel surcharge. Although the fuel surcharge is listed in the tax, it is not a government tax. For different airlines, different trips, different cabin seat, different sales dates or travel dates, different amounts of fuel surcharges will be charged.

2.2.4 Currency

Fares, taxes, fees and charges shall be paid with the currency of the country of ticket issuance, unless we or our authorized sales agents approve or specify another currency when or before you make 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, flagship store, calling Shenzhen Airlines' service hotline, or going to Shenzhen Airlines ticket office or authorized sales agent and other channels recognized by Shenzhen Airlines.

2.3.1.2 You must present your valid ID at the time of ticket purchase. The valid ID you use at the time of ticket purchase must be the same as that you use at the time of check-in.

2.3.1.3 Shenzhen Airlines or its authorized sales agent will make reservation 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 sales agent will inform passengers of the time limit for ticket purchase. The passengers shall pay the fare within the prescribed time limit. If the payment is not completed, the reservation will not be valid.

2.3.1.5 The rules or conditions of use of certain fares contain restrictions or rules that do not allow you to make

changes to your ticket or refund your ticket. We or our authorized sales agents will inform you of such conditions of use when you purchase the ticket. Please choose the fare categories that suit your needs.

2.3.2 Collection and Use of Personal Information

The personal information you provide to us is intended to be used for seat reservation, ticket purchase, reservation or purchase of other services, and related formalities. To this end, you authorize us to use and store your personal information, and agree that we send this information to our relevant departments, other relevant carriers, relevant service providers and governmental units. We attach great importance to the security of your personal information and will take all reasonable and feasible security control measures to protect your personal information. You can inquire about our privacy policy. The privacy policy is not part of these Conditions of Carriage.

2.3.3 Advance seat selection

You can select your onboard seat in advance, and we will do our best to meet seat requirement based on the actual conditions of seat reservations. However, due to operational, safety or security needs, we cannot guarantee that any seat

you specify will be provided. At the same time, we always reserve the right to reallocate seats on the aircraft, even after you 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 his/her ticket within the validity period of the ticket.

3.1.1.2 The passenger shall contact the ticket issuing carrier or its authorized sales agent for ticket change.

3.1.1.3 If the passenger fails to take the flight with seats reserved 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.

3.1.2 Voluntary Change

After ticket purchase, if you need to change any specifics of your itinerary due to your own reasons, such as flight date, flight, etc., please contact us or our authorized air sales agent as soon as

possible. We or our authorized air sales agent will change the ticket according to the conditions of use of the ticket applicable to your ticket. At the time of the change, the fare, government taxes, and fuel surcharges (fees) you have paid will be calculated again according to the conditions of use of ticket.

3.1.3 Involuntary Change

3.1.3.1 If your flight departs later or earlier than scheduled, your flight is cancelled, your flight's itinerary changes or the class of service changes due to our reasons or due to weather, air traffic control, or the scheduled departure time/scheduled arrival time is delayed more than 15 minutes， or the connecting time of your immediate connecting flight is rendered shorter than the minimum connecting time due to the above reasons - reasons which make you have to change your ticket, we or our authorized air sales agents can grant involuntary changes to your ticket for your flight and your immediate connecting flight, without any ticket change handling fee charged.

3.1.3.2 If the flight you are already on arrives at your destination airport later than scheduled due to our reasons or due to weather, air traffic control, etc., and, as a result, the connecting time of your subsequent flight is rendered shorter than the

minimum connecting time, which make you have to change your ticket, we or our authorized air sales agents can grant involuntary change to your ticket for your flight and your subsequent connecting flight, with out any ticket change handling fee charged.

For flights that are only delayed upon arrival, your request for ticket changes without the flight having been flown will be handled in accordance with 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 abnormal flights. If the passenger fails to request changes to the connecting flight tickets at the same time, such changes shall be handled in accordance with 3.1.2 of the 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 3.1.2 of the Conditions. Only one change is free of

charge;

In case of involuntary ticket changes caused by reasons not attributable to Shenzhen Airlines, Shenzhen Airlines will give priority to arranging a Shenzhen Airlines flight with available seats to transport the passenger to the destination or stopover point. In case of involuntary ticket changes caused by reasons attributable to Shenzhen Airlines, Shenzhen Airlines will either give priority to arranging a Shenzhen Airlines flight with available seats, or, with the consent of the passenger and the relevant carrier(s), handle involuntary revalidation/endorsement to transport the passenger to the destination or stopover point.

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

3.1.3.5Unless otherwise stipulated, if a passenger voluntarily c ancels their reservation before Shenzhen Airlines releases informa tion about flight delays, cancellations，etc，the subsequent refund and change procedures for the ticket shall be handled in accordance with the ticket’ s terms of use.If a passenger has already changed a ticket in accordance with the voluntary refund and change regulations before Shenzhen Airlines was able to

publish flight disruption information such as flight delays, cancellations, etc., fees paid by the passenger for the change and refund shall not be refunded.

3.1.3.6 For multi-segment tickets purchased separately as non-connecting flights, each segment ticket is subject to a separate transportation contract. If one or more segments operated by Shenzhen Airlines are abnormal, the Shenzhen Airlines tickets for the normal segments shall be handled in accordance with the provisions on involuntary date changes; the procedures for changing the date of other normal flight tickets shall be handled by the contracting carrier in accordance with its General Conditions of Transportation for actual carriage and the ticket usage conditions.

3.2 Refund

3.2.1 General Provisions

3.2.1.1 Please contact the ticketing carrier or its authorized air sales agents for refund on your ticket.

3.2.1.2 For the tickets that we sell, requests for ticket refunds should be made to us or our authorized airline sales agents and within the validity period of the ticket. In special circumstances, requests for refunds to us or our authorized airline sales agent shall be made no later than 180 days after the ticket's validity period

expires. We will not accept requests for ticket refunds where the ticket's validity period has exceeded the above-mentioned time limit.

3.2.1.3 When getting the refund, you should return to us all the relevant proof of reimbursement you 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 application, excluding the processing time of financial institutions.

3.2.1.5 If the passenger loses the itinerary, he/she 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 confirmed 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 it is unreachable or due to other special reasons, the refund will be made in cash to the passenger.

3.2.2.3 If the passenger entrusts someone else to handle the

refund, the delegate should present the valid identification documents both for the passenger and itself , as well as the passenger signed letter of authorization.

3.2.3 Voluntary Refund

3.2.3.1 After ticket purchase, when you request a refund for your own reasons, if the conditions of use of your ticket allow for a refund, and the provisions of paragraphs 3.2.4 and 3.3 of these Conditions of Carriage do not apply to such a refund, we will grant a refund on the unused segments of the ticket according to the applicable conditions of use of the ticket.

3.2.3.2 If the passenger voluntarily terminates the trip at the stop-over, the unused segment will not be refunded.

3.2.3.3 Please contact the original ticket purchasing channel for voluntary refund.

3.2.4 Involuntary Refund

3.2.4.1 If your flight departs later or earlier than scheduled or is canceled, the flight's itinerary changes or the class of service changes due to our reasons or due to weather, air traffic control, or the scheduled departure time/scheduled arrival time is delayed more than 15 minutes，which make you have to apply for a refund

on your ticket, we or our authorized air sales agents can grant involuntary changes to your ticket for your flight or your flight and your subsequent connecting flight, without any ticket change handling fee charged.

If the flight you are already on arrives at your destination airport later than scheduled due to our reasons or due to weather, air traffic control, etc., and, as a result, the connecting time of your subsequent flight is rendered shorter than the minimum connecting time, which make you have to request a refund on the ticket on your subsequent connecting flight, we or our authorized air sales agents can grant involuntary refund on your ticket for your subsequent connecting flight, without any ticket change 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 3.2.3 of these Conditions.

If there is such a requirement in the laws and regulations of the countries or regions involved in the flight, Shenzhen Airlines will provide services in accordance with the applicable laws and regulations.

Involuntary refunds for the above-mentioned connecting flight tickets must be requested simultaneously with the involuntary

refunds for tickets for abnormal 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 3.2.3 of the Conditions.

3.2.4.2 If the ticket is completely unused, the full amount of the paid fare and refundable taxes will be refunded. If the ticket is partially used, the corresponding fare for the unused segment(s) and refundable taxes will be refunded, provided that the refund amount does not exceed the original paid fare.

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 of Shenzhen Airlines flights are abnormal, Shenzhen Airlines tickets for the abnormal flight segments shall be handled in accordance with the provisions on involuntary refunds; the refund procedures for other normal flight tickets shall be handled by the contracting carrier in accordance with its General Conditions of Transportation for actual carriage and the ticket usage conditions.

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 You can request an involuntary refund through us or

through your original channel of ticket purchase.

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, the refund may be handled in accordance with the following rules:

A. Shenzhen Airlines will select the applicable carrier's fare to refund the amount corresponding to the same discount rate as the original paid fare for the 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, or if the ticket purchased by the passenger is a bundled fare for a connecting promotional product, 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 the original ticket fare. If the passenger fails to provide valid payment vouchers for the transportation, Shenzhen Airlines will calculate the refundable amount based on the train ticket price between the diversion city

and the destination city, as well as the service class of the original ticket's cabin.

C. Shenzhen Airlines shall not charge any refund fee for the above-mentioned refunds, and any change fee already collected shall not be refunded.

If there is such a requirement in the laws and regulations of the countries or regions involved in the flight, Shenzhen Airlines will provide services in accordance with the 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 physical reasons after purchaising 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 his/her fellow passengers within the validity period of the ticket, and the handling fee shall be exempted. The price difference shall be charged nromally. Or refund the unused segment and the refund fee shall be exempted.

Shenzhen Airlines has specific requirements for the types of supporting materials and handling rules. Passengers may contact

Shenzhen Airlines for details and handle the procedures in accordance with the regulations.

Article 4 boarding

4.1 Acceptance Inspection

You and your baggage shall undergo safety and security inspections. The inspections can be carried out in ways that include but are not limited to the use of equipment, use of manpower, oral inquiry and others prescribed by the local government or security check authorities. The methods of inspection used are determined by the government, the airports or our sole discretion, regardless of whether you are present, agree or are informed. **We shall not be liable for any physical injury and damage to or loss of your baggage attributable to such inspections, unless such injury, damage or loss arises from our willful conduct or gross errors, except as otherwise provided by China's 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 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 identity document.

4.2.2 Shenzhen Airlines will try its best to meet the passengers' requirements for onboard seats according to the passenger ticket class service level, 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 service level due to Shenzhen Airlines' reason, Shenzhen Airlines will refund part of the ticket price 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 passenger can refuse to take the flight and handle involuntary ticket change or involuntary refund according to Clause 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 deadline of Shenzhen

Airlines at each airport, passengers should 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 by the departure airport, the agreed stopover 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 stopover 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 certificates or visas or failure to comply with the above applicable laws, regulations, orders and travel

regulations.

4.2.5 If the passenger missed the flight not due to Shenzhen Airlines' reason, Shenzhen Airlines will assist the passenger in handling voluntary change or voluntary refund in accordance with Clause 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 Clause 3.1.3 and 3.2.4 of these conditions.

4.3 Boarding

4.3.1 The closing times of our boarding gates differ according to airports. Please proceed according to the closing time of the boarding gates at each airport. If you fail to check in before the closing time of the boarding gate, you will not be able to take the flight in question and we will treat the situation as if you 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 passengers reasons, Shenzhen Airlines will assist passengers in handling voluntary

change or voluntary refund according to article 3.1.2 and 3.2.3 hereof. In case of missing passengers due to Shenzhen Airlines' reason, Shenzhen Airlines will assist passengers in handling involuntary change or involuntary refund according to article 3.1.3 and 3.2.4 hereof.

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.If there is no follow-up flight to the destination listed on the passenger ticket at the wrong destination, Shenzhen Airlines can transport the passenger back to the departure station, and arrange the passenger to take the follow-up flight to the destination listed on the passenger ticket as soon as possible, but the ticket will not be refunded; or provide ground transportation to transport the passenger to the destination;

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

Illegal interference refers to an act or an attempted act that endangers the safety of civil aviation, including but not limited to: illegally hijacking aircraft; destroying aircraft in use; taking hostages on aircraft or at airports; forcibly breaking into aircraft, airports or aviation facilities; bringing weapons or dangerous devices or materials into aircraft or airports for criminal purposes; using aircraft in use to cause deaths,

serious personal injuries, or serious damage to property or the environment; spreading false information that endangers the safety of passengers, crew, ground personnel or the public in flight or on the ground, aircraft, airports or civil aviation facilities.

Disruptive behavior refers to behavior that disrupts the order of the airport or cabin by failure to abide by the code of conduct at the airport or on the aircraft, or failure to follow the instructions of the airport personnel or the crew, including but not limited to, occupying seats and baggage racks; engaging in physical combat and provoking troubles; molesting women and children and sexual harassment; disseminating obscene materials and other illegal printed materials; using fires or smoking; illegally using of mobile phones or other prohibited electronic devices; theft, deliberate damage, unauthorized displacement of emergency cabin doors and other 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 order of the cabin.

If, in our judgment, you conduct yourself aboard the aircraft so as to endanger the aircraft or any person or property on board, or obstruct the crew in the performance of their duties, or fail to comply with any instructions of the crew, or behave in a manner which causes or threatens to cause discomfort, inconvenience, damage or injury to other passengers or the crew, we may take such measures as we deem necessary to prevent continuation of such conduct, including restraint. You 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 Devices and others

4.5.2.1 PED devices with transmitting function is prohibited from being used onboard, 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 is allowed to be used with transmission power less than 100MW (including Bluetooth, purple bee and Wi Fi working in 2.4GHz band).

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 portable computers, PAD, etc.

4.5.2.3 Electronic devices allowed to be used in the whole flight, include but not limited to: cardiac pacemaker; deaf-aid; electric shavers, portable tape recorders and electronic equipment (devices) for maintaining life.

4.5.2.4 Small PED devices with the sum of length, width and height of less than 31cm (inclusive), is allowed to be used in the whole flight, but not allowed to connect accessories (such as headphones and charging lines), including but not limited to: smart phones with flight mode and on flight mode, e-books, video / audio players, video game players, etc.

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 implement low visibility operation procedures or when he initiates emergency evacuation, Shenzhen Airlines has the right to require passengers to turn off portable electronic devices in order to prevent their 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) in the whole 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 cigarette and synthetic steam devices are also prohibited.**

4.5.4 Seatbelt

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

4.6 Entry/Transit

4.6.1 Before you travel, you should understand in detail and abide by the relevant regulations of the country or region of exit, entry and transit. We are not responsible for any losses or adverse consequences suffered by you in violation of the above regulations during your travel.

4.6.2 If you are refused entry/transit, You should bear the transportation costs of your departure from the country or

region.. We will not grant a refund on the fare for which we have transported you to the point of refusal of entry/transit.

4.6.3 If we are required to pay any fines and penalties and bear any expenses because you fail to comply with the laws, regulations, decrees or other travel regulations of the relevant country or region, or your fail to present the required documents, or you are denied exit, entry or transit for any reason, you shall reimburse us for all the amounts we have paid or any expenses we have borne.

Article 5 Refusal and Restriction of Transportation

5.1 Refusal of Transportation

In the exercise of our discretion, we can refuse to transport you 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 carriage of you is in violation of any applicable laws, regulations, or orders of the country or region to be flown from, through, to or over.

5.1.2 The transportation of passenger may endanger or affect the safety, health, convenience or comfort of the passenger himself/herself or other passengers or crew members. Such as:

A. With known or suspected quarantine infectious diseases;

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

5.1.3 Your mental, your behavior or physical state, including your impairment from alcohol or drugs, might endanger or harm the physical safety and property of yourself, other passengers and crew members. An example is that you are mentally ill and may cause harm to other passengers or yourself during the onset of the illness.

5.1.4 You have failed or are unable to observe our decrees or regulations with respect to safety, security and public health. Examples:

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.

5.1.5 You have refused to submit to a security check or your baggage has not be submitted to security check.

5.1.6 You have committed misconduct during the transport by air ever before, and we have reason to believe that such misconduct could occur again.

5.1.7 You have not paid the applicable fare, taxes, fees or charges.

5.1.8 You fail to present your valid travel document, or the valid travel document you present is not the same as that you presented at the time of ticket purchase, or you fail to present a valid travel document; or you refuse to hand over your travel documents to the crew for safekeeping by the crew based on relevant requirements.

5.1.9 You present a ticket that has been acquired unlawfully, or has been purchased from an entity other than us or our authorized sales service agents, or your ticket is a forged one.

5.1.10 You fail to observe the rules for non-smoking on board our aircraft or the use of electronic devices on board our aircraft.

5.1.11 You fail to or refuse to comply with the instructions, arrangements and persuasion of crew members and staff;

5.1.12 You fail to comply with the relevant requirements on baggage transportation set forth in these Conditions of Carriage.

5.2 Restricted Transportation

5.2.1Special service application

Passengers carrying infants, unaccompanied children, disabled persons, pregnant women, injured or sick persons or other persons in need of special services must submit service requirements to Shenzhen Airlines in advance. If they meet the transportation conditions of Shenzhen Airlines, they can be transported only after Shenzhen Airlines agrees and makes corresponding arrangements.

5.2.2 Carriage of Infants

Infants must be accompanied by adults over the age of 18 and with full civil capacity.

The infants we carry refer to those who were born 14 days after the date of travel (the 14th day from the day of birth) but are under 2 years old.

We do 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 infant seat belt fastened. The other infant should 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, and must 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 over the age of 2 but under 5 must be accompanied by adults over the age of 18 and with full civil capacity; when children accompanied by adults board the airplane, they should buy tickets with the same service class as their companions.

5.2.3.2 Children over the age of 5 but under 12 should be

accompanied by adults over the age of 18 and with full civil capacity. In case of no adults accompanied, they shall apply in advance and purchase tickets according to Shenzhen Airlines' regulations with the consent of Shenzhen Airlines. Airport pick up/drop off person must be accompanied by adults over the age of 18 and with full civil capacity.There is a limit on the number of unaccompanied children over the age of 5 but under 12 carried by each flight, therefore Shenzhen Airlines has the right to refuse transportation.

5.2.3.3 The service of unaccompanied minors is available for children who have reached the age of 12 and are under the age of 18 and travel alone, and such service can be requested of the passengers' own accord.

5.2.3.4 You can check with us, our authorized sales agents or authorized ground service agents for our regulations and service fee collection standards on the carriage of unaccompanied minors.

5.2.4 Carriage of Persons with Disabilities

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

5.2.5 Carriage of Pregnant Women

5.2.5.1 Due to changes in cabin environment and unpredictable in-air turbulence, which may have adverse effects on the pregnant. 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 a safety flight, passenger pregnant less than 36 weeks need to present a pregnancy report or a valid diagnostic certificate signed by a licensed doctor 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 expected to give birth within 4 weeks, or close to the delivery but uncertain of the exact date and are known to have multiple births or expected to have delivery complications, or less than 7 days postpartum, or have threatened miscarriage reactions

5.2.5.4 Pregnant passengers need to check in and proceed boarding through a staff serviced counter.

5.2.5.5 Even if you have met the requirements specified in 5.2.5.2, if you have obvious symptoms of discomfort, or if we reasonably decide that the continuation of your travel will

bring danger to your personal safety, we still have the right refuse to carry you.

5.2.6 Carriage of Injured or Sick Passengers

Shenzhen Airlines will provide air transportation services for passengers with injuries, illnesses or after surgery 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 Rejection

If you are refused carriage based on Article 5 of these Conditions of Carriage, we will provide you with voluntary change or voluntary refund pursuant to Article 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 non-checked baggage:

6.1.1.1Articles that may endanger the safety of aircraft, personnel or property onboard, such as those listed in the Technical Rules for Safe Air Transport of Dangerous Goods of ICAO, the Rules for the Transport of Dangerous Goods of the IATA, and the regulations of Shenzhen Airlines, 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 main spare parts (including military, civilian, and public service guns; pistols, rifles, sub-machine guns, machine guns, anti-riot guns, air guns, shotguns, 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 shocks, defensive devices, crossbows, daggers,

three-sided knives, three-sided knives for machining purposes) edge scrapers, 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 exit, 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 (small animals specified in article 6.2.5.1 and 6.3.2 hereof, except service dogs); fresh articles with obvious peculiar smell (such as seafood, 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 him/her

If you want to know more about the items that cannot be transported as baggage, you can check with us, our authorized sales agents or authorized ground service agents.

6.1.2 Items you are NOT recommended to include in checked baggage for carriage

We strongly recommend that you not include the following items in or as checked baggage. You can take them into the cabin and take care of them yourself, provided that the requirements for unchecked baggage are met.

Important documents, commercial documents and information, valuable documents, currency, negotiable notes, jewelry, precious metals and their products, antique calligraphy and painting, fragile or fragile items, perishable items, samples, out-of-print printed matter or manuscripts, travel documents or Documents, electronic equipment (excluding spare batteries), medications that need to be taken regularly, ashes, musical instruments.

Our liabilities of compensation for the above-mentioned items are limited by these Conditions of Carriage as well as Chinese 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 the information of restricted goods, passengers can refer to Article 6.2.5 and 6.3 hereof or inquire with Shenzhen Airlines, authorized air sales agent or authorized ground service agent of Shenzhen Airlines.

6.2 Checked Baggage

6.2.1 Packing of Checked Baggage

6.2.1.1 Your checked baggage should 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 our 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 bags, straw ropes, plastic bags, etc. cannot be used as baggage packaging, and those with sawdust, grain husk, etc. as bedding in the baggage packaging cannot be collected and transported;

E. Woven bags and the outer package of luggage is soft paper or soaked carton, foam boxes and folding trolleys.

For baggage whose packaging does not meet the requirements, we may refuse to accept it for transportation or, if we have accepted it for transportation, we will not be liable for any damage, except as otherwise provided for in Chinese laws and international conventions.

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

6.2.1.3 After collecting the checked baggage from passengers, Shenzhen Airlines will issue a baggage identification tag for each checked baggage.

6.2.2 Weight, Size and Pieces of Checked Baggage-

6.2.2.1 Weight limit: The weight of each piece of checked baggage shall not be less than 2 kg or 4 lbs， exceed 32 kg or 70 lbs.

6.2.2.2 Size limit: 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.

6.2.2.3 Due to the limited capacity, Shenzhen Airlines has the right to limit the maximum number 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 his/her class, flight distance and member level of the passenger. Passengers can inquire the free baggage allowance from Shenzhen Airlines, the authorized sales agent or the authorized ground service agent of Shenzhen Airlines.

If the passenger changes the cabin class involuntarily, Shenzhen Airlines will still calculate the passenger's free baggage allowance according to the original class 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 excessive baggage checked-in by the passenger. Passengers can inquire about the specific charging standard from Shenzhen Airlines, its authorized air sales agent or authorized ground service agent.

6.2.4.3 When Shenzhen Airlines charges passengers for excessive baggage, it shall issue a charging voucher for passengers.

6.2.4.4 With the consent of Shenzhen Airlines, passengers can claim checked baggage at the midway stop, but for the over limit baggage that has begun to be transported, the excessive baggage fee for the unused segment 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 limit on the weight of each piece of special checked baggage is the same as that of ordinary checked baggage.

We will charge corresponding fees based on the route of your ticket and the type of special baggage you check in. You can check

with us, our authorized aviation sales agents or authorized ground service agents for specific charging standards.

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 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.

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 exit, 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 put into the container, and the container must meet the requirements of Shenzhen Airlines, otherwise Shenzhen Airlines will not carry them.** Shenzhen Airlines has the right to limit the number of small animals transported by each aircraft, and such small animals are only transported in cargo hold.

During the process of transportation, if your small animals

fail to arrive on time because your animals are denied entry or transit by relevant countries, or the small animals are injured, get sick, escape or are dead under normal transportation conditions, we will have no liabilities, except as otherwise provided for in Chinese laws or international conventions.

You shall bear full responsibility for all damages or injuries that the animal may cause to other passengers or us, and we reserve the right to make claims against you later.

Pets carried by passengers shall generally be transported in the cargo hold. On domestic flights, they may be applied to be brought into the cabin (limited to economy class of domestic flights) if specific conditions are met.

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. Sports equipment exceeding the weight or size limit of ordinary checked baggage (except golf bags) must apply to Shenzhen Airlines in advance and can be transported only with the consent of Shenzhen Airlines. When the aircraft conditions are not suitable for transportation, Shenzhen Airlines may refuse the transportation.

Passengers shall properly pack the checked sports equipment,

try to use the original packaging or professional packaging or packaging approved by Shenzhen Airlines, which are able to withstand certain pressure, and able to load, unload and transport safely under normal operating conditions. Any inflatable sports equipment must be deflated before transportation.

6.2.5.3 Shooting guns and bullets for competitive sports

Shenzhen Airlines only carries guns and bullets for shooting competitive sports. You shall make an application to us in advance, and such items can only be accepted for carriage with our consent.

Firearms should be unloaded, secured, and individually and properly packaged according to our regulations. Each gun box shall contain no more than 2 rifles, or no more than 5 pistols; each passenger can check up to 5 kilograms of bullets (gross weight), and a single piece of checked baggage containing bullets must not exceed 5 kilograms.

6.2.5.4 Small Electrical Appliances, Instruments and Media Equipment

The small electrical appliances, instruments and media equipment we carry refer to the small electrical appliances, instruments and media equipment used in work and life that meet the size requirements of ordinary checked baggage.

Small electrical appliances, instruments and media equipment shall be packed properly, packed in the original way their manufacturers did or packed in a professional way. They need to be packaged well, locked properly, and tied firmly in a way which can withstand a certain amount of pressure and which can ensure the baggage can be safely loaded, unloaded and transported under normal operating conditions.

Shenzhen Airlines only undertakes the responsibility for general checked baggage. On the premise of meeting the requirements for carry-on baggage, passengers are recommended to carry such items with them.

6.2.5.5 Fishing Gear

Fishing gear includes a tool box, fishing basket or canvas bag, a pair of fishing rods and 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 can only be transported with the consent of Shenzhen Airlines. Overweight musical instruments such as piano, harp and timpani cannot be transported as luggage.

To consign the musical instruments, passengers need to properly pack them, and use the original or professional packaging as far as possible. The packaging should be complete, with locks intact and binding firmly, and can withstand certain pressure, so as to facilitate the safe loading/unloading and transportation of baggage personnel.

You can take the unchecked baggage into the cabin and take care of it by yourself, 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 produced by marine and freshwater fisheries and their processed products. When aquatic products are transported as checked baggage, the size and weight limits for them are the same as ordinary checked baggage and are only limited to domestic air transportation.

The packaging of aquatic products must be firm and sealed to ensure no odor and liquid leakage. It must be packed in the form of foam box and carton. The foam box must have four walls, bottom and top. The wall thickness of the box is not less than 2 cm and there should be no breakage or crack in the box. Water-absorbing materials should be placed at the bottom of foam boxes, such as

absorbent paper, absorbent sponge. The carton should be matched with the foam box specification. It is not allowed to pack two foram boxes in a carton. Iit is not allowed to use damp, folded or deformed old foam boxes or old cartons for transport packaging of aquatic products. It is forbidden to used loose ice or loose dry ice in the package to lower the temperature. **The passenger should 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 Liquid Drinks

Alcoholic drinks can only be transported as checked baggage. Their labels should be comprehensive and clear and seen in retail packaging, and the volume of each container should not exceed 5L. The outer packaging should be solid and sealed to ensure that no peculiar smells are emitted and no liquid leaks. 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%. We will refuse carriage when the volume percentage of bulk wines/liquor and alcohol is greater than 70%.

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

When the perishable items of passengers need to be kept fresh, with the consent of Shenzhen Airlines, passengers can carry dry ice of no more than 2.5kg (5 pounds) as checked baggage or carry-on 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 Ordinary Mercury Barometer or Mercury Thermometer

They can only be transported as checked baggage. You can only check up to one such thermometer, and place it in a safety box.

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, handicraft knives, scalpels, scissors, steel files, axes, short sticks, hammers, drills (including drills), chisels, cones, saws, bolt guns, nail guns, screwdrivers, crowbars,

hammers, pliers, welding guns, wrenches, axes, hatchets (axes), vernier calipers, ice axes, ice crushers, darts, slingshots, bows, arrows, buzzer self-defense devices, etc.

Such items can only be transported as checked baggage. The restraints on the sizes of such items to be checked are the same as those on ordinary checked baggage. When such items are checked separately, they shall be packaged in such a way that they won't cause any harm and cannot be easily identified.

6.2.5.12 Electric wheelchairs and electric equipment for increased mobility

Shenzhen Airlines only accepts the application for consignment of electric wheelchairs and electric equipment for increased mobility of passengers with limited movement due to disability, health or age. Electric wheelchairs or electric mobility tools are not subject to the weight and size restrictions of ordinary checked baggage, but they can only be transported with the consent of Shenzhen Airlines. The self-provided electric wheelchairs or electric mobility tools used in the journey must go through the consignment formalities at the check-in counter. The electric wheelchairs or electric mobility tools 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 tools to be checked free of charge.

The electric wheelchair consignement service is applicable to wheelchairs or electric mobility tools equipped with sealed wet batteries, nickel hydrogen batteris, dry batteries and those equipped with lithium batteries, but not to those equipped with unsealed batteries. When the battery of the wheelchair cannot meet the three conditions of being firmly fixed, fully protected, and disconnected at the same time, the battery should be removed. The two poles of the removed battery and spare batteries shall be insulated to prevent short circuit.

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 walker. 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 Consigned Baggage

6.2.7.1 You should check and claim your checked baggage as soon as possible with your baggage identification tags at your destination or stopover airport. If necessary, you should present your ticket for inspection by us or our authorized ground service agent. Only the holder of the baggage identification tags has the right to claim the checked baggage. We will not confirm whether the person claiming the baggage is indeed you, and will not be held liable for the losses and expenses incurred thereby.

6.2.7.2 If the passenger can't 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 the passenger is not claimed

within **90 days** from the date of arrival, Shenzhen Airlines will dispose the baggage without notice, and shall not bear any responsibility. Shenzhen Airlines has the right to dispose the perishable articles in luggage **72 hours** after the arrival of luggage without any responsibility.

6.2.7.4 All the checked baggage will be transported on the same flight, it also 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 their own reasons, the passenger must collect it at the airport on their own. In addition of above, 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 lost, please contact Shenzhen Airlines immediately.

6.2.8 "Fully Conmission" Baggage Claim-free Service for Checked Baggage

6.2.8.1 On some of the internationally to domestic connecting flights actually operated by Shenzhen Airlines, "fully conmission"

baggage claim-free service for checked baggage is provided. With the consent of China Customs and with the passenger's "full conmission" authorization, Shenzhen Airlines can check the passenger's baggage to the final destination at the departure station 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 should be declared to China Customs in such checked baggage.

6.2.8.2 Responsibilities related to customs clearance and inspection are the responsibility of the passenger. Shenzhen Airlines is not responsible for any delay or loss of baggage caused by customs inspection.

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 200 RMB (or equivalent foreign currency) for domestic flights and 300 RMB (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 origin, Shenzhen Airlines will refuse to collect it; 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 stop, 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 charge applicable from the departure station to the stopover.

6.2.10.3 The forbidden, restricted or dangerous articles specified by the state carried in the illegal baggage shall be handed

over to relevant departments for disposal.

6.3 Non-checked Baggage

6.3.1 Weight, Size and Pieces of Non-checked 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 economy class and economy class shall not exceed 5 kg or 11 pounds ；

The length, width and height of each non-checked baggage shall not exceed 55 cm (22 inches), 40 cm (16 inches) and 20 cm (8 inches) respectively, which can be placed in the closed luggage compartment above the seat or under the passenger seat; 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 first-class and business class passenger can carry 2 pieces of non-checked baggage; each comfortable economy class and economy class passenger can carry 1 piece of non-checked baggage.

In addition, you can also carry 1 personal item that can be stowed under the seat in front of you, such as handbag, briefcase, laptop bag, camera bag or other items of similar sizes or smaller

items.

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.

In addition to 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 by passengers with disabilities, injuries, diseases and other mobility difficulties on the flight can be brought into the cabin at any time; If there is no storage facility or space in the cabin, it 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 Occupied 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 occupied 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), 40 cm (16 inches) respectively. The seat occupied baggage shall be paid separately and kept by the passenger. The ticket for the seat occupied baggage shall be consistent with that of the passenger. There is no free baggage allowance for the seat occupied baggage. The seats occupied by baggage shall be adjacent to the passenger and shall not be separated by the aisle. The occupied 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 should apply to Shenzhen Airlines in advance and pay the relevant fees.

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

The ticket 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. The seat-occupying musical instrument shall not hinder the emergency evacuation of the passenger and other passengers, shall not affect the observation of external condiitons through the cabin window, and shall not block any passenger notification and exit signs.

6.3.5 Standby Lithium Battery and Lithium Battery Mobile Power Supply (such as Power Bank)

6.3.5.1 Spare battery: including lithium battery, sealed wet battery, Ni MH 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 ≤ 2G,

and for lithium ion battery, rated energy ≤ 100wh.

In addition, after declaring 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 should 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 luggage, and shall be protected separately to prevent short circuit (for example, in sealed plastic bags or original protective boxes).

6.3.5.2 Mobile Power Supply (power bank)

Mobile power (power bank) refers to a small lithium battery rechargeable device whose main function is to provide external mobile power for mobile phones and other portable electronic devices, such as mobile phone power bank, wireless headset charging cabin, etc. The mobile power supply (power bank) shall meet the transportation requirements of spare battery, as well as the following requirements:

A. It is forbidden to use mobile power (power bank) to charge the devices on the aircraft;

B. It is forbidden to charge the mobile power supply (power bank) on the aircraft;

C. For those with start switch, please turn off the mobile power supply (power bank) in the whole flight.

6.3.5.3 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 sources without clear lettering indicating their rated energy or their lithium metal content. It is strictly forbidden to carry lithium battery mobile power sources no for personal use. It is strictly forbidden to use lithium battery mobile power during the flight.

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 non-checked 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.

Mercury barometer or mercury thermometer for meteorological purposes should be placed in solid packaging. Inside the packaging it must be sealed off hermetically with an inner material or a sturdy leak-proof and anti-penetration material bag. The packaging shall be such as to prevent any mercury leakage.

6.3.7 Human ashes

Human ashes should be properly packaged to ensure that the contents inside the packaging are not easily identifiable. If you want an extra seat for the ashes, the relevant requirements set forth in 6.3.3 of these Conditions of Carriage apply.

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 model and connecting flights, reasonably control the overbooking proportion, and avoid the occurrence of passengers being refused boarding due to overbooking to the

greatest extent.

7.1.3 If the actual number of passengers exceeds the number of seats due to overbooking, Shenzhen Airlines will look for passengers who voluntarily give up the trip according to the procedure of soliciting volunteers. If there are not enough passengers who voluntarily give up the trip, Shenzhen Airlines will refuse some passengers to board. We can issue proof of denied boarding for you 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 class of ticket, the distance of the route, and the difference between the scheduled departure time of the rebooked subsequent flight and the original flight. *Refer to Shenzhen Airlines Co., Ltd. Flight Overbooking and Involuntary Downgrade Disposal Compensation Standards for compensation standards.* **If the passenger does not fully comply with the relevant requirements on ticketing, 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, we will determine your 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 Standard

If you fail to take the original flight due to overbooking, we can provide you with the following service guarantees:

We will, based on 3.1.3 of these Conditions of Carriage, provide you with involuntary change service and arrange you on the earliest available flight, to ensure your departure as soon as possible. If the flight arranged for you is on the next day or later than that, we will provide with free meals and accommodations; or We will grant you involuntary refund based on 3.2.4 of these Conditions of Carriage.

If there is such a requirement in the laws and regulations of the countries or regions involved in the flight, Shenzhen Airlines will provide services in accordance with the applicable laws and regulations.

Article 8 Delay, Cancellation and Diversion of Flight

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 us and you, and may change between the day of its announcement and the day you actually start your travel.

8.1.2 After you have purchase the ticket, we may change the flight schedule, and we will try our best to notify you of the flight schedule changes using contact information you have left us at the time of ticket purchase， such as your SMS or email.

8.1.3 We will take all measures that can be reasonably required to avoid delay, cancellation and diversion of your flight. If we have taken all measures that can be reasonably required or it is impossible to take such measures, we will not be liable for any losses caused to you, 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, cancelled or diverted, you can opt to have your ticket changed or get a refund on your ticket based on these Conditions of Carriage.

After your flight is canceled, you can also opt to get a refund on your ticket without being charged the refund handling fee, despite the restrictions specified in the conditions of use of your ticket.

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 stopover, or aircraft divert, Shenzhen Airlines will provide passengers with dynamic flight information according to regulations.

8.2.3 Catering Services

Shenzhen Airlines will provide meals and accommodation to passengers due to the delay or temporary flight cancellation at the departure airport due to maintenance, flight allocation, flight crew and other reasons of Shenzhen Airlines.

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 origin airport, Shenzhen Airlines will assist passengers in arranging meals and accommodation.

We will provide meals or accommodations to you if, for any reasons, your flight is delayed or canceled in the agreed stopping place or your flight is diverted.

If the requirement is also specified in the laws and regulations of the countries and regions linked to the flight, we will provide services to you 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 children and passengers carrying infants.

8.2.5 Flight Delay or Cancellation Certificate

If required by passengers, Shenzhen Airlines will provide passengers with written proof of flight delay or cancellation. **This written certificate shall not be used as the basis for us to**

granted involuntary ticket changes and involuntary refunds, and to provide related services and compensation for you.

8.3 Compensation for Flight Delay

8.3.1 Compensation Conditions and Standards

In case of flight delay due to maintenance, aircraft allocation, crew and other reasons of Shenzhen Airlines, Shenzhen Airlines will provide economic compensation to onboard passengers according to the actual situation. If the delay is more than 4 hours (inclusive) but not less than 8 hours, RMB 200 will be compensated for each passenger; if the delay is more than 8 hours (inclusive), RMB 400 will be compensated for each passenger. except as otherwise provided for by applicable laws.

If the flight is temporarily cancelled (on the day of flight departure) due to maintenance, flight allocation, flight crew and other reasons of Shenzhen Airlines, resulting in the time difference between the planned departure time of Shenzhen Airlines flight after change and the planned departure time 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.

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 price.

9.2 If passengers need to change the reserved additional services, they should 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 involuntarily changed or refunded the ticket for that flight.

9.4 Passengers can inquire 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 within 5 working days.

Shenzhen Airlines Customer Opinion Acceptance Telephone: 95361 then "opinions and suggestions" key

Email：szaservice315@shenzhenair.com

Address: Customer Service Center of Shenzhen Airlines base building of Shenzhen Bao'an International Airport.

Postal Code：518128

Article 11 Liability for Damages

11.1 General provisions

11.1.1 Our liability for damages incurred by you during air transportation is bound by Chinese law, applicable international conventions and these Conditions of Carriage. We are only liable for your actual damage caused by our actual air transportation activities in accordance with these Conditions of Carriage and the limits of liability stipulated by Chinese laws or applicable international conventions. If no Chinese laws or applicable international conventions can be cited, these Conditions of Carriage apply. The transportation responsibilities of other carriers related to you in your travel are subject to the laws of the country where they are located and the conditions of carriage of the carriers in question.

11.1.2 We are not liable for any losses caused by our compliance with applicable laws and international conventions or your failure to comply with such applicable laws and international conventions.

11.1.3 Except as otherwise provided for in these Conditions of Carriage, our liability to you based on the applicable laws or conventions is limited to the direct losses

and expenses that can be substantiated by the proof you provide. We are 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 you or the claimant, our liability shall be exempted or reduced accordingly in accordance with applicable laws or international conventions.

11.1.5 Unless otherwise specified, this document 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 Our contract of carriage, including these Conditions of Carriage and provisions on exemption of liabilities or limitation on liabilities, also applies to our agents and employees. In any case, the total amount of compensation received from us and our agents and employees shall not exceed our limits of liability under applicable laws or international conventions.

11.2 Liability for compensation for personal injury

Events that occur on a civil aircraft or during your embarkation on or disembarkation from a civil aircraft: for

losses from the personal injury or death, when it comes to domestic air transportation, we will be liable based on the "Civil Aviation Law of the People's Republic of China" and the state's relevant provisions on the limitations of liability in domestic air transportation; when it comes to international air transportation defined by international conventions, we will be liable based on such international conventions; when it comes to the international air transportation not defined by the Warsaw Convention, the Hague Protocol, or the Montreal Convention, we shall be liable for compensation in accordance with the relevant provisions of the Montreal Convention. However, we are not liable for any illness, injury, disability, death, etc. caused or aggravated by your 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 luggage and the packaging of the contents are intact. Shenzhen Airlines shall not be liable for the losses caused to passengers due to poor

luggage 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 non-checked baggage of passengers.

11.3.3 If your baggage is damaged and you have not applied for value declaration services and paid related additional fees, we shall be liable for compensation according to the reduced value of the baggage, including repairs, cash compensation, etc., within the liability limits stipulated by relevant applicable laws or international conventions. If you have applied for the declared value services and paid the relevant additional fees, we shall be liable within the amounts of the declared value, but the maximum amounts shall not exceed the actual benefits of the baggage when it is delivered at the destination.

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

11.3.5 For losses arising from the destruction, loss or

damage of the checked baggage, as long as the event that caused the destruction, loss or damage has occurred on the aircraft or during any period where the checked baggage is under our control: for domestic air transportation, we assume responsibility based on the "Civil Aviation Law of the People's Republic of China" and the country's relevant domestic air transportation carrier liability limits; for international air transportation defined by international conventions, the liability provisions of the corresponding international conventions shall apply; for international air transportation not defined by the Warsaw Convention, the Hague Protocol, and the Montreal Convention, we shall refer to the relevant provisions of the Montreal Convention. Liability.

11.3.6 In the event that Shenzhen Airlines is liable for baggage compensation to the passenger in accordance with the provisions of these Conditions, Shenzhen Airlines will be liable for actual damage to baggage within the limits of liability set out below: In domestic air transportation, the liability limit for each passenger's unchecked baggage is RMB 3,000, and the liability limit for each passenger's checked baggage is RMB 100 per kilogram. When it comes to the international air transportation defined by the Montreal Convention, the

compensation liability shall be based on the baggage compensation liability limits stipulated by the Montreal Convention; when it comes to the international air transportation defined by the Warsaw Convention, the compensation liability shall be based on the compensation liability limits for checked baggage and unchecked baggage stipulated by the Warsaw Convention.

11.3.7 If there are items in your baggage that cannot be transported as baggage as specified in paragraphs 6.1.1 of these Conditions of Carriage, we 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.

11.3.8 When the checked baggage is delivered and the holder of the baggage identification tags 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 you provide evidence to the contrary. If your checked baggage is damaged, you should notify us in writing immediately when you find it, and at the latest within 7 days from the date of receipt of the checked baggage. If your checked baggage is delayed, you should, at the latest, raise an

objection to or make claims against us in writing within 21 days from the day of the delivery of the checked baggage to you.

If you do not file an objection within the above-mentioned time period, you shall not file a suit against us.

11.3.9 We will grant a refund on the excess baggage fee that you have paid when making compensation for your lost baggage.

11.4 Liability for third-party services

If we arrange for you a service other than air transportation provided by a third party, or if we issue you a ticket or receipt of payment for ground transportation, hotel reservations, or vehicle ride provided by a third party (non-air) transportation or service, when arranging the above services, we are only an intermediary between you and the service provider. You and the third-party service provider shall directly conclude a contract, and the terms and conditions established by the service provider apply. We are not responsible for whether you can get such services or the quality of the services. The terms and conditions of the third-party service provider apply to such services.

Article 12 Other Provisions

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 The document is 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. We have separately formulated relevant regulations, specifically the "Conditions for Use of Domestic Passenger Transport Tickets of Shenzhen Airlines " "Shenzhen Airlines Co.,Ltd Implementation Rules for Voluntary Refund and Voluntary Change of International Passenger Tickets " "Shenzhen Airlines Transportation Regulations for the Disabled, Shenzhen Airlines Co., Ltd." "Regulations of Shenzhen Airlines Co., Ltd. on the Transportation of Passengers with Injuries, Illnesses or After Surgery." "Baggage transportation rules of Shenzhen Airlines Co., Ltd"and" the Compensation Standard for Overbooking and Involuntary Degrading of Shenzhen Airlines Co., Ltd.", These

documents are part of these Conditions of Carriage.

Article 13 Supplementary Provisions

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 luggage 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 issuing carrier.

13.6 "Authorized 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 ticket and electronic ticket.

13.9 "Conditions of use of ticket": It means the applicable conditions of use of fares applicable to the designated seat class codes or 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 stopover" refers to the scheduled stopover 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 economy class, and economy class.

13.14 "Classes": refers to the class code shown on your 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 by civil aircraft, excluding taxes charged in accordance with national regulations.

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

13.17 "Special fare" refer to other 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 first 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 has been born for more than 14 days (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 should complete check-in and get boarding pass.

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

13.26 "Missing flight" means that the passenger fails to take the designated flight after handling the check-in formalities at the departure airport or at the stopover.

13.27 "Wrong flight" means that a passenger takes a flight that is not listed on his 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 non-checked baggage.

13.29 "Checked baggage" refers to the baggage handed over by passengers to Shenzhen Airlines for care and transportation and issued with baggage identification label.

13.30 "Non-checked baggage" refers to the baggage brought into the cabin to take care by passenger 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 behavior that seats sold by the carrier exceeds the actual number of available seats onboard 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 downgrade 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 station, the agreed stopover and the destination are all within the territory of the People’s Republic of China (excluding Hong Kong, Macao Special Administrative Regions and Taiwan).

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 stopover 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. For details, 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 http://www.caac.gov.cn/XXGK/XXGK/FLFG/201510/t20151029_2777.html。

13.38 "Flight departure delay" refers to the situation where the adjusted scheduled flight departure time or the actual flight departure time is over 15 minutes later than the scheduled flight departure time shown on the ticket.

13.39 "Flight arrival delay" refers to the situation where the time the wheel choke is placed after the flight arrives is over 15 minutes later than the scheduled flight arrival time.

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

13.41"Flight cancellation" refers to a situation where the scheduled flight is delayed resulting 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 or more flights specified in a single transportation contract.

Article 14 Effectiveness and Revision

14.1 These Conditions of Carriage shall take effect and become effective on september 01, 2025. From the effective date, our "General Conditions of Carriage for Passengers and Baggage of Shenzhen Airlines Co., Ltd. (version June 2025)" promulgated and implemented by Shenzhen Airlines on June 10, 2025 will be rescinded at the same time. Tickets purchased before September 01, 2025 are still subject to the general conditions of carriage applicable at the time of ticket purchase.

14.2 We have the right to modify these Conditions of Carriage and other documents that are part of these Conditions of Carriage

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 Our employees and agents have no right to change, modify or waive any provisions in these Conditions of Carriage.

14.4 The right to interpret these Conditions of Carriage resides with Air China Co., Ltd. If you have any questions about any specifics of these Conditions of Carriage, please directly check with us. Our written reply (including email) to you is deemed binding, and any other way of reply not binding upon us.