

Conditions for the Use of Shenzhen Airlines Domestic Transport Ticket (202408 Edition)

I. General Provisions

(1) The sales unit shall strictly abide by the principle of matching price to the class, and shall not sell high class at low price.

(2) The connecting tickets, round-trip tickets and open-jaw tickets are composed of the fares of the corresponding reservation classes of each flight segment. The conditions of use of each flight segment shall be implemented in accordance with the corresponding provisions of the corresponding reservation class.

(3) Anyone who meets the provisions of these conditions shall be given priority in accordance with these conditions. If there is no provision, it shall be implemented in accordance with the General Conditions for Transportation of Passengers and Baggage of Shenzhen Airlines Co., Ltd.

(4) When selling domestic tickets, the sales unit must explain the relevant conditions of use to passengers in advance to avoid complaints.

(5) The change and refund handling fee, as well as the fare

difference are calculated according to the face value of the ticket actually paid. Change and refund handling fees are in RMB, and the mantissa is rounded to a single digit.

(6) The "scheduled departure time of the flight" in these conditions refers to the planned departure time of the flight listed on the face of the ticket. "7 days before the scheduled departure time of the flight" refers to 7×24 hours, that is, 168 hours. "7 days before the scheduled departure time of the flight", "48 hours before the scheduled departure time of the flight" and "4 hours before the scheduled departure time of the flight" are all accurate to the minute. For example, for a flight scheduled to depart at 12:10 on September 8th, 2024, the time node corresponding to "7 days before the specified flight departure time" is: 12:10 on September 1, 2024; The time node corresponding to "48 hours before the scheduled flight departure time" is: 12: 10 on September 6, 2024; The time node corresponding to "4 hours before the scheduled flight departure time" is: 8:10 on September 8, 2024.

(7) The refund and change rules of special products shall be implemented in accordance with the specific product regulations.

II. Scope of Application

(1) It is applicable to domestic route transportation that is actually carried by Shenzhen Airlines and carried by other airlines with Shenzhen Airlines code (i.e. Shenzhen Airlines code sharing), filled out with Shenzhen Airlines domestic transport tickets (including BSP tickets confirmed by "479"), and domestic route transportation of Shenzhen Airlines that has signed a mutual sales agreement with Shenzhen Airlines and filled out with other airlines tickets.

(2) These conditions apply to domestic tickets sold after August 1, 2024 (inclusive) and starting to travel after August 1, 2024 (inclusive). Tickets sold before this date shall still be subject to the original ticket use conditions.

(3) If domestic tickets sold before August 1, 2024 (exclusive) are changed after August 1, 2024 (inclusive) and a new ticket number is issued, these conditions apply to the subsequent change.

(4) For domestic tickets sold before August 1, 2024 (exclusive), if a refund is requested after August 1, 2024 (inclusive), the refund handling fee standards before August 1, 2024 (exclusive) shall apply, the fare difference charged at the

time of change will be refunded in accordance with the provisions of these conditions.

III. Reservation and Ticket Issuance

(1) Reservations must be made according to the class specified in the fare.

(2) The time limit for issuing tickets shall be subject to the time limit for automatic issuing tickets of the reservation system.

(3) The ticket must be filled in according to the corresponding class, and the contents specified in the fare level column, fare column and endorsement column on the ticket must be filled in correctly.

(4) Domestic tickets shall be clearly priced, and actual paid fares must be filled in. The mantissa shall be rounded off, to the 10 yuan in RMB. The specific price shall be subject to the fare published in the reservation system.

(5) The connecting tickets must be used in sequence, and cannot be skipped.

(6) Provisions on reservation and ticket issuance for children, unaccompanied children, infants, revolutionary disabled soldiers and police officers disabled in the line of duty:

1. Children (including unaccompanied children) are charged at 50% of the normal adult fare (full price of J/G/Y class); Infants are charged at 10% of the normal adult fare (full fare of J/G/Y class); Revolutionary disabled soldiers and people's police officers disabled in the line of duty are charged at 50% of the normal adult fare (full price of J/G/Y class) with the Certificate of Disabled Soldier of the People's Republic of China and the Certificate of Disabled People's Police of the People's Republic of China respectively. Children (including unaccompanied children), revolutionary disabled soldiers and police officers disabled in the line of duty who buy tickets at 50% of the normal fare should book in J/G/Y class.

2. Children (excluding unaccompanied children), revolutionary disabled soldiers and police officers disabled in the line of duty can choose to purchase other types of tickets except Clause 1 that are applicable to this passenger type. The reservation class and fare category shall be subject to the display in the sales system.

3. For infant tickets purchased at 10% of the normal fare, the service class and reservation class must be the same as those of the fellow adults. For example, if the adult ticket is Economy Class Y, the infant ticket must also be Economy Class Y.

4. If passengers buy a ticket at 50% of the normal fare for children accompanied by adults or buy other fare types other than the preferential policies, the class service level must be consistent with that of the peer adult service level. For example, if the adult tickets are Economy Class M, children's tickets can be reserved for Economy Class Y but not Business Class seats.

5. For children's tickets, the word "CHD" is marked after the name, and for unaccompanied children's tickets, the word "(UMnn)" is marked after the name ("nn" stands for age). And passengers who use PAT: A * CH to issue tickets, can enjoy exemption of the Civil Aviation Development Fund and half the fuel surcharge at the same time. Infant tickets with the word "INF" after the name and issued with PAT: A * IN can enjoy exemption of Civil Aviation Development Fund and half the fuel surcharge at the same time. Passenger tickets for disabled revolutionary soldiers and disabled police officers in the line of duty, are marked with the words "GM" and "JC" after name, and if issued with PAT: A * GM and PAT: A * JC respectively, can enjoy the discount of half the fuel surcharge.

IV. Voluntary flight change

Change: refers to the change of flight, date, cabin, voyage

and carrier.

Change handling fee: refers to the handling fee charged by Shenzhen Airlines for passengers who voluntarily request to change the original flight plan according to the applicable conditions of freight rates, including changes to flights, dates, classes, etc. The change handling fee is calculated according to the rate standard corresponding to the seat cancellation time.

Fare difference: refers to the price difference caused by passengers voluntarily changing from low class to high class or low fare to high fare.

Infant tickets are calculated at 10% of the normal fare of J/G/Y class; children (including unaccompanied children) are calculated at 50% of the normal fare of J/G/Y class; revolutionary disabled soldiers and police officers disabled in the line of duty are exempt from change fees. Tickets for children (excluding unaccompanied children), revolutionary disabled soldiers and police disabled in the line of duty who purchase other fare types other than this preferential policy shall be implemented in accordance with the rules for changing the corresponding fare types.

(1) Change of Carrier (Endorsement)

1. Infant tickets priced at 10% of the adult normal fare,

children (including unaccompanied children) are calculated at 50% of the normal fare; revolutionary disabled soldiers and police officers disabled in the line of duty are allowed to be voluntarily endorsed. If the applicable fare of the carrier after endorsement is higher than the fare of Shenzhen Airlines, the difference needs to be made up before endorsement; If the fare of the carrier applicable after endorsement is lower than the Shenzhen Airlines fare, the difference will not be refunded and will be treated as a voluntary refund. Unaccompanied children's tickets are not allowed to be voluntarily endorsed. If passengers apply for voluntary endorsement, they will be treated as voluntary refund.

2. Voluntary endorsement is allowed for tickets with normal adult fares of J/G/Y class and government-procured tickets of J/G/Y class. If the applicable fare of the carrier after endorsement is higher than the fare of Shenzhen Airlines, the difference must be made up before endorsement. At the same time, the change fee will be charged according to the corresponding class provisions of the "Shenzhen Airlines Domestic Transport Ticket Use Conditions Table"; If the applicable fare of the carrier is lower than the fare of Shenzhen Airlines after endorsement, the endorsement is allowed, but the

difference will not be refunded. At the same time, the change fee will be charged according to the corresponding class provisions of the "Shenzhen Airlines Domestic Transport Ticket Use Conditions Table", or it will be treated as a voluntary refund.

3. Tickets using Business Class, Premium economy class and Economy Class discounted fares are not allowed to be voluntarily endorsed. If passengers apply for voluntary endorsement, it will be treated as voluntary refund. If handled according to the change, the change conditions, handling fee shall be charged according to the rate of the class corresponding to the discounted fare, and the difference between the discounted fare and the normal fares of Shenzhen Airlines' business class, premium economy class and economy class shall be made up before endorsement. If the applicable fare of the carrier after endorsement is higher than the fare of Shenzhen Airlines, the difference needs to be made up; If the applicable fare of the carrier after endorsement is lower than the fare of Shenzhen Airlines, the difference will not be refunded.

(2) Change of Flight and/or Date

The fare needs to be recalculated. If there is a fare difference, it needs to be made up, and a change fee will be charged at the same time. The charging standards of change

handling fee of each cabin are as follows:

1. Cancel the reservation before 7 days (168 hours) (inclusive) before the scheduled departure time of the flight (subject to the departure time of the flight on the ticket):

1.1 For J/G/Y class tickets, the change fee will be waived during the validity period of the tickets.

1.2 For C/D/Z/R/E/B/M/M1/U/U1/H/H1/Q/Q1/V/V1 class tickets, within the validity period of the ticket, a 5% change fee will be charged for each change.

1.3 For W/S/S1/T/L/P/A/N/K class tickets, a 10% change handling fee will be charged for each change during the validity period of the ticket.

2. Cancel the reservation 7 days (168 hours) to 48 hours (inclusive) before the scheduled departure time of the flight (subject to the departure time of the flight on the ticket):

2.1 For J-class tickets, the change fee will be waived during the validity period of the tickets.

2.2 For G/Y class tickets, a 5% change handling fee will be charged for each change during the validity period of the ticket.

2.3 For C/D/Z/R/E/B/M/M1/U/U1 class tickets, a 10% change handling fee will be charged for each change during the validity period of the ticket.

2.4 For H/H1/Q/Q1/V/V1 class tickets, a 15% change handling fee will be charged for each change during the validity period of the ticket.

2.5 For W/S/S1 class tickets, a 20% change handling fee will be charged for each change during the validity period of the ticket.

2.3 For T/L/P/A/N/K class tickets, a 30% change handling fee will be charged for each change during the validity period of the ticket.

3. Cancel the reservation 48 hours to 4 hours (inclusive) before the scheduled departure time of the flight (subject to the departure time of the flight on the ticket):

3.1 For J/G/Y class tickets, a 5% change handling fee will be charged for each change during the validity period of the ticket.

3.2 For C/D/Z/R class tickets, a 10% change handling fee will be charged for each change during the validity period of the ticket.

3.3 For E/B/M/M1/U/U1 class tickets, a 15% change handling fee will be charged for each change during the validity period of the ticket.

3.4 For H/H1/Q/Q1/V/V1 class tickets, a 25% change

handling fee will be charged for each change during the validity period of the ticket.

3.5 For W/S/S1 class tickets, a 45% change handling fee will be charged for each change during the validity period of the ticket.

3.6 For T/L/P/A/N/K class tickets, a 50% change handling fee will be charged for each change during the validity period of the ticket.

4. Cancel the reservations after 4 hours before the scheduled departure time of the flight (subject to the departure time of the flight on the ticket):

4.1 For J-class tickets, a 5% change handling fee will be charged for each change during the validity period of the ticket.

4.2 For G/Y class tickets, a 10% change handling fee will be charged for each change during the validity period of the ticket.

4.3 For C/D/Z/R class tickets, a 15% change handling fee will be charged for each change during the validity period of the ticket.

4.4 For E/B/M/M1/U/U1 class tickets, a 20% change handling fee will be charged for each change during the validity period of the ticket.

4.5 For H/H1/Q/Q1/V/V1 class tickets, a 35% change handling fee will be charged for each change during the validity period of the ticket.

4.6 For W/S/S1 class tickets, a 55% change handling fee will be charged for each change during the validity period of the ticket.

4.7 For T/L/P/A/N/K class tickets, a 60% change handling fee will be charged for each change during the validity period of the ticket.

(3) Change of Class

1. If the class is downgraded (including changing the sub-class of the same service class from high to low one and downgrading class of different service classes), the ticket will be refunded voluntarily, and passengers need to re-purchased. For example: Y is changed to W, M1 is changed to V, E is changed to Y, J is changed to Y, C is changed to V1, etc. The change from premium economy class G class to economy class Y class can be changed voluntarily:

1.1 If the flight and date of the ticket have not been changed, and the new fare is higher than or equal to the original fare, only the difference of the class fare will be charged, and the change handling fee will be waived; If the new fare is lower

than the original fare, the difference will not be refunded (the original fare will be filled in manually for the new ticket), and the change handling fee will be waived, or it will be treated as a voluntary refund.

1.2 If the flight and/or date of the ticket is changed, the fare needs to be recalculated. If there is a difference in the fare, it needs to be made up, and the change handling fee will be charged at the same time.

2. Upgrade the class (including changing the sub-class of the same service class from low class to high class and upgrading the class of different service classes):

2.1 The flight and date of the ticket have not been changed. If the new fare is higher than or equal to the original fare when the class service level is upgraded, only the difference of the class fare will be charged, and the change handling fee will be waived. For example, S is changed to G, M1 is changed to R, etc. If a sub-class of the same service class is changed from a low-class to a high-class, the fare needs to be recalculated. If there is a fare difference, it needs to be made up and a change handling fee will be charged at the same time. For example, S is changed to V, Q1 is changed to M1, H1 is changed to Y, etc.

2.2 If the flight and/or date of the ticket is changed, the fare needs to be recalculated. If there is a difference in the fare, it needs to be made up, and the change handling fee will be charged at the same time. For example, U1 is changed to Y, B is changed to C, R is changed to J, etc.

2.3 After upgrading the class, the change handling fee shall be implemented according to the change handling fee standard of the new class.

2.4 If the new fare is lower than the original fare after upgrading the class, the ticket shall be voluntarily refunded and the new ticket shall be repurchased.

3. While the same class code is changed (such as Y to Y, M to M, M1 to M1, M1 to M, E to E), the fare difference and change handling fee shall be charged if the new fare is higher than the original fare. If the new fare is lower than the original fare, only the change handling fee will be charged, and the difference will not be refunded (the original fare will be manually filled in the new ticket), or it will be treated as a voluntary refund. Only change handling fees will be charged for the same fare.

4. Each change requires a recalculation of the fare. If there is no applicable fare for the required class, the change will not

be accepted, or it will be treated as a voluntary refund.

5. When changing the ticket, if the seat is cancelled to become an OPEN ticket first, and then the seat is re-booked, please refer to the fourth point. Relevant provisions of voluntary change shall be implemented.

(4) Change of voyage

It will be handled as a voluntary refund.

(5) Changes of integrated price ticket for round trip/open jaw.

Integrated price ticket for round trip: refers to the ticket that uses the same ticket number, the same PNR, and the same class to book a round trip, and the whole ticket has only one packaged total fare without segment fare.

Integrated price ticket for open jaw: refers to the ticket that uses the same PNR and the same class to book an open jaw, and the whole ticket has only one packaged total fare without segment fare. The open jaw is only applicable for sister city pairs that have been set up in the system.

1. If the ticket is completely unused, the change handling fee will be calculated according to the 1/2 integrated price and the corresponding change regulations of the corresponding class. If each flight segment is changed at the same time, the change

handling fee will be charged in total. If the seat cancellation times of each flight segment is the same, the change rate will be calculated based on the rate corresponding to the time from the cancellation of the first flight segment to the scheduled departure time of the first changed flight segment. If the seat cancellation times of each flight segment are inconsistent, the change rate will be calculated based on the rate corresponding to the time from the latest seat cancellation time to the scheduled departure time of the first changed flight segment. The applicable freight rate of the new ticket needs to be recalculated at the time of change, and the fare difference is the difference between the total face price before and after the change.

2. If part of the ticket has been used, the change handling fee will be calculated according to the 1/2 integrated price and the corresponding change regulations of the corresponding class. If there is an integrated price freight rate in the class after the change, the fare difference will be the difference corresponding to 1/2 integrated price; If there is no one-price freight rate in the changed class, the fare difference is the difference between the one-price freight rate for the changed class and the 1/2 integrated price before the change.

(6) Change of integrated Price Ticket for Connecting Flights

Integrated price ticket for connecting flights: refers to the ticket that uses the same ticket number and the same PNR to book the connecting flight, and the whole ticket has only one packaged total fare without segment fare.

1. If the ticket is completely unused, and the applicable class is available and there is an integrated price for connecting flight, the change handling fee will be calculated according to the corresponding rate of the applicable class and the total face price for each change. The fare difference is the total face price before and after the change, and the fare difference will not be refunded for any overpayment, but need to be compensated for any underpayment. If there is no applicable class is available or there is no integrated price for connecting flight, the ticket will be treated as a voluntary refund.

2. If part of the ticket has been used, and the remaining unused flight segments need to be changed, the ticket will be treated as voluntary refund.

3. When all flight segments of the integrated price ticket for connecting flights are changed at the same time, if the seat cancellation time of each flight segment is the same, the change

rate will be calculated based on the time from the seat cancellation time of the first flight segment to the scheduled departure time of the first changed flight segment. If the seat cancellation times of each flight segment are inconsistent, the change rate will be calculated based on the rate corresponding to the time from the latest seat cancellation time to the scheduled departure time of the first changed flight segment.

(7) Team Change

Voluntary team changes are treated as voluntary refund.

(8) Taxe Treatment Provisions for Ticket Change

When the ticket is voluntarily changed, the civil aviation development fund and fuel surcharge will not be included in the change charge. In case of adjustment of civil aviation development fund and fuel surcharge, it shall be implemented according to the specific adjustment provision.

V. Voluntary Refund

Refund handling fee: refers to the handling fee charged by Shenzhen Airlines for voluntary refund of passengers according to the applicable conditions of freight tariffs. The refund handling fee is calculated according to the rate standard corresponding to the seat cancellation time.

Infant tickets calculated at 10% of the normal fare of J/G/Y class, and tickets for revolutionary disabled soldiers and police officers disabled in the line of duty calculated at 50% of the normal fare of J/G/Y class are exempt from refund fees. The refund provision for children (including unaccompanied children) tickets calculated at 50% of the normal fare of J/G/Y class, are consistent with those for adults in the same class. Children (excluding unaccompanied children), revolutionary disabled soldiers and police officers disabled in the line of duty who purchase other fare types other than this preferential policy shall be implemented in accordance with the refund rules of the corresponding fare types.

(1) Time Limit for Ticket Refund

Passengers' request for a refund should be submitted within 180 days after the expiration of the ticket at the latest, and it will not be processed after the expiration. If the ticket has expired, the ticket fare, civil aviation development fund and fuel surcharge will not be refunded.

(2) Taxe Treatment Provisions for Ticket Refund

When passengers apply for a refund within the time limit for ticket refund, the civil aviation development fund and fuel surcharge will not be included in the refund fee, and the civil

aviation development fund and fuel surcharge of the unused flight segment will be refunded together.

(3) Refund Provision for Individual Passengers

1. Cancel the reservation before 7 days (168 hours) (inclusive) before the scheduled departure time of the flight (subject to the departure time of the flight on the ticket):

1.1 J/G/Y class tickets are exempt from refund fees.

1.2 For C/D/Z/R class tickets, a 5% refund handling fee will be charged.

1.3 For E/B/M/M1/U/U1/H/H1/Q/Q1/V/V1 class tickets, a 10% refund handling fee will be charged.

1.4 For W/S/S1/T/L/P/A/N/K class tickets, a 20% refund handling fee will be charged.

2. Cancel the reservation 7 days (168 hours) to 48 hours (inclusive) before the scheduled departure time of the flight (subject to the departure time of the flight on the ticket):

2.1 For J/G/Y class tickets, a 5% refund handling fee will be charged.

2.2 For C/D/Z/R class tickets, a 10% refund handling fee will be charged.

2.3 For E/B/M/M1/U/U1 class tickets, a 15% refund handling fee will be charged.

2.4 For H/H1/Q/Q1/V/V1 class tickets, a 20% refund handling fee will be charged.

2.5 For W/S/S1 class tickets, a 30% refund handling fee will be charged.

2.6 For T/L/P/A/N/K class tickets, a 40% refund handling fee will be charged.

3. Cancel the reservation 48 hours to 4 hours (inclusive) before the scheduled departure time of the flight (subject to the departure time of the flight on the ticket):

3.1 For J-class tickets, a 5% refund handling fee will be charged.

3.2 For C/D/Z/R class tickets, a 15% refund handling fee will be charged.

3.3 For G/Y class tickets, a 10% refund handling fee will be charged.

3.4 For E/B/M/M1/U/U1 class tickets, a 25% refund handling fee will be charged.

3.5 For H/H1/Q/Q1/V/V1 class tickets, a 35% refund handling fee will be charged.

3.6 For W/S/S1 class tickets, a 65% refund handling fee will be charged.

3.7 For T/L/P/A/N/K class tickets, a 70% refund handling

fee will be charged.

4. Cancel the reservations after 4 hours before the scheduled departure time of the flight (subject to the departure time of the flight on the ticket):

4.1 For J-class tickets, a 10% refund handling fee will be charged.

4.2 For C/D/Z/R class tickets, a 20% refund handling fee will be charged.

4.3 For G/Y class tickets, a 15% refund handling fee will be charged.

4.4 For E/B/M/M1/U/U1 class tickets, a 30% refund handling fee will be charged.

4.5 For H/H1/Q/Q1/V/V1 class tickets, a 45% refund handling fee will be charged.

4.6 For W/S/S1 class tickets, a 70% refund handling fee will be charged.

4.7 For T/L/P/A/N/K class tickets, a 75% refund handling fee will be charged.

(4) Refund rules for partially used tickets

Unless there are special provisions, if the ticket is refunded after being partially used, the face fare of the used flight segment will be deducted. And the refund handling fee for the

applicable time will be charged based on the time between the cancellation time of the unused flight segment and the departure time of the flight listed on the face of the ticket, and the balance will be refunded to the passengers.

(5) Ticket Refund for Round Trip/Open Jaw

If the integrated fare ticket for round trip/open jaw is completely unused, a refund handling fee corresponding to the rate of the applicable class will be charged according to the face fare of the ticket. If the seat cancellation time of each flight segment is the same, the refund rate is calculated based on the rate corresponding to the time from the seat cancellation time of the first flight segment to the scheduled departure time of the first refund segment. If the seat cancellation times of each flight segment are inconsistent, the refund rate is calculated based on the rate corresponding to the time from the latest seat cancellation time to the scheduled departure time of the first refund segment. If part of the ticket has been used, the minimum one-way freight fare corresponding to the class booked for the used segment on the original ticket issuance date and travel date will be deducted (inquiry by FD or NFD instruction). If there is no one-way freight fare for the class booked for the used segment, the fare will be increased until a one-way fare is found

and deducted. The remaining fare will be deducted according to the corresponding class booked for the unused segment, and the balance will be refunded to the passenger.

(6) Ticket Refund for the Integrated Fare Ticket for Connecting Flights

1. Voluntary refund must be for the entire trip and cannot be refunded in segment. For voluntary refund after partial use of the ticket, only the civil aviation development fund and fuel surcharge of the unused flight segment will be refunded.

2. The voluntary refund fee is calculated based on the corresponding rate of the applicable class and the total face fare. If the seat cancellation time of each flight segment is the same, the refund rate is calculated based on the rate corresponding to the time from the seat cancellation time of the first flight segment to the scheduled departure time of the first refund segment. If the seat cancellation times of each flight segment are inconsistent, the refund rate is calculated based on the rate corresponding to the time from the latest seat cancellation time to the scheduled departure time of the first refund segment.

(7) Ticket Refund after Exchange (excluding endorsement)

If a refund is required after the ticket exchange, the refund handling fee will be charged based on the cancellation time of

the exchange ticket and the fare, class and charging standard of the original ticket. If there is a difference in the fare collected, the difference will be fully refunded, but the change handling fee that has already been charged will not be refunded. That is, the applicable time period is selected according to the cancellation time of the unused flight segment of the exchange ticket from the flight departure time listed on the face of the exchange ticket, and the refund handling fee is calculated according to the refund handling fee standard and face fare of the corresponding flight segment and class of the original ticket (i.e. the first ticket); The fare difference of the unused segment that was additionally charged during the exchange of the ticket will be fully refunded, but the change handling fee that has already charged will not be refunded.

(8) Ticket Refund after Voluntarily Endorsement to Foreign Airlines

For voluntary endorsement to other airline carriers, if a refund is requested, the refund handling fee will be charged according to the refund rules of Shenzhen Airlines flights before the endorsement. If there is any fare difference that has been charged, the difference will be fully refunded, but the change handling fee that has already been charged will not be refunded.

(9) Refund for Ticket that Has not Been Used in Sequence

Tickets that are not used in sequence under the same carriage contract are not allowed to be refunded, and only the civil aviation development fund and fuel surcharge for unused flight segments will be refunded.

(10) Provisions on Ticket Refund of Group Passengers

1. Voluntary refund for group passengers

K-class team tickets are not allowed to be voluntarily refunded, only the civil aviation development fund and fuel surcharge will be refunded. For voluntary refund requested by non-K class group passengers, the refund handling fee will be charged according to the following provisions:

1.1 A refund handling fee of 30% of the face fare will be charged if the refund is requested 72 hours (inclusive) before the scheduled departure time of the first departure flight of the whole voyage.

1.2 A refund handling fee of 50% of the ticket fare will be charged if the refund is requested within 72 hours (exclusive) before the scheduled departure time of the first departure flight of the whole voyage to 12: 00 noon (inclusive) the day before the scheduled departure time of the flight.

1.3 A refund handling fee of 80% of the ticket price will be

charged if the refund is requested after 12: 00 noon (exclusive) the day before the scheduled departure time of the first departure flight of the whole voyage and before the scheduled check-in time (inclusive) of the flight at the departure location.

1.4 The ticket will be invalidated and the ticket fare will not be refunded if the refund is requested after the check-in deadline (exclusive) for the first departure flight of the whole voyage.

1.5 Full-voyage team products do not allow voluntary refunds for partial segments. If part of the ticket has been used, only the civil aviation development fund and fuel surcharge for unused flight segments will be refunded.

2. Part of the group passengers voluntarily request a refund.

For part of the group passengers voluntarily request a refund, except for those with restrictions attached to the tickets, the following provisions shall be applied:

2.1 If the number of passengers on the flight is not less than the minimum number of registered groups required for the ticket fare, the provisions for "Voluntary Refund of Group Passengers" shall apply.

2.2 If the number of passengers on the flight is less than the minimum number of registered groups required for the ticket

fare, the following provisions shall be applied respectively:

A. If the ticket is completely unused, the total amount of the ticket fare calculated based on the normal fare (the published freight rate of Class Y) for the passenger who have boarded the flight shall be deducted from the total amount of the original discounted price of the group passenger, and then the refund fee stipulated in the "Voluntary Refund of Group Passengers" shall be deducted. The fare difference will not be refunded for any overpayment, but needs to be compensated for any underpayment.

B. If part of the ticket has been used, no voluntary refund is allowed, only the civil aviation development fund and fuel surcharge of the unused flight segment will be refunded.

VI. Involuntary

Change/Refund/Endorsement

Change/refund/ endorsement handling fees are waived, which are implemented according to the specific provisions in the General Conditions for Passenger and Baggage Transportation of Shenzhen Airlines Co., Ltd. and relevant business notices.

Attachment:

Conditions Table for the Use of Shenzhen Airlines Domestic Transport Ticket (202408 Edition)

(Applicable to domestic tickets sold after August 1, 2024 [inclusive]

and starting travel after August 1, 2024 [inclusive])

Class service levels	Voluntary Endorsement	Voluntary change of flight				Voluntary refund			
		7 days (168hours) (included) before flight departure	7 days (excluded) to 48 hours (included) before flight departure	48 hours (exclud ed) to 4 hours (includ ed) before flight departu re	4 hours (exclud ed) to after flight departu re	7 days (168ho urs) (includ ed) before flight departu re	7 days (exclud ed) to 48 hours (includ ed) before flight departu re	48 hours (exclud ed) to 4 hours (includ ed) before flight departu re	4 hours (exclud ed) to after flight depart ure
J	Allow	Free	Free	5%	5%	Free	5%	5%	10%
C/D/Z/R	Not allowed	5%	10%	10%	15%	5%	10%	15%	20%
G	Allow	Free	5%	5%	10%	Free	5%	10%	15%
E	Not allowed	5%	10%	15%	20%	10%	15%	25%	30%
Y	Allow	Free	5%	5%	10%	Free	5%	10%	15%
B/M/M1/U/U1	Not allowed	5%	10%	15%	20%	10%	15%	25%	30%
H/H1/Q/Q1/V/V1	Not allowed	5%	15%	25%	35%	10%	20%	35%	45%
W/S/S1	Not allowed	10%	20%	45%	55%	20%	30%	65%	70%
T/L/P/A/N/K	Not allowed	10%	30%	50%	60%	20%	40%	70%	75%

Note: 1. Infant tickets calculated at 10% of the normal fare of J/G/Y class, and tickets for revolutionary disabled soldiers and police officers disabled in the line of

duty calculated at 50% of the normal fare of J/G/Y class are exempt from change and refund handling fees.

2. When changing the ticket for children (including unaccompanied children) calculated at 50% of the normal fare of the J/G/Y class, the change fee will be waived, and the refund provisions are consistent with those for adults in the same class.

3. 7 days are calculated based on 168 hours, and the time node of changing is determined according to the seat cancellation time.