**Usage Rules of International Fares**

**OF**

**Shandong Airlines Co., Ltd.**

**(Effective from August 1, 2025)**

## I. Scope of Application

1. These Rules are effective from August 1, 2025, and apply to tickets sold on or after August 1, 2025 (inclusive).

2. These Rules apply to SC international tickets, the Chinese mainland and Hong Kong (China)/Macao Special Administrative Region tickets, specially managed domestic air transport tickets between the Chinese mainland and Taiwan region (China), and domestic sectors for which international tickets are filled out (hereinafter collectively referred to as international tickets).

3. The refund and change rules for special fare products shall be implemented in accordance with the rules of the relevant products.

4. These Rules are deemed to be part of the *General Conditions for Passenger and Baggage Transportation of Shandong Airlines Co., Ltd.*

5. These Rules mainly include the implementation details of voluntary refunds and voluntary changes for SC international tickets.

## II. General Provisions

1. Change handling fees and refund handling fees for international tickets are calculated based on the time you apply to cancel your seat. If there are special regulations, please refer to the specific regulations.

2. Wherever in conformity with these Rules, priority shall be given to the implementation in accordance with these Rules. Where not stipulated, they shall be implemented in accordance with the *General Conditions for Passenger and Baggage Transportation of Shandong Airlines Co., Ltd.*

3. The interline ticket you have purchased shall be used in the order in which the tickets are issued, and the order in which the tickets are used cannot be changed.

4. The seasonal determination of transit interline fares is based on the date of the first international flight of SC.

5. Provisions on stay period

5.1 Maximum Stay Period refers to the maximum stay period that an interline ticket should follow at the place of stay. The ticket should be used within the specified period of maximum stay period. If it exceeds this period, the corresponding upgrade extension should be applied according to the rules before continuing to be used.

5.2 Minimum Stay Period refers to the minimum stay period that an interline ticket should follow at the place of stay. Tickets should be used outside the specified minimum stay period. If the period is not sufficient, the corresponding upgrade changes should be applied according to the rules before continuing to be used.

5.3 If there are different minimum/maximum stay periods, the most stringent one shall prevail.

6. For children's tickets, if the age of the passenger on the date of the inbound journey exceeds the applicable age requirement for children, it is necessary to purchase separate tickets according to the age of the passenger on the date of travel for each sector. If the child's ticket exceeds the required age on the actual date of travel due to changes, the ticket shall be refunded on a voluntary basis.

7. For infant tickets, if the price of an adult ticket carrying an infant is changed, the price of the infant ticket shall be changed accordingly. If the age on the day of the inbound journey exceeds the applicable age requirement for infants, the ticket shall be purchased separately according to the age of the passenger on the day of the journey on each sector. If the age on the infant ticket exceeds the specified age on the day of the passenger's actual journey as a result of a change in the infant ticket, the ticket shall be processed as a voluntary refund.

8. The composition of the fare of an SC international ticket is generally divided into two major parts: one being the ticket fare and fuel surcharges, and the other being surcharges collected by the airline, and the other being government taxes and fees collected on behalf of the government.

## III. Voluntary Refunds

1. Under the conditions of voluntary refund, the refundable amount consists of two parts. One part is the refundable fare and the fuel surcharge and other surcharges collected by the airline, and the other part is the refundable government taxes and fees collected on behalf of the government. These two parts are calculated separately when the ticket is refunded.

(1) Refundable fares and fuel surcharges and other surcharges levied by airlines = Fares paid and fuel surcharges and other surcharges levied by airlines - Recalculated fares for used sectors and fuel surcharges and other surcharges levied by airlines - Non-refundable fares for sectors and fuel surcharges and other surcharges levied by airlines - Refund handling fees

(2) Refundable government taxes and fees = Government taxes and fees for untraveled sectors (except for taxes and fees that are not allowed to be refunded according to government regulations) 2. The refund rules for fuel surcharges and other surcharges charged by airlines are the same as those for fares. That is, fuel surcharges and other surcharges charged by airlines with refundable fares are refundable, while fuel surcharges and other surcharges charged by airlines with non-refundable fares are also non-refundable.

3. Where the total calculation result of the refundable fare and the fuel surcharge and other surcharges charged by the airline is zero or negative, you do not need to pay the difference, and we will still refund the government taxes and fees for the untraveled sectors (except for taxes that are not allowed to be refunded according to government regulations). 4. If there are more than one untraveled sectors, and more than one refund handling fee applies, we will only charge the refund handling fee for the one that is the highest.

5. For tickets that have been voluntarily changed prior to the refund application, the change handling fee charged will not be refunded.

6. Infant tickets without seats are exempt from the refund handling fee. For children's tickets where child fares are applicable, the refund handling fee is discounted in line with the child fare.

7. If you apply for a refund of an international ticket with multiple sectors and some sectors have already been used, we need to recalculate the fares of the used sectors, fuel surcharges, and other surcharges charged by the airlines, as well as government taxes and fees. Due to the specialty and complexity of international tariffs, the fares for the same class of travel, the same sector in different combinations of itineraries, the fuel surcharges and other surcharges charged by the airlines as well as the government taxes and fees collected on behalf of the government are different, and the fares for the used portion of the ticket, the fuel surcharges and other surcharges charged by the airlines as well as the government taxes and fees collected on behalf of the government are subject to the final results of the calculations made by us.

**Warmly Reminds: For example, if you have purchased a round-trip ticket, if the outbound journey has been used, the total amount of the used portion of the fare and taxes may be higher than half of the total amount of the round-trip fare and taxes that you have paid.**

## IV. Voluntary Change

1. For tickets that have not started traveling, the full-trip fee will be recalculated based on the sales date when the change is processed. For tickets that have already started traveling, the full-trip fee will be recalculated based on the date of issue of the original ticket (that is, the first ticket you paid) as the sales date.

2. When the ticket is changed, including when you apply for a seat reservation with an unreserved ticket (i.e., OPEN sector), the fare you paid, the fuel surcharges, and other surcharges charged by the airline, and government taxes and fees will all be recalculated.

2.1 If the fare of the new ticket after the change is higher than the fare of your original ticket, you shall pay the difference between the two, and you shall pay the change handling fee according to the fare rules of the original ticket.

2.2 If the fare of the new ticket after the change is lower than the fare of your original ticket:

2.2.1 When changing to the same booking class code in the same service class, you may apply for a voluntary refund and purchase a new ticket; or you may choose to maintain the original fare and continue traveling, and we will only charge a change handling fee calculated in accordance with the fare rules of the original ticket.

2.2.2 When changing to a different booking class code in the same class of service, you need to apply for a voluntary refund and purchase a new ticket.

2.2.3 When changing to a different class (including changing the service class, such as first class to business class or economy class; or economy class to premium economy class or business class), you need to apply for a voluntary refund and purchase a new ticket.

2.2.4 For the situations stated in Articles 2.2.2 and 2.2.3, if you cannot apply for a voluntary refund, you can also choose to change to another booking class code with a new fare greater than or equal to the original fare.

3. Each change is subject to a change handling fee. If multiple sectors are involved in the recalculation of the change, and the change handling fee is different for each sector, we will only charge the highest change handling fee from the fare category or sector that has been changed in the fare calculation group.

4. Infant tickets without seats are exempt from the change handling fee. For children's tickets where child fares are applicable, the change handling fee is discounted in line with the child fare.

5. Taxes and charges other than the fare (government taxes and fees, fuel surcharges, and other surcharges levied by airlines) are calculated on the basis of the actual journey. If the tax amount of the new ticket is higher than that of the original ticket, you will have to pay the difference between the two. If the new ticket's tax amount is lower than the original ticket's tax amount, the difference will be credited against the fare difference and the change handling fee amount you need to pay.