



INFORMATION BULLETIN FOR AGENT

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Notice on the Adjustment of Prevention and Control Measures of Xiamen and Fuzhou during the Epidemic

Dear GSA, authorized agents,

The adjustment of prevention and control measures of Xiamen and Fuzhou during the epidemic are hereby notified as follows:

I. Upgraded Prevention and Control Measures for International Arrivals

1. From 0:00 on 26th Mar, 2020, passengers (including transit passengers) with oversea travelling or residing history (including Hong Kong and Macao Special Administrative Regions and Taiwan Province)

within past 14 days will be quarantined under centralized medical observation for 14 days after arrival at Xiamen and Fuzhou.

2. Accommodation costs incurred during the centralized medical observation shall be borne by the quarantined persons themselves.

II. Exemption Policy for Relevant Tickets

1. For passengers missing the domestic transit flight due to the centralized medical observation, involuntary change to MF-operated flights within 3 days after the quarantine can be issued to their tickets.

2. For passengers missing the domestic transit flight by reason of being diagnosed as COVID-19 patient during quarantine, involuntary change to MF-operated flights within 3 days after the treatment can be issued to their tickets on condition that discharge certificates are provided.

3. For passengers canceling the itinerary due to the upgrade of the border prevention and control measures, fully unused tickets (including

nonrefundable tickets according to fare rules) can be issued involuntary refund. For passengers having entered the Chinese border and requiring refund of their partially used tickets, the unused domestic segments will only be refunded the taxes and surcharges.

III. Others

1. Due to the frequent adjustment of local prevention and control policies, agents are requested to remind passengers to timely understand the latest policies of the destination and transit areas before purchasing tickets, so as to arrange well the trip.

2. For passengers eligible for transit accommodation products of Xiamen Airlines' international and regional routes, if they are arranged to accommodate in designated hotels in accordance with latest local prevention and control policies, the costs incurred shall be borne by themselves.

Xiamen Airlines

26th Mar, 2020