

General Conditions of Carriage for Passengers and Baggage of  
Shandong Airlines Co., Ltd.  
(March 20, 2025)

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## **Article 1 Scope of Application**

### **1.1 Basic Principles**

1.1.1 Unless otherwise provided for in provisions 1.1.3, 1.2 and 1.3 of these Conditions of Carriage, these Conditions of Carriage apply to public air transportation for which we transport passengers, baggage and charges a fee by civil aircraft. These Conditions of Carriage form part of our contract of carriage with passengers, 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 provisions separately and regard them as part of these Conditions of Carriage. If the separately formulated provision is inconsistent with the content of these Conditions of Carriage, the separately formulated provision shall take precedence over these Conditions of Carriage.

1.1.3 These Conditions of Carriage shall also apply to the carriage of special tickets such as free and special fares. If the conditions of use of special tickets such as free and special fares are inconsistent with these Conditions of Carriage, the conditions of use of such ticket take precedence over these

## Conditions of Carriage.

1.1.4 If we sell tickets or perform check-in for flights of other carriers, we will only act as an agent of that carrier, so please understand the actual carrier's transportation requirements.

1.1.5 According to relevant laws and regulations and the provisions of these Conditions of Carriage, the single transportation contract and multiple transportation contracts entered into between you and us will have different legal effects. Unless otherwise specified, the rights and obligations relationship between us and you as stipulated in these Conditions of Carriage only applies to a single transportation contract and does not extend to other transportation contracts. You should be fully aware of this and choose to purchase according to your own actual situation.

## **1.2 Charter Transportation**

For carriage provided pursuant to a charter agreement, these Conditions of Carriage apply only if these Conditions of Carriage are referenced in the provisions of the charter agreement or in the conditions of use of the ticket of the charter ticket.

### **1.3 Codeshare**

On some flights, we have implemented "Codeshare" with other carriers. This means that even if you hold a ticket with our name or code, you may be on a flight actually operated by another carrier. We will inform you of the actual carrier of the flight when you purchase the ticket.

These Conditions of Carriage will also apply to codeshare flights actually operated by other carriers. However, the actual carrier of each codeshare flight has general conditions or terms of carriage regarding its flight operations, and the contents may be different from these Conditions of Carriage. Except for articles 2 and 3 of these Conditions of Carriage (Ticket Sale, Ticket Change and Refund), these different terms and conditions of the operating carrier shall be deemed to be an integral part of these Conditions of Carriage on codeshare flights, and shall prevail over the codeshare flights operated by the actual carrier in lieu of these Conditions of Carriage.

Terms and conditions that may differ between us and the operating carrier of a codeshare flight, including but not limited to: rules for carriage, refusal and restrictions on carriage, regulations for carriage of baggage, regulations for overbooking of flights, flight delays, cancellations, diversions, etc.

## **1.4 Overriding Law**

The establishment, validity, interpretation, performance, dispute resolution and other matters related to the contract shall be governed by the laws of the People's Republic of China, including international conventions concluded or acceded to by the People's Republic of China.

If any provision of these Conditions of Carriage conflicts with applicable laws or international conventions, the applicable laws and international conventions shall prevail. If any provision of these Conditions of Carriage is found to be invalid if it conflicts with applicable laws and international conventions, the other provisions of these Conditions of Carriage shall remain valid.

## **Article 2 Ticketing**

### **2.1 Basic Principle**

#### **2.1.1 General provisions**

2.1.1.1 On the ticket, our name will be abbreviated as the airline two-letter code "SC" or the three-digit code "324".

2.1.1.2 Passenger tickets are managed under the real-name system, and you should show your valid ID when purchasing tickets and checking in.

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 tickets

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 validity period of the ticket will be calculated from midnight (inclusive) on the day after your first trip and will be valid for 12 months. The validity period remains unchanged regardless of whether the ticket is subsequently changed.

##### 2.1.2.2 When no portion of the ticket is used

A. The validity period of the ticket will be calculated from 0:00 (inclusive) the next day after you purchased the ticket and it will be valid within 12 months.

B. If you apply for a ticket change and a new ticket number is generated, the validity period will be calculated from 0:00 (inclusive) the day after the new ticket is issued, and will be valid within 12 months.

##### 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 24:00 (excluded) on the day of expiration of the validity period.

### 2.1.3 Sequence of ticket use

2.1.3.1 The ticket purchased by you is only applicable to the carriage from the place of departure, the agreed stopping place to the point of destination specified on the ticket. All flight segments included in the ticket shall be used in the order specified at the time of purchase.

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.

### 2.1.4 Invoice

2.1.4.1 The invoices we can issue include electronic invoices (Air Transport Electronic Ticket Itinerary, hereinafter

referred to as "Electronic Itinerary"), or paper itineraries (hereinafter referred to as "Paper Itinerary"), or other types of invoices. These three types of invoices cannot be issued repeatedly. Each ticket will have only one invoice issued, excluding additional services such as refunds, seat selection, excess baggage, etc. The types of invoices are strictly controlled according to the relevant national and Civil Aviation Administration policies. For specific invoicing rules, please consult us.

2.1.4.2 After all segments of your purchased ticket have been completed, you can request an invoice from the original ticket purchase location. The electronic itinerary should be issued no later than 180 days (inclusive) after all segments of the purchased ticket have been completed; the paper itinerary should be issued no later than 26 days (inclusive) after all segments of the purchased ticket have been completed. If electronic or paper itineraries are not supported, we can provide other types of invoices.

2.1.4.3 If you need to refund a ticket, you must provide the paper invoice that you have obtained. You should keep it in a safe place.

2.1.4.4 If the paper invoice you have obtained is lost due to

your own reasons, it will not be reissued.

2.1.4.5 The use and management of the "Itinerary" are limited to tickets sold within the People's Republic of China by sales units authorized by the Civil Aviation Administration of China, in accordance with the relevant regulations of the State Administration of Taxation and the Civil Aviation Administration of China.

## **2.2 Fares and Taxes**

### **2.2.1 Fares**

2.2.1.1 The ticket fare will be calculated based on our effective price at the time you purchased the ticket. The ticket fare is applicable to the specific date and trip listed on your ticket.

2.2.1.2 If the ticket fare is adjusted after the ticket is sold, the fare you have paid remains unchanged. If you need to change any content in your itinerary, it may affect the fare you need to pay.

Before you pay, we will inform or show you all the amounts you are due, including fares, government taxes, fuel surcharges (fees). After the ticket is sold, if the fare, government taxes, and fuel surcharges (fees) are adjusted, the above amount you have paid will not change. If you need to change any

content of your itinerary, including flight dates, flights, etc., it may affect the above payment you should make.

2.2.1.3 Unless otherwise specified, fares are only applicable to air transportation from the departure airport to the destination airport, excluding ground transportation between airports or between the airport and urban area.

## 2.2.2 Taxes and Fees

2.2.2.1 You should pay taxes or fees levied by the government, other relevant Authorities, or airport operators when purchasing a ticket. These taxes or fees are not included in the ticket fare.

2.2.2.2 In addition to fares and taxes, we will charge the Airline fuel surcharge (fee). The fuel surcharge is not a government tax. Different airlines, different itineraries, different classes, different sales dates or travel dates will charge different fuel surcharge (fee) amounts.

## 2.2.3 Currency

You should pay the ticket fare, taxes and fees in the currency of the country where the ticket is issued, unless we or our authorized sales agents designate another currency when you make the payment or before the payment.

## **2.3 Reservation and Ticket Purchase**

### **2.3.1 General provisions**

2.3.1.1 You can reserve and purchase tickets through our website, mobile application, flagship store, call our service hotline, at our ticket office or at our authorized sales agents and other channels recognized by us.

2.3.1.2 When reserving or purchasing tickets, you should provide your own valid ID and accurate contact information, and the ID provided should be the same as the one used during the check-in process. You are responsible for the authenticity and validity of personal information such as ID and contact details.

2.3.1.3 When we or our authorized sales agents sell tickets through online channels, we will inform you of the main service information related to seat reservation and other necessary details. You shall read and agree to these before purchasing the ticket.

When we or our authorized sales agents sell tickets through ticket offices, phone, or other methods, we will prompt you to read the main service information and other necessary details, and inform you of how to access this information. You shall read and agree to these before purchasing the ticket.

2.3.1.4 We or our authorized sales agents will make a reservation for you at your request. If required, we will issue you a written reservation record.

2.3.1.5 At the time of your reservation, we or our authorized sales agents will inform you of the time limit for ticket purchase. You shall pay the fare within the specified time limit for ticket purchase. If payment is not completed, your reservation will be canceled.

2.3.1.6 Certain fare rules or conditions of use of tickets contain clauses that restrict or refuse you to change or refund your ticket, and we or our authorized sales agents will inform you of these Conditions of Carriage of use at the time of ticket purchase. Please select the fare type according to your needs.

2.3.1.7 For passengers engaging in malicious seat blocking or fraudulent ticket purchases, your seat reservation and ticket purchase may be restricted.

## 2.3.2 Collection and use of personal information

The personal information you provide to us is used to make reservations, purchase tickets, book or purchase other services, and complete related procedures. Therefore, you authorize us to use and store your personal information and agree that we may send this information to other relevant carriers, service providers,

and legal and regulatory authorities. 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 learn about our privacy policy from us. 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 You shall change the ticket within the validity period.

3.1.1.2 Please contact the ticketing carrier or its authorized sales agent to change the ticket.

3.1.1.3 If you have not taken the flight for which you have

reserved your seat and have not notified us in advance to reserve the seat for the subsequent flight, we have the right to cancel the reservation on your ticket for the onward or return flight.

### 3.1.2 Voluntary change

After purchasing a ticket, if you request to change any content of your itinerary, such as flight date, flight, etc., please contact us or our authorized sales agents as soon as possible. We or our authorized sales agents will change the ticket in accordance with the conditions of use of the ticket you purchased. In the event of a change, the fare, government taxes, and fuel surcharges (fees) paid by you will be recalculated according to the conditions of use of the ticket, the change handling fee and the price difference between the above fees will be borne by you.

### 3.1.3 Involuntary change

3.1.3.1 Due to our reasons, if there are situations such as flight departure delays, cancellations, early departures, changes in the flight route, changes in cabin service levels, or if the carrier is unable to operate the original flight, or if any of these reasons cause you to miss a connecting flight segment for which you have already booked a seat, making it impossible to complete your entire journey, we will consider your normal and



reasonable travel needs and take one of the following measures in order:

(1) Prioritize booking you on the nearest available Shandong Airlines flight with seats available.

(2) After obtaining the consent of you and the relevant carrier, the endorsement procedures will be handled free of charge;

(3) Change the itinerary specified in the original ticket, arrange for the passenger to take the flight of Shandong Airlines and/or other carriers, or other modes of transportation agreed by both parties, and transport the passenger to the destination or stopover point, and the difference in fare, excess baggage fee and other service charges will not be refunded or compensated.

3.1.3.2 If there are situations such as flight departure delays, cancellations, early departures, changes in the flight route, changes in cabin service levels, or if the carrier is unable to operate the original flight due to reasons not attributed to us, or if any of these reasons cause you to miss a connecting flight segment for which you have already secured a seat, making it impossible to complete your entire journey, we will consider your normal and reasonable travel needs and take one of the following measures in order:

(1) Prioritize booking you on the nearest available Shandong Airlines flight with seats available.

(2) When permitted by the conditions of fare use, arrange for endorsement of flights with other carriers after obtaining the consent of you and the relevant carrier. However, any fare differences resulting from changes to the ticket, as well as other government taxes, fees, and fuel surcharges, shall be borne by you.

(3) Change the itinerary listed on the original ticket, arrange to take a Shandong Airlines flight, and transport you to your destination or stopover point.

3.1.3.3 If the flight you have taken is delayed upon arrival due to reasons either attributed to us or not, resulting in the connection time for subsequent connecting flights being less than the minimum connection time, and you need to make changes to your ticket as a result, we or our authorized airline sales agents can process involuntary changes for your subsequent connecting flights. If the delay upon arrival is due to Shandong Airlines, it will be handled in accordance with 3.1.3.1; if the delay is for reasons not attributed to Shandong Airlines, it will be handled in accordance with 3.1.3.2. For flights that are not delayed upon departure but are delayed upon arrival, if you

submit a ticket change request without having taken that flight, it should be processed according to the provisions of 3.1.2 of these conditions.

3.1.3.4 If you need to make changes to your ticket due to the reasons stated in clauses 3.1.3.1 and 3.1.3.2, we or our authorized airline sales agents can process one involuntary change for that flight and for its adjacent connecting flights. If you have already processed an involuntary change to your ticket and you wish to request another change or refund due to your own reasons, it shall be handled according to the provisions of clause 3.1.2 or 3.2.3 of these conditions.

3.1.3.5 Unless otherwise specified, if you voluntarily cancel your reservation before we issue information on flight delays, cancellations, or other irregular flight information, when you proceed to handle ticket refunds, changes, or reissues, we or our authorized airline sales agents will process it according to the ticket usage conditions. If you have already completed a voluntary refund or change according to the rules before we issue information regarding flight delays or cancellations, the change fee or refund fee you paid will not be refunded.

3.1.3.6 For multiple segments of tickets for non-connecting flights that you purchased separately, each segment of the ticket

falls under different transportation contracts. If one or more segments of our flights are irregular, the tickets for those irregular flights will be handled according to the involuntary provisions of these conditions; for the other normal flight tickets, changes must be processed according to the carrier's general transportation conditions and ticket usage conditions.

3.1.3.7 We may also process involuntary refunds for you in accordance with clause 3.2.4 of these conditions.

## **3.2 Refund**

### **3.2.1 General provisions**

3.2.1.1 Please contact the ticketing carrier or its authorized sales agent to handle the ticket refund.

3.2.1.2 For the tickets that we sell, requests for ticket refunds should be made to us or our authorized sales agents and within the validity period of the ticket. In special circumstances, requests for refunds to us or our authorized sales agent shall be made no later than 6 months 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 We will process the ticket refund procedures in accordance with the relevant provisions of this condition, which shall be deemed a legitimate ticket cancellation, and we will simultaneously terminate our carriage contract with you.

### 3.2.2 Refund Beneficiary

3.2.2.1 Generally, the ticket price will be refunded according to the original payment method and original currency.

3.2.2.2 If a refund cannot be returned to the original payment account of the ticket, we will refund the passenger directly.

3.2.2.3 If you authorize someone else to handle the ticket refund procedures on your behalf, the agent must present valid identification for both you and themselves, your authorization letter, and valid information for the refund bank account.

### 3.2.3 Voluntary refund

3.2.3.1 If the use conditions of your ticket allow for refunds and are not within the scope of the refund specified in provision 3.2.4 and 3.3 of these Conditions of Carriage, we will process the refund for the unused segments of the ticket in accordance with the applicable fare use conditions at the time of your ticket purchased.

3.2.3.2 If you voluntarily terminate your trip at the stopover station, the fare for the unused segment of the flight will not be refunded.

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

#### 3.2.4 Involuntary Refund

3.2.4.1 If you need a refund due to delay, cancellation, advance, flight itinerary change, or change of class of service due to our reasons or due to weather, air traffic control, etc., we or our authorized sales agents can apply for an involuntary refund of the flight or the ticket of the flight and subsequent connecting flights for you, and the refund fee will be waived.

If you need to apply for a refund for a subsequent connecting flight due to our reasons or due to weather, air traffic control, etc., and the connection time of the subsequent connecting flight is less than the minimum connection time, we or our authorized sales agents can handle an involuntary refund for you, and the refund fee will be waived.

For flights that depart on time but delays upon arrival, refund requests made when you did not board the flight should be handled in accordance with the provisions of section 3.2.3 of these Conditions of Carriage.

If there are legal requirements in the countries or regions involved in the flight regarding this request, we will provide services to you in accordance with the applicable legal requirements.

3.2.4.2 In the case of involuntary ticket refunds, the following rules apply:

- If the ticket is completely unused, the full original fare (including taxes and fees) will be refunded, and no refund fee will be charged.

- If the ticket is partially used and you request a refund, the fare and taxes/fees for the used segments will be deducted from the original amount paid, and the remaining balance will be refunded to you without a refund fee.

- If the flight lands at a stopover point not listed on the ticket or at a different airport than the one listed on the ticket, and you request a refund, the used taxes and fees will be deducted. The refund will be based on the proportion of the original fare paid for the distance between the landing point and the destination. The refunded amount shall not exceed the original amount paid.

3.2.4.3 For multiple segments of tickets for non-connecting flights that you purchased separately, where each segment of the

ticket falls under different transportation contracts, if one or several segments of our flights are irregular, tickets for those irregular flights can be processed according to the involuntary refund provisions; for refunds of other normal flight tickets, you need to handle them according to the actual carrier's general transportation conditions and ticket usage conditions.

3.2.4.4 You can apply for involuntary refunds through us or your original ticket purchase channel.

#### 3.2.5 Time limit for refunds

Except in special circumstances, we or our authorized sales agents shall complete the refund procedures within 7 working days from the date of receipt of your valid refund application, which does not include the processing time of financial institutions. The time starts when we or our sales agents receive your valid application and does not count the time when the application does not meet the requirements.

### **3.3 Changes and Refunds due to Passenger Reasons Such as Health Issues or Booking Errors.**

3.3.1 If you are unable to take a flight with a confirmed seat reservation due to injury, illness, or other physical reasons after purchasing the ticket or during the journey, and provide us with recognized proof within the ticket's validity period, we can make a one-time change for the unused segments of your ticket



and those of your accompanying passengers free of charge, or process a refund without charging a fee.

3.3.2 In the event that you are unable to take a flight with a confirmed seat due to your personal reasons such as repeated ticket purchases or incorrect ticket information, we may, under circumstances deemed acceptable by us, assist you in changing or refunding the entire ticket once free of charge according to relevant standards, without charging any change fees or refund fees.

For information on the relevant standards and situations regarding changes and refunds due to passenger reasons such as health issues or booking errors, please inquire with us or our authorized sales agents.

## **Article 4 Taking Flights**

### **4.1 Acceptance Check**

You and your baggage should be subject to safety and security check. The methods of check-include, but are not limited to, equipment inspections, manual inspections, verbal inquiries and other inspection methods prescribed by local authorities or security check agencies, as determined by the government, the airport or us in their sole discretion, regardless of whether you are present, consenting or knowing. We shall not

be liable for any bodily injury, loss or damage to your belongings caused by such check, unless such injury, damage or loss is caused by our fault, unless otherwise provided by Chinese law and international conventions.

## **4.2 Check-in Procedures**

4.2.1 You need to check your ticket, check your baggage, and obtain paper or electronic boarding pass with your valid travel documents and real-name check-in before the flight deadline of check-in. The valid ID you presented should be consistent with the valid ID you provided when purchasing the ticket. We will keep a copy of your ID when necessary.

4.2.2 Due to the different check-in deadlines at each airport, you should confirm and comply with our check-in deadlines at each airport and complete the check-in procedures before the deadline. If you do not complete the check-in procedures before the specified check-in deadline, we will handle the follow-up matters for no-shows caused by non-carrier reasons and cancel your reservation.

4.2.3 Before traveling, you shall be responsible for obtaining the travel documents and visas required for the place of departure, the agreed stopping place and the place of destination, or the documents required for health and epidemic

prevention policies, and you shall understand and comply with the applicable laws, regulations, orders, directives and travel requirements. We and our authorized agents provide you with the information requested at the place of departure, agreed stopping place and destination point for the convenience and assistance of you, and we are not responsible for it. We are not responsible for the consequences of your failure to obtain such documents or visas and your failure to comply with such laws, regulations, orders and travel requirements.

4.2.4 If you missed your flight not due to our reasons, we will assist you in applying for voluntary changes or voluntary refunds in accordance with provisions 3.1.2 and 3.2.3 of these Conditions of Carriage. If you missed your flight due to our reasons, we will assist you in applying for an involuntary change or involuntary refund in accordance with provisions 3.1.3 and 3.2.4 of these Conditions of Carriage.

### **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 have failed to board the flight.

4.3.2 We or our authorized ground handling agent will keep you informed of any changes to the boarding gate or boarding time in time when they occur.

4.3.3 If you have failed to board your flight not for reasons on our part, we will provide you with voluntary change or voluntary refund services pursuant to 3.1.2 and 3.2.3 of these Conditions of Carriage. If you have failed to board your flight due to our reasons, we will provide you with involuntary change or involuntary refund services pursuant to 3.1.3 and 3.2.4 of these Conditions of Carriage.

4.3.4 When you have taken a wrong flight and arrived at a destination not shown on the ticket, we will give you the following alternatives to the extent they are available:

A. If there is a subsequent flight from the airport that you have flown to on the wrong flight to the destination shown on your ticket, we will make, for free, arrangements for you to fly directly from the airport that you have flown to on the wrong flight to the destination shown on your ticket, or use means of ground transportation to transport you to your destination for free. The fare you have paid will not be refunded nor do you need to make any payment to us.

B. We will transport you back to your departure airport where we will put you on a flight to the destination shown on your ticket as soon as possible. The fare you have paid will not be refunded nor do you need to make any payment to us.

C. We will grant a refund of the original flight segment of your ticket should you request termination of your travel at the airport that you have flown to on the wrong flight.

#### **4.4 Seating Arrangements on Board**

4.4.1 For safety, security or operational needs, we reserve the right to assign or reassign seats onboard, even after you have been seated.

#### **4.5 Conduct during the Flight**

4.5.1 Handling of unlawful interference and disruptive behavior

Unlawful interference is an act or attempt to endanger the safety of civil aviation. Including but not limited to: unlawful hijacking of aircraft; Destruction of aircraft in service; taking hostages on board an aircraft or at an airport; forcibly breaching aircraft, airports or premises of aviation facilities; Bringing weapons or dangerous devices or materials into an aircraft or airport for the purpose of committing a crime; the use of aircraft

in service causing death, serious bodily injury, or serious damage to property or the environment; Disseminate false information that endangers the safety of passengers, crew, ground personnel or the public in aircraft, airports or civil aviation facilities in flight or on the ground.

Disruptive behavior is an act that disruptive good order at an airport or aircraft by failing to comply with regulations at a civil airport or on board an aircraft, or by failing to follow the instructions of airport staff or crew. Including but not limited to: forcibly occupying seats and baggage racks; fighting, picking quarrels and provoking trouble; Illegal use of mobile phones or other prohibited electronic devices; Theft, intentional damage or unauthorized movement of aviation facilities and equipment such as life-saving products or forcibly opening emergency cabin doors; Smoking (including electronic cigarettes), using tinder; molesting or sexually harassing people in the cabin; Dissemination of obscene materials and other illegal printed materials; Obstructing crew members from performing their duties; Throwing foreign objects on the apron, engine, aircraft fuselage; Approaching prohibited areas or staying without following guidance; Other acts that endanger the safety of civil aviation and disrupt good order at airports or aircraft. In our

judgment, if your unlawful interference or disruptive behavior in the cabin or during boarding or disembarkation endangers the safety of the aircraft or any person or property on board, or obstructs the crew in the performance of their duties, or fails to comply with the instructions of the crew, or violates national laws and regulations, causing or is likely to cause discomfort, inconvenience, damage or injury to the crew or other passengers, we may take such measures as we deem reasonable, including the implementation of restraint, to prevent the continuation of such conduct. You may be required to disembark at any location and be refused onward carriage, or be handed over to the appropriate government authorities in accordance with applicable law or international conventions.

#### 4.5.2 Use of and Restrictions on Portable Electronic Devices

Electronic devices prohibited from being used on aircraft include but are not limited to: portable electronic devices with a transmit power of 100mW or more and a Wi-Fi operating frequency not in the 2.4GHz band, such as mobile phones, satellite phones, mobile Wi-Fi, walkie-talkies, drone remote control platforms, remote control toys and other portable electronic devices with remote control devices without transmitting power identification.

Portable electronic devices that it is forbidden to use during the critical flight phases such as taxiing, take-off, climb, and descent for landing but can be used during non-critical flight phases include but are not limited to: laptops and tablets.

For the small portable electronic devices that can be held with one hand and that can be used, if the cellular communication function is closed and the flight mode is selected, onboard for the duration of the flight, such as smart phones, e-books, video players, game consoles, etc., during the critical flight phases, peripheral devices such as earphones and charging ports should not be connected, and voice communications should not be used.

Electronic devices whose use is allowed onboard for the duration of the flight include but are not limited to: cardiac pacemakers, hearing aids, and life-sustaining electronic equipment (devices) that do not affect aircraft navigation and communication systems.

When the crew detects electronic interference and suspects that the interference comes from the portable electronic device you are using and when the crew are to go through low-visibility operating procedures and initiate an emergency evacuation, in order to prevent interference with aircraft communications and



precision navigation equipment, we have the right to demand you to shut down your portable electronic device.

#### 4.5.3 Smoking ban on flights

Smoking is banned on all our flights and in all areas on board. E-cigarettes and synthetic vapor smoking devices are also prohibited.

#### 4.5.4 Seatbelt

When you are seated on the aircraft, you should fasten your seatbelt for the duration of the flight.

### **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 you may endanger or affect the safety, health, convenience, comfort of yours or other passengers or crew members. Examples:

A. Patients with known or suspected quarantine infectious diseases;

B. Those 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.

5.1.4 You have failed or are unable to observe our decrees or regulations with respect to safety, security and public health, including but not limited to:

A. You are unable to take care of yourself due to injury, illness, physical weakness, or mental condition, and if traveling without a companion, the companion is not capable of independently providing care or supervision;

B. You are carrying 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 or fees;

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 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 or refuse to obey the instructions of our crew members ;

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**

5.2.1 Infants, minors, disabled persons and persons with reduced mobility, pregnant and lying-in women, injured, sick and post-operative passengers or other types of persons who need special assistance can be carried, provided we are informed in advance, our Conditions of Carriage are met, and we give our consent and make arrangements in advance.

5.2.2 Carriage of infants

Infant passengers should be accompanied by adults who have reached the age of 18 and have full capacity for civil conduct.

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 may carry a maximum of two infants. One infant may be held by the adult passenger or sit on the adult passenger's lap, secured with an infant seatbelt. The other infant must occupy a separate seat. The infant occupying a separate seat must be placed in an airline-approved child (infant) restraint device that you have prepared, sitting next to the adult, and ensure:

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

B. The infant is properly secured in the restraint device and does not exceed the weight limit specified for that device;

C. During takeoff, landing, and ground movement, powered, vest-style, backpack-style, or lap-style child restraint devices may not be used.

### 5.2.3 Carriage of minors

Children who are 2 years old but less than 12 years old should be accompanied by adults who are at least 18 years old and have full capacity for civil conduct. Tickets with the same class of service as those of their travel companions should be purchased for infants.

For children who are at least 5 years of age but less than 12 years of age travel on the plane, if they are not accompanied by an adult who is at least 18 years of age and has full capacity for civil conduct, they should apply to us for unaccompanied children services in advance. With our consent, press Our rules are for ticket purchases. There is a limit on the number of unaccompanied children carried on each flight, and we have the right to refuse carriage for this reason.

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. 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 comply with the relevant laws and regulations on air transportation of persons with disabilities by the CAAC, and provide transportation for persons with disabilities who are qualified to board the flight. There is a limit on the number of persons with disabilities who are unaccompanied by each flight and who need assistance during emergency evacuation, therefore we have the right to refuse transportation.

#### 5.2.5 Carriage for pregnant women

5.2.5.1 Changes in the cabin environment and uncertain air turbulence may have adverse effects on pregnant women. We strongly recommend that pregnant women consult a doctor before travel to confirm if they are fit for air travel.

5.2.5.2 For your safety, if you are pregnant less than 36 weeks, you need to present to us a pregnancy test report or a true and valid diagnosis certificate, signed or stamped by your doctor, indicating the number of weeks of your pregnancy. You can only be accepted for carriage after our verification of such documents

5.2.5.3 We do not provide carriage to pregnant women over 36 weeks or more of pregnancy, for pregnant women whose

expected date of labor is within 4 weeks (included), for pregnant women whose expected date of labor is approaching but whose exact date of labor still cannot be determined and who, it is already known, will have multiple births or are expected to have delivery complications, or for women who had childbirth less than 7 days ago or women who have shown signs of abortion.

5.2.5.4 You need to check-in at a physical check-in 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

5.2.6.1 For injured or sick passengers, for the safety and health of yourself or other passengers or crew members, you should consult a doctor before planning to travel. The following injured or sick passengers need to provide a true and valid diagnosis certificate issued within 10 days before the flight departure, signed by a doctor or stamped with his name:

A. Stretcher passengers;

B. Passengers who require medical attention or use medical equipment to maintain a suitable boarding condition during the



flight;

C. Passengers who are known or suspected to have other serious infectious diseases other than quarantine infectious diseases, which may endanger the safety and health of other passengers or crew;

D. Postoperative passengers (you must consult us for specific requirements);

Even if you provide these certificates, we still have the right to decide whether to carry you when checking you in, taking into account your physical condition and the actual operation of the flight.

5.2.6.2 For any reason, you cannot use the standard seat of the aircraft (such as knee/hip joint rigidity and cannot be bent), or the seat back of the aircraft cannot maintain an upright posture during take-off and landing, and you cannot find a satisfactory alternative. You are required to apply for stretcher transportation service, only those can be carried after we agree and make corresponding arrangements.

5.2.6.3 We do not provide air transportation services for injured or sick passengers suffering from the following diseases, except for the purpose of saving lives, with our consent and special arrangements:

A. Patients with heart disease in severe or critical condition, such as severe heart failure, cyanosis or myocardial infarction (infarction occurred within six weeks prior to travel);

B. Otitis media, patients with eustachian tube plugging;

C. Patients with recent spontaneous pneumothorax or patients who have recently undergone pneumothorax plastic surgery;

D. Patients with large mediastinal tumors, extra-large hernias and intestinal obstruction;

E. Head injury caused by increased intracranial pressure and skull fracture;

F. Mandible fracture recently used metal wire connection;

G. Patients who have had polio in the past 30 days, patients with medullary poliomyelitis;

H. Patients with severe coughing up blood, vomiting blood or vomiting;

I. Those who have recently suffered serious trauma or undergone major surgical operations, and the wound has not completely healed.

### **5.3 Handling of Tickets after Carriage Refusal**

Any passenger who has been refused carriage or whose seat has been cancelled due to Article 5 of these Conditions of

Carriage may be refunded in accordance with provision 3.2.3.

## **Article 6 Baggage Transportation**

### **6.1 Baggage Transport Restrictions**

#### **6.1.1 Articles that shall not be transported as baggage**

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

6.1.1.1 Articles that may endanger the safety of aircraft, people on board or property, including but not limited to: explosive substances, devices and imitations; 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 flammable substances in contact with water; oxidants and organic peroxides; toxic substances and infectious substances; radioactive or magnetized substances; corrosive substances; dangerous goods such as threatening or irritating substances.

6.1.1.2 Firearms and their main parts (including military, civilian, and official guns; pistols, rifles, submachine guns, machine guns, riot guns, air guns, shotgun, anesthesia injection guns, sample guns, prop guns, steel ball guns, tear gas guns, stun guns etc.); ordnance, police equipment and their main parts

(truncheons, military or police daggers, bayonets, etc.); state-banned equipment (electric shocks, defensive devices); State-controlled instruments, such as controlled knives, ordnance, police equipment and other controlled instruments that are regulated by the State (including batons, military or police daggers, bayonets, electric shock devices, defensive weapons, crossbows, daggers, triangular knives, three-sided scrapers for machining, knives with self-locking devices, single-edged knives shaped like daggers but longer than daggers, double-edged knives, and other similar single-edged, double-edged, three-edged knives, etc.); Other similar articles and imitations of the above articles.

Firearms and bullets used in shooting competitive sports may be transported as checked baggage if they comply with Article 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 we believe cannot be transported due to the following reasons: articles that are not suitable for transport due to the danger, unsafe of the articles, or their weight,

volume, packing, shape, or nature; Live animals (except for the small animals specified in provision 6.2.5.1 and the service dogs specified in provision 6.3.2); fresh and live articles with obvious peculiar smell (such as durian, etc.); articles with narcotic, unpleasant or other similar properties, etc.

6.1.1.5 Any item requested by a stranger to be carried by you.

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

#### 6.1.2 Articles not to be transported as checked baggage

We strongly recommend that you do not check the following articles as checked baggage or in your baggage, and you can take them into the cabin to take care of yourself, provided that you meet the requirements for unchecked baggage:

Important documents, business documents and materials, valuable notes, currency, negotiable instruments, jewelry, precious metals and their products, antique calligraphy and paintings, fragile and fragile articles, perishable articles, samples, out-of-print prints or manuscripts, travel documents or documents, electronic devices (excluding lithium batteries),

medicines that need to be taken regularly, human remains, musical instrument.

Our liability for the above articles is subject to these Conditions of Carriage and the provisions of Chinese laws and international conventions.

### 6.1.3 Articles restricted from carriage

Baggage that is special in shape, length, weight or its nature and articles restricted for carriage by applicable laws, regulations and orders may only be accepted for carriage if they meet our Conditions of Carriage and with our consent.

If you would like further information about restricted articles for carriage, you can refer to provisions 6.2.5 and 6.3 of these Conditions of Carriage or contact us, our authorized sales agents or authorized ground handling agents.

## **6.2 Checked Baggage**

### 6.2.1 Packing of checked baggage

6.2.1.1 Your checked baggage shall be well packed, properly locked, securely bundled, able to withstand certain pressure, and able to be safely loaded, unloaded and transported under normal operating conditions. At the same time, it meets our requirements for baggage packaging:

A. Baggage should be locked (unless there are special

requests).

B. No other articles shall be attached to the outside of the baggage.

C. Two or more pieces of baggage shall not be bundled as one piece of baggage.

D. Bamboo baskets, net pockets, straw ropes, plastic bags, and foam box etc. cannot be used as outer packaging articles for baggage.

We may refuse to accept baggage that does not meet the requirements. If it has been received, we shall not be liable for compensation for damage or breakage, except as otherwise provided by Chinese laws and international conventions.

6.2.1.2 You should mark your name or other personal identification marks on the inside and outside of your checked baggage.

6.2.1.3 We will issue a baggage identification tag for each piece of your checked baggage after we accept your checked baggage.

6.2.2 Restrictions on the weight, size and number of checked baggage

The weight of each ordinary checked baggage shall not be less than 2kg or 4 lbs, the domestic shall not exceed 45kg or 99

lbs, and the international shall not exceed 32kg or 70 lbs.

In weight-based flights, the length, width and height of each piece of checked baggage shall not exceed 100cm or 40 inches, 60cm or 24 inches, and 40cm or 16 inches respectively; The sum of the three dimensions of each piece of checked baggage in piece-based flights must not exceed 203 cm or 80 inches, including wheels and handles.

In weight-based flights, the length, width, and height of each piece of checked baggage shall not be less than 30 cm or 12 inches, 10 cm or 4 inches, and 20 cm or 8 inches respectively; The sum of the three dimensions of each piece of checked baggage in piece-based flights shall not be less than 60 cm or 24 inches.

Articles beyond the above-mentioned limits shall not be transported as checked baggage.

Due to limited flight capacity, we have the right to limit the maximum amount of your checked baggage in addition to the free baggage allowance.

#### 6.2.3 Checked baggage free baggage allowance

We will determine your free baggage allowance based on the class of the ticket you hold, the distance of the flight and your membership level, etc. You can check the "Baggage



Service" standard on Shandong Airlines' official website, or contact us or our authorized sales agent or our authorized ground service agent to check your free baggage allowance.

If you involuntarily change the class of service of your ticket, we will still calculate your free baggage allowance based on the standard of service class of the original ticket.

#### 6.2.4 Charges for excess checked baggage

6.2.4.1 When your ordinary checked baggage exceeds the free baggage allowance standard, you shall pay the excess baggage fee for the excess baggage.

6.2.4.2 We will determine your excess baggage fee based on the line of your ticket, as well as the weight, size and number of excess baggage you have checked in. You can inquire about the "Baggage Service" standards on Shandong Airlines' official website, or consult us, our authorized sales agents or authorized ground service agents for specific charging standards.

6.2.4.3 We will issue you a certificate of charge when we charge you for excess baggage.

6.2.4.4 With our consent, you may collect your checked baggage at your stopover and the excess baggage fee paid for the unused segment of the flight will not be refunded.

#### 6.2.5 Special checked baggage

Special checked baggage refers to checked baggage that has a special shape, length, weight or its own characteristics. Unless otherwise specified, the weight limit for each piece of special checked baggage is the same as that of ordinary checked baggage.

We will charge corresponding fees according to the line of your ticket and the type of special baggage you checked in. You can check with us, our authorized sales agents or authorized ground service agents for specific charging standards.

#### 6.2.5.1 Small animals

The small animals to be carried are limited to domestic pet dogs and pet cats. However, cats, dogs and their hybrids that are prone to harm people and suffer from breathing problems, various dog and cat breeds that have short noses, dogs and cats that are pregnant, that were born no more than 8 weeks ago and that are in periods of breastfeeding, dogs and cats whose delivery was less than 7 days ago, or sick dogs and cats are not accepted for carriage.

If you are to check in small animals, you shall make an application for carriage in advance and provide a quarantine certificate and all relevant documents or certificates required for exit, entry or transit, and small animals can only be carried after

we grant our consent. You must ensure that your small animals are properly crated, the animal container meets our requirements, failing which your animals will not be accepted for carriage. We have the right to limit the number of small animals to be checked on each aircraft, and such small animals can only be transported in the 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.

#### 6.2.5.2 Sports gear

We transport only various types of equipment, devices and supplies used in competitive sports and fitness exercises. If you check sports equipment (except golf bags) that exceed the size limit of ordinary checked baggage, you should make an application in advance and such equipment can only be accepted for carriage with our consent. We can refuse to accept it for

carriage if the conditions of the aircraft are not suitable for such transportation.

Your checked sports equipment shall be packed properly, packed in a way of the original factory, or packed professionally or in a way approved by us, 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. Any inflatable sports equipment must be deflated for transportation.

#### 6.2.5.3 Firearms and bullets for shooting competitive sports

We only carry firearms and ammunition used for shooting sports competitions, and these firearms and ammunition must not be transferred or transited during the journey. You must obtain a firearms and ammunition transportation permit in advance and submit an application to us. Transport is only allowed after our approval, and the weight of such articles is not included in the free baggage allowance. Firearms and ammunition are not accepted for checked baggage on our international flights.

Firearms must be unloaded, secured and properly packed separately in accordance with our requirements. No more than 2 rifles or 5 pistols in each firearm box; Each passenger is limited

to 5 kg or 11 lbs. of ammunition (gross weight), and a single piece of checked baggage containing bullets must not exceed 5 kg or 11 lbs.

#### 6.2.5.4 Small electrical appliances, instruments and media equipment

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

If you are shipping small appliances, instruments and media equipment, you should pack them properly, use original or professional packaging whenever possible, withstand a certain amount of pressure, and be able to safely load, unload and transport under normal operating conditions.

You can take the unchecked baggage into the cabin to and take care of it by yourself, provided the requirements for unchecked baggage are met.

#### 6.2.5.5 Fishing gear

Fishing gear includes a tool box, a fishing basket or canvas bag, a pair of fishing rods and their packaging bags or box.

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

#### 6.2.5.6 Musical instruments

Musical instruments can be transported as checked baggage. You shall submit an application to us in advance, and it is only after we grant our consent can they be transported. Overweight and oversized musical instruments such as piano, harp, timpani, etc. cannot be transported as baggage.

Musical instruments shall be packed properly, packed to the maximum extent possible in the original way their manufacturers did or packed in a professional way. They need to be packaged well, locked properly, and tied firmly to such an extent as to withstand a certain amount of pressure for safe loading, unloading and transportation by 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

The aquatic products we carry refer to animal and plant products and processed products produced by marine and freshwater fisheries. When aquatic products are transported as checked baggage, the size and weight limit are equivalent to that of ordinary checked baggage, and the weight of a single piece shall not exceed 32kg, and it is limited to domestic air

transportation.

Aquatic products should be firmly packed and sealed to ensure no peculiar smell and liquid escapes during the transportation. They should be crated in foam boxes encased in cardboard boxes. Foam boxes should have four sides, bottom and top, and the sides of the boxes shall not be less than 2 cm in thickness, with no damage or cracks. The bottom of the foam box should be covered with absorbent materials, such as absorbent paper, absorbent sponge or sawdust. The foam box is packed with double-layer polyethylene plastic bags, and they are strapped and sealed separately. The cardboard box and the foam box must match, and it is forbidden to stick two foam boxes into one cardboard box. Damp, deformed, or recycled foam boxes are not acceptable as packaging for aquatic products.

You 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 beverages

When alcoholic beverages are included in checked baggage, the labeling should be clear and placed within the retail packaging. The outer packaging should be sturdy, sealed, and ensure no odors or liquid leaks.

Alcoholic beverages with a volume percentage of alcohol less than or equal to 24% are not restricted. For alcoholic beverages with a volume percentage of alcohol greater than 24% but less than or equal to 70%, each container must not exceed 5 liters, and the total amount checked by each passenger must not exceed 5 liters. Bulk alcohol and alcoholic beverages with a volume percentage of alcohol greater than 70% will not be accepted for carriage.

If there are more stringent legal and regulatory requirements for the origin, transit, and destination of flights, we will comply with the applicable local laws and regulations.

#### 6.2.5.9 Dry ice

Subject to our consent, when your perishable items need to be kept fresh, you can carry dry ice up to 2.5 kg (5 lbs) as checked or unchecked baggage. The dry ice packages must have vent holes. When the items are to be transported as checked baggage, and the baggage must carry the lettering "carbon dioxide" or "dry ice".

#### 6.2.5.10 Small medical or clinical mercury-containing thermometers



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 objects, blunt objects, tools and other similar articles other than controlled knives

Sharp objects, blunt objects other than controlled knives, daily knives, professional knives, sticks, such as kitchen knives, fruit knives, table knives, handicraft knives, scalpels, scissors, steel files, axes, short sticks, hammers, etc.

Tools and other similar articles mainly include: drilling rig (including drill bit), chisels, cones, saws, bolt guns, nail guns, screwdrivers, crowbars, hammers, pliers, welding guns, wrenches, axes, hatchets (Flat Axe), vernier caliper, ice axe, ice crusher, dart, slingshot, bow, arrow, buzzer self-defense device, etc.

Such articles may only be transported as checked baggage. If you check-in such articles, the size limit is equivalent to ordinary checked baggage; When checked separately, the packaging should ensure security and the contents should not be easily identified.

#### 6.2.5.12 Electric wheelchairs and electric equipment for increased mobility

We only accept applications for the transportation of electric wheelchairs or electric equipment for increased mobility used by passengers with reduced mobility due to disabilities or health conditions. The electric wheelchair or electric equipment for increased mobility for your journey should be checked in at the check-in counter.

The electric wheelchair or electric equipment for increased mobility you checked in must meet our relevant requirements on the transportation of dangerous goods. The free checked electric wheelchair or electric equipment for increased mobility is limited to one (on this basis, one manual folding wheelchair can also be checked free of charge).

Our electric wheelchair service is applicable to electric wheelchairs and electric equipment for increased mobility fitted with non-leakage batteries, leakage batteries, and lithium batteries. For the capacity of wheelchairs of lithium batteries, the rated power shall not exceed 300 watt hours. If the wheelchair is powered by two batteries, the rated power of any one of the batteries must not exceed 160 watt-hours. At the same time, one extra battery with a rated power of no more than 300 watt-hours or two spare batteries with a rated power of no more than 160 watt-hours can be carried at the same time.

If the electric wheelchair battery can be removed, it should be and you should take the batteries with you. The two poles of the removed battery and spare battery should be insulated to prevent short circuit.

#### 6.2.6 Declared value services for baggage

We can provide declaration value service for checked baggage. You can apply for a value declaration for your checked baggage of your own discretion, but the checked baggage with declared value should be subject to the relevant provisions of our checked baggage and value declaration service.

#### 6.2.7 Claim and delivery of checked 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 you cannot present your baggage identification tags but request claiming your checked baggage, you can only claim it after providing certificates approved by us.

6.2.7.3 If your checked baggage is not claimed within 90 days from the date of its arrival, we will dispose of the baggage without notifying you and we will not shoulder any liabilities for that. For the perishable items in your baggage, we have the right to dispose of them 72 hours after the baggage arrives without shouldering any liabilities.

6.2.7.4 Your checked baggage will be carried on the same plane as you as far as possible, unless it may be carried or terminated by subsequent flights due to operational, safety or security reasons. If your checked baggage is transported on a subsequent flight due to your reasons, you need to pick it up at the airport yourself. Otherwise, we will deliver it to you free of charge, unless otherwise provided for applicable laws, regulations and decrees.

6.2.7.5 If your checked baggage is missing or your checked baggage is lost after you arrive at your destination, please report it to us immediately.

### **6.3 Unchecked Baggage**

6.3.1 Restrictions on the weight, size and number of unchecked baggage

The weight of a single piece of unchecked baggage carried by each passenger in first class and business class shall not

exceed 8kg or 17 lbs.; 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 lbs.; each piece of unchecked baggage shall not exceed 55 cm or 22 inches, 40 cm or 16 inches, 20 cm or 8 inches on the three sides of each unchecked baggage, which can be placed in the closed baggage rack above the cabin , or placed under your front seat;

Each passenger in first class and business class can carry 2 pieces of unchecked baggage; each passenger in premium economy class and economy class can carry 1 piece of unchecked baggage.

In addition to this, you can also bring 1 carry-on item that can be placed under the seat in front of you free of charge, such as a handbag, briefcase, laptop bag, camera bag or other item of similar size or smaller.

Passengers with infants can also bring food to feed the baby on the flight and diapers for the baby; A portable collapsible pushchair that can be carried in the cabin with a length not exceeding 55 cm or 22 inches, 40 cm or 16 inches and 20 cm or 8 inches in length, width and height respectively, and strollers exceeding the above dimensions shall be transported as checked baggage.

In addition to safety reasons, small assistive devices such as crutches, prostheses, cochlear implants, hearing aids, blind canes, blind mirrors, visual aids, folding manual wheelchairs and other small assistive devices that are used at any time during the journey held by passengers with disabilities, injuries, illnesses and other mobility difficulties on board the flight can be carried into the cabin; If there are no storage facilities or space in the cabin, they can be shipped as checked baggage in free of charge.

#### 6.3.2 Service dog

Service dog refer to special dog that have been specially trained to provide assistance to the disabled in life and work, including guide dog, hearing dog, etc.

You must apply to us in advance and provide the service dog's identity certificate, animal quarantine certificate and all relevant documents or certificates required for exit, entry or transit. We have the right to limit the number of service dogs brought into the cabin of each aircraft. You are responsible for the excretion of the service dog in the cabin and ensure that it does not affect the hygiene of the aircraft. The service dog brought into the passenger cabin should be tied to a tow rope and wear a work shirt before boarding, and must not occupy a

seat or allow it to run at will. With the consent of the relevant passenger, you may not be required to wear a muzzle for the service dog. The service dog shall be brought into the cabin for transportation by a disabled person who is qualified for the flight.

### 6.3.3 Portable Oxygen Concentrators (POC)

The portable oxygen concentrators (POC) we carry refer to devices that separate oxygen from the air using molecular sieve technology to provide the user with oxygen concentration  $\geq 90 \pm 3\%$ . These devices do not have pressure storage components, distribution mechanisms without pressure, nor do they independently generate oxygen. They do not fall under the equipment for storing, generating, or distributing oxygen as mentioned in section 5.1.4.B. If you require continuous use throughout the journey, you must submit an application to us in advance and provide a recognized diagnosis certificate. Your POC should meet our certification requirements, and the batteries carried should meet the time requirement of the flight duration plus an additional 3 hours. The number of spare lithium batteries with a lithium content not exceeding 2 grams or a rated energy not exceeding 100 watt-hours is not limited by section 6.3.8. You are responsible for the condition and functionality of

the POC.

#### 6.3.4 Continuous Positive Airway Pressure (CPAP)

The continuous positive airway pressure (CPAP) are devices used to prevent snoring while you sleep and can only be used during the cruising phase of the flight.

#### 6.3.5 Seat occupied baggage

If you need to apply for baggage occupancy service, you shall apply to us in advance and pay the relevant fees.

Except as otherwise provided in provision 6.3.6 of these Conditions of Carriage, the weight of Baggage occupying a seat shall not exceed 75 kg (165 lbs.) and the length, width and height shall not exceed 100 cm (40 inches), 60 cm (24 inches) and 40 cm (16 inches) in height.

The class of service of the ticket you purchased for seat-occupied baggage should be consistent with the class of service of your ticket. The seat occupied by the baggage and your seat will be arranged in the last row of the cabin, and the seats are adjacent and not close to or separated from the aisle. Seat-occupied baggage must not hinder you and other passengers' emergency evacuation, must not affect the observation of the external situation through the cabin windows, and must not obscure any passenger notifications and exit signs.



### 6.3.6 Seat occupied musical instruments

You must apply to us in advance and pay the relevant fees when musical instruments are used as seat occupied baggage.

For the cello and other special musical instruments that can be transported as seat-occupied baggage, the weight must not exceed 75 kg or 165 lbs., and the three sides of the length, width, and height must not exceed 150 cm or 59 inches, 60 cm or 24 inches, and 40 cm or 16 inches.

The class of service of the passenger ticket you purchased for the musical instrument that occupies the seat should be consistent with the class of service of your ticket. The seat occupied musical instrument and your seat will be arranged in the last row of the cabin, and the seats are adjacent and not close to and not separated from the aisle. The seat occupied musical instrument must not hinder you and other passengers from evacuation, and must not affect the observation of the external situation through the cabin windows, and must not obstruct any passenger notifications and exit signs.

### 6.3.7 Human Remains

Human remains should be properly packaged to ensure that the contents are not easily identifiable. If you are availing the baggage seat service for human remains, you should follow the

relevant requirements as per section 6.3.5.

#### 6.3.8 Spare batteries, mobile power sources

Spare batteries for portable electronic devices (including lithium batteries, nickel-metal hydride batteries and various types of dry batteries), mobile power sources (including power banks and various types of mobile charging equipment) can only be transported as unchecked baggage, and shall not be carried as checked baggage or packed in checked baggage.

The rated energy of the lithium battery mobile power source you carry shall not exceed 160 watt hours, and you can only carry up to 2 regardless of the rated energy.

You can only carry up to 8 spare lithium batteries and lithium battery mobile power sources, and up to 2 of the following three types:

Spare lithium-ion batteries with a rated energy between 100 watt-hours and 160 watt-hours;

Spare lithium metal batteries with a lithium content between 2 grams and 8 grams;

Lithium battery mobile power sources with rated energy between 100 watt hours and 160 watt hours.

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 not for personal use. It is strictly forbidden to use lithium battery mobile power during the flight.

6.3.9 Mercury barometer or mercury thermometer for meteorology

Meteorological mercury barometers or mercury thermometers can only be transported as unchecked baggage. Subject to our consent, each representative of the Meteorological Administration of the government or similar official agencies may carry one mercury barometer or mercury thermometer.

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.

## **6.4 Others**

Regarding the calculation method of free baggage allowance and excess baggage fee, the relevant requirements of

baggage declared value, small animal transportation, special baggage and compensation standards for baggage damage, loss and delay, etc., please refer to "Baggage Service" standard on Shandong Airlines' official website, or check with us and our authorized sales agents.

## **Article 7 Overbooking**

### **7.1 General Provisions**

7.1.1 In order to ensure that more passengers can take their desired flights and reduce the seats that might otherwise go empty due to temporary cancellation of travel plans by some passengers, we might overbook some flights to a reasonable extent.

7.1.2 We will take into full consideration the routes, flight schedules, times, aircraft types and flight connections to come up with reasonable proportion of overbookings to the number of available seats on each flight so that the number of passengers being denied boarding due to overbooking can be minimized.

7.1.3 If the actual number of passengers on board exceeds the actual number of available seats due to overbooking, we will look for passengers who voluntarily give up their itineraries, based on our procedures for soliciting volunteers. In the case where we fail to have enough passengers who voluntarily give

up the itineraries, we will refuse boarding to some passengers.

We can issue proof of denied boarding for you upon request.

## **7.2 Procedure for providing information and soliciting volunteers**

If the flight is overbooked, we will publish the overbooking information through the official website, telephone, open letter or live broadcast before the flight to consult passengers who voluntarily abandon the itinerary and inform them of the relevant compensation and service standards.

7.2.1 Set up a volunteer application option in the official website booking process to solicit volunteers.

7.2.2 Set up a volunteer application telephone to solicit or volunteers in the open letter of flight overbooking published on the official website and the direct ticket office.

7.2.3 Solicit volunteers by calling or sending you text messages.

7.2.4 Solicit volunteers by means of broadcasts or notices at the terminal service site.

## **7.3 Priority Boarding Rules**

In the absence of soliciting enough volunteers, we will follow the principles of public order and good customs, comprehensively consider the needs of special passengers such as the elderly, the young, the sick, the disabled, and other factors,

as well as the subsequent flight connections and other factors, to determine the priority passengers for boarding. For details, please refer to the “Open letter to all passengers on overbooking of flights”.

## **7.4 Compensation for Denied Boarding**

### **7.4.1 Compensation standards**

We will determine the method or amount of compensation for you based on the fare of your ticket, the waiting time for the subsequent flight change and your wishes. For details, please refer to the "Open letter to all passengers on overbooking of flights ".

### **7.4.2 Compensation methods**

We can provide compensation to you in the form of cash, ticket discounts, or reward miles.

## **7.5 Service after denied boarding**

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 are specific requirements in the laws and regulations of the countries and regions involved in the flight, we will provide services to you in accordance with such applicable laws and regulations

## **Article 8 Delay, Cancellation and Diversions 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 ticket purchase, we may change the flight schedule and keep you informed of such changes through the contact information reserved at the time of ticket purchase.

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 Services after Flight Delay, Cancellation and Diversions**

### **8.2.1 Ticket service**

After the flight is delayed, cancelled, diversions, we can assist you in handling involuntary changes or involuntary refunds in accordance with provisions 3.1.3 and 3.2.4 of these Conditions of Carriage, or transport you to the destination specified on the ticket by other means of transportation approved by both parties, and the costs incurred shall be executed in accordance with provision 3.1.3.

After the flight is cancelled, you can choose to refund your ticket, even if the applicable conditions of your ticket are restricted, and we will waive the refund fee.

Any changes, cancellations or refunds made before the publication of abnormal flight information should be handled according to the provisions for voluntary changes or voluntary refunds.

### **8.2.2 Information services**

If your flight is delayed or cancelled at the place of origin, or delayed or cancelled at a stopover, or is diverted, we will provide you with flight status information as required.

### **8.2.3 Catering and accommodation services**

If the flight is delayed or cancelled at the place of origin



due to mechanical failure, flight schedule, transportation service, crew and other reasons, we will provide you with meals and accommodation services according to regulations.

If your flight is delayed or cancelled at the place of origin due to weather, emergencies, air traffic control, security checks, passengers and other reasons that do not belong to us, we will assist you in arranging meals and accommodation at your own expense.

Regardless of the reason for your flight being delayed or cancelled at a stopover location, or in the event of a diversion, we will provide you with meals and accommodation as required.

If the laws of the country or region involved in the flight require this requirement, we will provide you with services in accordance with the applicable legal provisions.

#### 8.2.4 Proof of flight delays or cancellations

If required, we will provide you with written proof of flight delay or cancellation. This written proof shall not be used as the basis for us to process involuntary changes to tickets, involuntary refunds, and provide related services and compensation.

### **8.3 Compensation for Flight Delay**

#### 8.3.1 Compensation conditions and standards

We will provide you with economic compensation based on the actual situation of the delay due to our reasons. For a delay of more than 4 hours (inclusive) and no more than 8 hours, each passenger will be compensated RMB 200; for a delay of more than 8 hours (inclusive), each passenger will be compensated RMB 400.

The term "delay" in this provision does not include situations where the departure time of a flight is later than the originally planned departure time or the arrival time is later than the originally planned arrival time due to adjustments in the flight schedule.

#### 8.3.2 Compensation method

We can provide you with compensation through reward miles, cash, etc.

### **Article 9 Additional Services**

9.1 In order to meet your additional needs, we can provide you with additional services such as paid seat service, paid upgrade service, pre-paid baggage service, etc. please decide whether to purchase it according to your needs. You may need to pay a certain fee for this, and this part of the fee is not included in the ticket fare.

9.2 If you need to change or cancel the additional services

you have booked, you should contact us as soon as possible. We will handle the change procedures for you according to the additional service requirements which you purchased.

9.3 When your flight is delayed or cancelled, or you are denied boarding due to overbooking, we will refund you for the purchased additional service products after you have processed an involuntary change or refund of the ticket for that flight.

9.4 You can consult us for specific additional service rules.

## **Article 10 Complaint Acceptance Channels**

Our channels for handling complaints include:

Email address: [yjsl@sda.cn](mailto:yjsl@sda.cn)

Complaint hotline: (+86-531) 95369-7

Online complaint address:

<https://www.sda.cn/complaint/login.shtml>

## **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 Unless otherwise specified in these Conditions of Carriage, our liability to you based on applicable laws or conventions is limited to the direct losses proven by the evidence you provide. We are not responsible 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 expressly provided for, these Conditions of Carriage shall not make us waive any provisions in applicable

laws or conventions that exempt us from or limit our liabilities.

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 We shall not be liable for damage to baggage caused solely by the natural properties, inherent defects, quality or defects of the baggage itself. You should ensure that the outer packaging and contents of your baggage are in good condition. We are not responsible for any damage caused to you by your baggage being poorly packed.

11.3.2 We shall not be liable for damage to your unchecked baggage unless caused by the fault of us, our agents and servants.

11.3.3 For damage to your baggage, if you fail to apply for the declaration value service and pay the relevant additional fees, we will be liable for compensation according to the reduced value of the baggage, including repair, cash compensation, etc., within the limits of liability stipulated by relevant applicable laws or international conventions. If you apply for a declared value service and pay the relevant additional fees, we will be liable up to the amount of the declared value, up to the actual benefit of the baggage at the point of destination.

11.3.4 We shall not be liable for any damage caused by your baggage or contents. You shall be liable for any damage

caused by your baggage or contents to another person, their property, including other baggage or their contents, and our property.

11.3.5 For losses arising from the destruction, loss, damage or delay of checked baggage, as long as the event causing the destruction, loss, damage or delay occurs on board the aircraft or during any period of time when the checked baggage is under our control, we shall be liable in accordance with the Civil Aviation Law of the People's Republic of China and the relevant national provisions on the limitation of liability of domestic air transport carriers. In international air transport, if it falls under international air transport as defined by international conventions, the liability rules of the corresponding international conventions shall apply; If it is not international air carriage as 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.

11.3.6 If articles not permitted for carriage as baggage in article 6.1.1 of these Conditions of Carriage are included in your baggage, we shall not be liable for any loss, damage or confiscation of such articles, except as otherwise provided by

Chinese laws and international conventions.

11.3.7 Acceptance of checked baggage by the holder of the baggage identification tag without objection at the time of delivery of checked baggage is prima facie evidence that the checked baggage has been delivered in good condition and in accordance with the contract of carriage, unless you prove otherwise. If damage occurs to your checked baggage, you shall notify us in writing as soon as you discover it, and at the latest within 7 days from the date of receipt of your checked baggage.

If your checked baggage is delayed, you shall object to your claim in writing to us at least 21 days from the date on which the checked baggage was delivered to you.

If you do not file an objection within the above time limit, your claim against us must be subject to the provisions of Chinese law and international conventions.

11.3.8 We will refund the excess baggage fees paid by you when we compensate you for 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.

## **Article 12 Other Provisions**

12.1 The short headings under each clause in these Conditions of Carriage are for convenience only and are not used to interpret the contents of the clauses.

12.2 These Conditions of Carriage are written in Chinese and translated into English. The Chinese version shall prevail when the Chinese and English versions are inconsistent.

12.3 Implementation rules for changes to domestic and international ticket sales and refunds, specific requirements for baggage transportation, regulations on the disposal of overbooking of flights, etc., due to frequent changes, we have separately formulated relevant requirements, specifically the "Conditions of Use of Domestic Fare of Shandong Airlines Co., Ltd.", "Conditions of Use of International Fare of Shandong Airlines Co., Ltd.", "Baggage Service" and "Open Letter to All Passengers for Overbooking", which are part of these

## Conditions of Carriage.

### **Article 13 Definitions**

The "Conditions of Carriage" refers to the General Conditions for the Carriage of Passengers and Baggage of Shandong Airlines Co., Ltd. Unless otherwise specified, the following terms in these Conditions of Carriage have the following meanings:

13.1 "We" refers to Shandong Airlines Co., Ltd.

13.2 "You" or "Passenger" refers to any person other than crew members who is carried or will be carried on a civil aircraft on the basis of a ticket.

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

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

13.5 "Operating carrier" refers to a carrier that performs related transportation under the authorization of the issuing carrier.

13.6 "Authorized sales agent" refers to a passenger transportation sales agent company authorized by us to sell our air transportation services on our behalf and within the

framework of our authorization.

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

13.8 "Ticket" is a type of transportation certificate, including paper ticket and electronic ticket.

13.9 "Ticket change" refers to the ticket rescheduling, change of class, endorsement, etc.

13.10 "Endorsement" refers to the change of the carrier listed on the ticket.

13.11 "Flight" refers to the act of flying performed along a specific air route at a specific time on a specific date.

13.12 "Connecting Flight" means two or more flights listed in a single contract of carriage.

13.13 "Itinerary/Receipt of E-ticket for Air Transportation" (hereinafter referred to as "itinerary") refers to the payment receipt provided by public air transport enterprises and air transport sales agents to passengers when purchasing tickets. Used as a passenger reimbursement receipt, not as a receipt for passing airport security checks and boarding.

13.14 "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.

13.15 "Flight departure delay" refers to a situation where the adjusted "flight scheduled departure time" or the wheel chock is removed actual departure time of the flight is later than the "flight scheduled departure time" shown on the ticket by more than 15 minutes.

13.16 "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.

13.17 "Flight cancellation" refers to the situation where the flight plan is stopped due to expected flight delays or the flight plan is stopped due to delays.

13.18 "Our reasons" refers to the management reasons of Shandong Airlines, including aircraft maintenance, flight allocation, crew deployment, etc.

13.19 "Reasons other than us" refers to other reasons unrelated to the internal management of Shandong Airlines, including weather, emergencies, air traffic control, security checks, passengers and other factors.

13.20 "Fare conditions of use" means the fare conditions of use applicable to the specified class code or fare type.

13.21 "Agreed stopping place" refers to the place, except the place of departure and the place of destination, set out in the ticket or shown in our timetables as scheduled stopping places on your route.

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

13.23 "Classes" refers to the class code shown on your ticket.

13.24 "Fare" refers to the price of air transportation services provided by the carrier using civil aircraft to transport passengers from the airport of departure to the airport of destination, excluding the taxes and fees collected in accordance with national regulations.

13.25 "Normal fare" means the highest fare of first class, business class, premium economy class and economy class during the applicable period.

13.26 "Special fare" means other fares that are not normal fares.

13.27 "Reservation/booking": means the reservation of your reserved seat, classes, or the weight and volume of baggage.

13.28 "Valid ID" refers to the valid documents that you must present to prove your identity as prescribed by the relevant government authorities when purchasing tickets and boarding the aircraft, including Chinese mainland: resident ID card, temporary ID card, passport, military officer ID, civilian cadre ID, compulsory soldier ID, non-commissioned officer ID, civilian personnel ID, employee ID, armed police officer ID, armed police soldier ID, seafarer ID, and valid flight ID documents for Chinese mainland residents under the age of 16 also include birth medical certificates, Household registration book or identification certificate issued by the public security organ where the household registration is located; Mainland Travel Permit for Hong Kong and Macao Residents, Mainland Travel Permit for Taiwan Residents for Taiwan Residents, Residence Permit for Hong Kong, Macao and Taiwan Residents; Valid passports of foreign travelers, diplomatic personnel card in China issued by the Ministry of Foreign Affairs, permanent residence identity card for foreigners; Other valid identification documents required by the CAAC.

13.29 "Valid travel documents" include valid ID documents and all exits, entry, transit, health and other documents required by relevant state or regional laws, regulations, decrees,

requirements or other provisions.

13.30 "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.

13.31 "Check-in deadline" refers to the latest time specified by local airports when passengers should complete check-in and get boarding pass.

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

13.33 "Missing flight" refers to not boarding the flight listed on your ticket after completing the check-in procedures at the departure station or during a stopover.

13.34 "Wrong flight" refers to a passenger takes a flight that is not listed on his ticket.

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

13.36 "Checked baggage" refers to the baggage handed over by passengers to Shandong Airlines for care and

transportation and issued with baggage identification label.

13.37 "Unchecked baggage" refers to the baggage brought into the cabin to take care by passenger themselves, except the checked baggage.

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

13.39 "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.

13.40 "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.

13.41 "Domestic air transportation" refers to transportation in which the departure place, agreed stopping place, and destination of the transportation are all within the territory of the People's Republic of China in accordance with the air transportation contract concluded by the parties.

13.42 "International air transportation" refers to the transport in which, according to the air transport contract concluded by the parties, the departure, destination or one of the agreed stopovers are not within the territory of the People's



Republic of China, regardless of whether the transport is interrupted or transferred.

13.43 "Laws of the People's Republic of China" or "Laws of China" means the laws of the People's Republic of China, except for the purposes of these Conditions of Carriage, except for the laws of the Hong Kong Special Administrative Region, Macau Special Administrative Region and Taiwan of the People's Republic of China.

13.44 "Convention" means the following applicable documents:

The "Convention for the Unification of Certain Rules for International Carriage by Air" signed in Warsaw on October 12, 1929 (referred to as the "Warsaw Convention", see [http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029\\_8979.html](http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029_8979.html) for details);

The "Protocol to Amend the Convention for the Unification of Certain Rules for International Air Transport signed in Warsaw on October 12, 1929" signed at The Hague on September 28, 1955 (referred to as "The Hague Protocol", see [http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029\\_8978.html](http://www.caac.gov.cn/XXGK/XXGK/GJGY/201510/t20151029_8978.html));

The "Convention for the Unification of Certain Rules for International Air Carriage" (referred to as the "Montreal Convention") signed in Montreal on May 28, 1999, see [http://www.caac.gov.cn/XXGK/XXGK](http://www.caac.gov.cn/XXGK/XXGK/details/GJGY/201510/t20151029_8976.html) for details (/GJGY/201510/t20151029\_8976.html).

13.45 "Intermediary interrupted travel" refers to the intentional arrangement by the passenger for a journey to be interrupted at a specific location during travel between the origin and destination, with the prior consent of the carrier.

#### **Article 14 Effectiveness and Revision**

14.1 These conditions shall come into effect and be implemented on March 20, 2025. From the effective date, the "General Conditions of Carriage for Passengers and Baggage of Shandong Airlines Co., Ltd." published on April 30, 2024, shall be simultaneously abolished. Tickets purchased before March 20, 2025, shall still be subject to the general conditions of carriage that were applicable at the time of ticket purchase.

14.2 We reserve the right to revise these Conditions of Carriage and other documents forming part of these Conditions of Carriage without prior notice, provided that such revisions do not apply to carriage that has commenced prior to the amendment or to tickets that have already been purchased.

14.3 None of our employees or agents has the authority to change, modify or waive any provision of these Conditions of Carriage.

14.4 The right to interpret these Conditions of Carriage belongs to Shandong Airlines Co., Ltd., if you have any questions about any content of these Conditions of Carriage, please directly submit to us, and our written (including email) reply to you shall prevail, and any other reply in any other way shall not be binding on us.