

International Fare Usage Rules of Shandong Airlines

(Effective from October 26, 2025)

1. Scope of Application

1.1 These Rules pertain to the application of international air transport tickets filled out by Shandong Airlines (SC), bearing SC flight codes and operated by SC, as well as those issued for flights jointly operated or contracted with other airline partners. This includes international tickets, tickets between the Chinese mainland and Hong Kong (China)/Macao Special Administrative Regions, specially regulated domestic tickets between the Chinese mainland and the Taiwan region (China), and domestic sectors covered by international tickets.

1.2 These Rules are not applicable to charter flights.

1.3 The fee standards listed in these Rules apply to tickets sold after October 26, 2025 (inclusive).

1.4 For tickets sold before October 26, 2025 (exclusive), if they are changed and reissued after October 26, 2025 (inclusive), the charging standards listed in these Rules shall apply when they are changed again.

1.5 For tickets sold before October 26, 2025 (exclusive), if a refund is applied after October 26, 2025 (inclusive), the standards before October 26, 2025 (exclusive) shall apply.

2. General Provisions

2.1 Most of the prices for SC's international routes are published in the GDS system. The tickets shall be sold using the fares automatically calculated by "QTE:Ticket Airline" and automatically issued by using "DFSQ:A". (Note: The commands involved in this article are all from the TravelSky system. For other GDS automatic calculation and ticket issuing commands, please consult your local GDS.) If the DFSQ: command is used to manually enter the fare, the fare basis (FARE BASIS), TOUR CODE, maximum stay period, free baggage allowance, EI entry, and other contents shall be completely entered according to the corresponding fare notice.

2.2 If the system displays "NO FARES/RBD/CARRIER" after QTE, it indicates that there is no correct fare, indicating that the passenger's itinerary does not comply with the rules for the use of fares, and the booking shall be modified again until the QTE result of "NO FARES/RBD/CARRIER" does not appear before sales can proceed.

2.3 For tickets selling for the Chinese mainland sector, only seats in the class for which the fare has been issued through ATPCO, etc. (the fare can be queried through the "XS FSD city pair/travel date * sales date/airline company/* class" command) can be booked, and other classes for which the fare has not been issued are not allowed to be sold. If there are special fare documents, the details of such documents shall apply.

2.4 All sales fares shall be subject to the corresponding documents for the actual itinerary. Individual passengers shall book their seats for the outbound journey, and OPEN is not allowed. Whether OPEN is allowed for the inbound journey needs to be confirmed based on the results displayed in the system.

2.5 SC is a code-sharing flight for the market side, and the fares and application conditions are implemented according to the corresponding rules of SC (except for special rules). The free baggage allowance is subject to the system display.

2.6 The price of paper orders that have not been published through the system shall be sold according to the requirements of the paper order product. The price of paper orders shall not be combined with the price in the system.

2.7 Under no circumstances are RQ tickets allowed to be filled out.

2.8 The sales agent shall strictly comply with the rules corresponding to the price and class, and shall not sell high-class at low fares.

2.9 When using the system's automatic calculation of prices, the booking class required for foreign sectors is subject to the system display.

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

2.11 The shortest transit time for tickets filled out using transit interline should comply with MCT rules (can be queried through the "SCM: Airport Three Character Code/DA/Airlines Two Character Code" command).

2.12 Provisions on stay period

2.12.1 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.

2.12.2 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.

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

2.13 Combined fare provisions:

2.13.1 If there are inconsistent interline ticket classes or multiple flights, the 1/2 RT price combination of the corresponding class can be used for sales. The value in the FARE BASE field is consistent with the RT price of the class. If there is a TOUR CODE entry, fill it out according to the order of the trip. The applicable conditions for these combined fares are subject to more stringent class rules.

2.13.2 The most stringent application conditions are applicable to the rules on the maximum stay period, minimum stay period, and early ticket purchase time of the ticket. The calculation of fees for ticket changes, refunds, extensions, and NO SHOW shall be handled as voluntary changes or refunds.

2.13.3 ADD-ON and SPA fares shall not be used separately and shall be combined with the sales fare. For ticket issuance, the same ticket as the international, regional, and cross-strait sectors, or a continuous ticket, shall be filled out for the ADD-ON sector. The applicable conditions for the fare are subject to the rules applicable to the international sector of SC.

2.13.4 Other specific combination rules shall be subject to the query results in the system.

2.14 Taxes and surcharges

2.14.1 The collection of taxes and surcharges shall be based on the data in the booking system.

2.14.2 If there are no special provisions in the fare notices, all fares do not include taxes and surcharges.

2.15 Ticket issuance deadline

2.15.1 The deadline for individual ticket issuance shall be based on the automatic ticket issuance deadline displayed in the system.

2.15.2 If there is a time limit specified by the control personnel of SC, the earliest deadline shall prevail.

2.16 Taxes and fees include YQ/YR and taxes or fees collected by SC on behalf of the government, other relevant authorities, or airport operators (hereinafter referred to as government taxes and fees).

2.17 Voluntary changes and voluntary refunds

2.17.1 The "TRI: Ticket Number" command and the "DFSR: A" command are used first for automatic calculation and automatic ticket reissue, and the system calculation results shall prevail. If no automatic calculation result is present, the fare shall be recalculated manually, and the ticket will be reissued manually.

2.17.2 Where the date specified in the "NOT VALID BEFORE/AFTER" fields on the ticket is the same as the flight date of the corresponding sector, it signifies that changes and refunds are either subject to fees or not permitted, with the specific fare rules prevailing.

2.17.3 Where the "ENDORSEMENT" field on the ticket indicates "NONEND/PENALTY APPLY," the content displayed under "16. Penalty Rules" in the system shall prevail.

2.17.4 Where specific change and refund terms (e.g., REBCNYXXX/REFCNYXXX) are indicated in the "ENDORSEMENT" field on the ticket, the ticket displayed details shall prevail. Should the information be incomplete, the content displayed under "16. Penalty Rules" in the system shall prevail.

2.17.5 Where the "ENDORSEMENT" field on the ticket indicates "NON-REB" or "VALID FLT/DATE SHOWN ONLY," this implies that the flight listed on the ticket shall be used, and modifications to the flight or date are not permissible.

2.17.6 Should the fare rules permit voluntary changes between flights directly operated by SC (SC flights) and those operated under SC code-share agreements (SC* flights), these changes are not considered voluntary endorsements. A fare recalculation is required, and the price difference, along with a change handling fee, will be charged following the policy.

2.17.7 For ticket changes involving OPEN sectors, the fare shall be recalculated during the initial booking of an OPEN sector, even if the same class is used. If there is a fare difference, the fare difference will be charged, and no change handling fee will be charged.

2.17.8 Ticket changes and refunds shall be finalized within the ticket's validity period. For detailed guidelines on manual changes and refunds, refer to "5. Voluntary Changes" and "6. Voluntary Refunds".

2.18 Ticket filling out

2.18.1 "NOT VALID BEFORE/AFTER" field: The selling of tickets at prices auto-calculated via "QTE:/Ticket Airline" is subject to the system display. For paper order products, the "NOT VALID BEFORE/AFTER" field will indicate the flight date.

2.18.2 ENDORSEMENT field: The system-auto-calculated fares are subject to the system display. If additional content is needed, append it following the system-provided content. For the price of paper orders, the specified regulations in the paper order products shall prevail.

2.18.3 "TOUR CODE" field: The automatic ticket issuance is subject to the system display. Fill out the product number in accordance with the requirements for paper order products when a ticket is filled out manually.

2.18.4 When manually applying fare differences and change handling fees between ET tickets, the newly issued ticket shall be filled out in following standardized format (XXX currency code):

RXXX: new fare

SXXX: difference between new and original fares (excluding taxes)

TXXX: additional taxes (denoted as OC tax for change handling fees); OXXX: taxes already paid

AXXX: fare difference (SXXX) + additional taxes (TXXX, including OC tax for change handling fees) - refundable taxes (if any)

3. Fare for Children/Infants

3.1 Children's fare

3.1.1 Booking

(1) Children accompanied by adults: Both shall be booked in the same class (either economy class or business class). If a passenger requests to purchase tickets of different classes for children and accompanying adults, the children shall meet the transportation conditions for unaccompanied children and shall be seated separately according to the class of the purchased ticket. If children's tickets are issued separately, the complete booking information of adult passengers shall be noted in the child ticket booking code.

(2) Unaccompanied children: If there is no accompanying adult, unaccompanied children services can be applied according to relevant manuals, provided that the transportation conditions for unaccompanied children are satisfied.

3.1.2 Ticket issuance

(1) Fare for children accompanied by adults is calculated at 75% of the applicable adult fare for their booking class. The passenger shall indicate the CHD identifier following the booking name and apply the discount identifier "CH25" to the fare basis code. Where there is no child discount for the booking class, the adult price corresponding to the booking class applies. When manually issuing tickets using other prescribed rates, the fare basis, TOUR CODE, EI entries, etc., shall be completely entered according to the corresponding fare notice.

(2) Fare for unaccompanied children is calculated at 100% of the adult applicable price for their booking class. Passengers shall enter the UM identifier following their booking names and follow the provisions of the relevant manuals.

(3) For passengers whose age exceeds the applicable age for children on the day of the inbound journey, sales personnel shall fill out two one-way tickets for each sector of the outbound and inbound journeys, and the tickets shall be purchased based on the age of the passengers on the day of travel for each sector.

(4) For passengers holding children's tickets, if the age at the actual travel date exceeds the specified age due to flight schedule changes, the ticket is allowed to be voluntarily refunded.

3.2 Infant's fare

3.2.1 Booking

(1) Infant tickets shall be booked within the same booking record as adult tickets and can only be issued following pre-application and system confirmation. Infants are not allocated seats. If a seat is required, they will be considered as children, tickets will be priced accordingly as tickets for children accompanied by adults, and the booking code will include the complete booking details of the accompanying adult passenger.

3.2.2 Ticket issuance

(1) Fare for unseated infants shall be calculated at 10% of the applicable price for an adult booking class with an infant. If there is no corresponding infant fare for the adult booking class, the infant fare will be sold at the lowest available infant fare. If there are no seats available on the booked flight, the fare will be charged at 10% of the applicable C/Y-class fare as announced by the system. The INF identifier shall be entered following the passenger's booking name, and the discount identifier "IN90" shall be added following the fare basis.

(2) Fare for occupied infants: The fare for children accompanied by adults shall be calculated and collected at 75% of the applicable adult price of the booking class, and taxes will be charged according to the child's standard. The CHD identifier shall be entered following the passenger's booking name. Where there is no child discount for the booking class, the adult price corresponding to the booking class applies. Sales agents are prohibited from selling infant passengers as children's tickets. If there is a special need to occupy a seat, they shall enter "SSR INFT SC NN1 Infant Name DDMMYY/OCCUPYING SEAT/Pn/Sn (n represents serial number)" after booking, and issue the ticket after confirming the seat.

(3) If the adult ticket carrying an infant changes and the class price changes, the infant ticket shall also be changed accordingly.

(4) Restrict the sale of infant tickets in accordance with relevant regulations.

(5) When it is clear at the time of ticket purchase that the passenger's age on the inbound journey exceeds the applicable age for infants, the sales personnel should fill out two one-way tickets for the passenger's outbound and inbound journeys. The ticket shall be purchased at the corresponding fare based on the age of the passenger on the day of travel for each sector.

(6) For passengers holding infant tickets, if the age at the actual travel date of the passenger exceeds the specified age due to flight schedule changes, the ticket can be refunded voluntarily.

4. Group Products

4.1 Scope of application

4.1.1 The group fare, booking, and ticket issuance shall be applied for by the authorized distribution agent of SC to the local business department of SC.

4.1.2 Group product prices and the price of paper orders that have not been published through the system shall be sold according to the requirements of the paper order product list.

4.2 Sales restrictions, refund, and change

4.2.1 The one-way and round-trip prices shall be based on the documents. The round-trip price cannot be directly taken as twice the one-way price, and the one-way price cannot be directly taken as half of the round-trip price.

4.2.2 The maximum stay period for group prices is generally 15 days. In case of special circumstances, the requirements in the paper product list shall prevail.

4.2.3 The group price shall have reserved seats, and OPEN is not allowed for inbound journeys.

4.2.4 Unless specified otherwise by applicable policies and regulations, after purchasing tickets, group passengers are not permitted to change their flight or travel date. They may only voluntarily upgrade the travel service class within the same flight. Specific details of the upgrade pricing and applicable scope will be defined in the paper order documentation. If these details are not explicitly mentioned, class changes are considered non-permissible. Upon upgrading, refunds will only cover the price difference of the upgrade and any unused government taxes and fees for the untraveled sectors.

4.2.5 Unless otherwise specified by applicable policies and rules, group tickets are voluntarily refunded, and only untraveled sector government taxes and fees are refunded. If the product rules are stricter, the rules in the product list shall prevail.

4.2.6 Unless otherwise specified, the group price is net and does not include any agency fees.

4.3 Baggage allowance

4.3.1 Unless otherwise specified, the free baggage allowance shall be subject to the system rules.

4.4 Group size

4.4.1 Unless otherwise specified, group passengers generally refer to passengers with a unified organization of 10 or more people, who have the same flight distance, boarding date, flight, and class, and pay the same group fare. The specific minimum number of participants required for forming a travel group is determined by the applicable fare regulations for group products.

4.5 Restrictions on fare combination

4.5.1 Group products and paper fare products are not allowed to be sold in combination with other prices.

4.5.2 Unless otherwise specified, group products and paper fare order ticket products are only allowed to be sold in combination with tickets under the same document number.

4.6 Discounts for children and infants

4.6.1 The number of children and infants shall be limited in accordance with the relevant requirements of SC. The number of children and infants in the group is included in the total group size, and the sales discount is considered as adult sales.

4.6.2 Group adults accompanying children do not benefit from child discounts, and the fare is the same as that of group adults.

4.6.3 Group unaccompanied children do not benefit from child discounts, and the fare is the same as that of group adults. Consult the local business department in advance to provide unaccompanied protection if possible.

4.6.4 Group seat-less infants do not benefit from infant discounts, and the fare is the same as that of group adults.

4.6.5 Group occupied infants do not benefit from infant discounts, and the fare is the same as that of group adults.

4.6.6 If children and infants are ticketed separately, they will not be included in the total number of group members. The fare can be discounted for normal children and infants, and the corresponding taxes and fees for children and infants shall apply.

4.7 Taxes and surcharges

4.7.1 The collection of taxes and surcharges shall be based on the data in the booking system.

4.8 Others

4.8.1 Other matters not covered shall be subject to the provisions in the paper order.

5. Guidelines for Voluntary Changes (Manual)

Voluntary changes of tickets include changing flight schedule, changing flight date, changing class, changing carrier, etc.

5.1 Principle of voluntary change

5.1.1 When handling changes, the passenger's identification information shall be carefully checked, and the fare basis, stay period, and whether the ticket has been changed for the first time or multiple times shall be checked.

5.1.2 Changes to ticket sales in different locations shall be handled in accordance with the class fare and rules of the booking system for that ticket.

5.1.3 Voluntary change method

(1) SC's direct ticket sales agents can use the OI method to reissue tickets, and should separate the upgrade fee, the same class price difference, and other charges. The new ticket is based on the new class price (FARE entry, including upgrade fee), and the change handling fees other than upgrade fees are summarized and included in the OC entry.

(2) When handling a re-issuance, the agent shall separate the upgrade fee, class price difference, and other charges. The new ticket is based on the new class price (FARE entry, including upgrade fee), and the change handling fee other than upgrade fees is summarized and included in the OC entry.

(3) For tickets that have been traveled for a portion and have undergone changes, the class, FARE BASIS entry, and stay period of the newly issued ticket should comply with the rules for the entire trip, along with the already used part.

(4) When changing tickets, all untraveled sectors should be changed at the same time.

(5) The rules for frequent flyers to change their tickets free of charge shall be implemented in accordance with the provisions of the membership manual.

5.1.4 Principle of using exchange rates when it is necessary to use exchange rates to convert actual fare paid and change handling fees

(1) When converting the actual fare paid, use the exchange rate on the sales date to convert it to the currency of the location undergoing the change.

(2) When converting the change handling fee, the exchange rate on the day of the change is used to convert the change handling fee into the currency of the location undergoing the change, and the rounding method is the same as the fare. All SC self-operated e-commerce platforms and customer service centers utilize the exchange rate applicable at the time passengers submit their change requests, whereas other channels apply the rate at the time of change processing.

(3) Exchange rate conversion command: XS FSC XXX converted currency/conversion currency/specified exchange rate date (if no date specified, the system defaults to the current day)

Example: Using the exchange rate on June 1, 2024, convert CNY 100 to its equivalent value in USD.XS FSC100CNY/USD/01JUN24

5.1.5 For ticket changes involving OPEN sectors, the fare shall be recalculated during the initial booking of an OPEN sector, even if the same class is used. If there is a fare difference, the fare difference will be charged, and no change handling fee will be charged.

5.1.6 The fare difference and change handling fee shall be charged simultaneously.

5.1.7 For the principles of voluntary changes, refer to the detailed rules for ticket changes and refunds outlined in the General Conditions of Passenger and Baggage Transportation of Shandong Airlines Co., Ltd.

5.1.8 The currency rounding methods for change handling fee align with those applied to ticket fares.

5.1.9 All changes shall be completed within the ticket's validity period.

5.1.10 Tickets upgraded to a higher-class cabin on the same day and flight are exempt from the change handling fee.

(1) Scope of application: This applies to holders of SC international and regional route tickets, requesting only a change in class service class under the SC flight code and fare sector conditions (e.g., from economy to premium economy, business, or first class). The flight numbers and dates specified on the tickets remain unchanged.

SC fare viewing approach: After entering the FSI command, use the FSU SN as shown in the example below:

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FSU1
FARE CNY 3400
TAX CNY 90CN CNY 134BP CNY 456XT
TOTAL CNY 4080
02OCT24TAO SC SEL239.18SC TAO239.18NUC478.36END ROE7.107332
XT CNY 56YQ CNY 400YR
----- SOLD IN TNA / TICKETED IN TNA -----
PU FARE BASIS CUR NUC AMT ELEMENT DESCRIPTION GI
01 YRCKR2 CNY 239.18 TAO-ICN SC /HR RTG EH
01 YRCKR2 CNY 239.18 TAO-ICN SC /HR RTG EH
478.36 - TOTAL NUC
CNY TAX LST CUR CODES TYP DESCRIPTION -----
90 CNY CN CN+001 AIRPORT FEE
TAX 90CN*0025000
134 KRW KR BP+001 INTERNATIONAL PSC DEPARTURE TAX AND GLOBAL DISEAS
TAX 25000BP*0020000
56 USD YQ *SC CARRIER IMPOSED MISC FEE
TAX 28YQ*4000000*01/28YQ*4000000*02
400 CNY YR *SC FUEL SERVICE FEE
TAX 200YR*7910020*01/200YR*7910020*02
----- IATA RATES OF EXCHANGE USED IN FARE CALCULATION -----
7.107332 CNY-ROE EFF 02OCT24*02OCT24
FSKY/1E/3MNAZ3TZEPTFQ88/FCC=D/PAGE 1/1
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- (2) If the original ticket is non-changeable, it is also prohibited to upgrade on the same day and flight.
- (3) If foreign airline tariff rates change during fare recalculation, the updated foreign fare rules apply accordingly.
- (4) These Rules also apply to international tickets, including or limited to domestic segments within China.

5.2 Voluntary change provisions

5.2.1 Priority is assigned to using "TRI: Ticket Number" and "DFSR: A" commands for automatic ticket reissues. Refer to the "Operation Manual for Automatic International Ticket Reissue" for step-by-step guidance on automatic ticket reissue procedures. If TRI provides a calculation result but the fare cannot be saved, manual ticket re-issuance can refer to and use the TRI-calculated results. Should TRI fail to produce a calculation result, the alternative manual calculation and ticket re-issuance methods outlined below may be followed.

5.2.2 The procedure for determining the price difference and change handling fee for ticket changes is as follows: The difference between the actual fare paid for the original journey and that of the revised journey is calculated and added to the highest change handling fee within the changed fare group sectors.

5.2.3 A change handling fee is collected for each ticket change. This fee is non-refundable upon ticket cancellation. The currency rounding method for the change handling fee aligns with that used for the ticket fare.

5.2.4 The charging standards for change handling fees shall be implemented in accordance with the applicable fare rules.

5.2.5 Allow a voluntary upgrade class during the validity period of the ticket. If a descent class is requested, it will be processed as a voluntary refund, and a new ticket needs to be purchased.

5.2.6 Tickets that have not yet started traveling shall be recalculated based on the fare on the day of ticket reissue. Tickets that have already started traveling will be recalculated based on the original ticket on the day of issuance. When different class codes (including the change of subclass from high class to low class in the same service class and the reduction of class in different service classes) are changed, the new fare shall be equal to or higher than the former fare, such as changing business to Y-class, changing Y- to H-class, etc.; When the same class code is changed, if the new fare is lower than the former fare, the difference will not be refunded, and only the change handling fee will be charged.

5.2.7 The tax difference between the new ticket and the original ticket after the change shall be subject to the principle of refund for more and compensation for less.

5.2.8 For children (including unaccompanied children) and occupied infants who change seats, the change handling fee will be charged at the applicable discount rate. Infants who do not occupy seats are exempt from change handling fees.

5.2.9 If there is a need to change again after the voluntary change, the class rules after the change shall be followed, and the change handling fee charged before the change shall not be refunded.

5.2.10 Change of one-way fare

(1) If the fare increases after the change, in addition to the change handling fee, the corresponding fare difference shall also be charged. If the fare decreases after the class change, the difference will not be refunded and will be treated as a voluntary refund.

(2) For tickets with restrictions such as early ticket purchase time, after a change, they shall still comply with the various fare rules of the ticket (including early ticket purchase time limit, etc.), or otherwise, they shall be changed to the current applicable fare.

5.2.11 The change of the round-trip ticket combined fare will result charged a higher change handling fee for the planned change sector

(1) If the requirements for the minimum/maximum stay period are still met after the rescheduling of the outbound journey, a change handling fee will be charged before the rescheduling is processed. If the ticket exceeds the minimum/maximum stay period after the change, an upgrade extension shall be applied first to meet the

requirements of the minimum/maximum stay period before the change handling fee can be charged, and the change can be processed. If the fare after the change increases, the corresponding price difference should also be charged, and the upgrade fee and change handling fee will be charged together.

(2) Inbound journey changing: If the minimum/maximum stay period requirements are still met after the change, a change handling fee will be charged, and the change will be processed. If the ticket exceeds the minimum/maximum stay period requirements after the change, an upgrade extension shall be processed first to meet the minimum/maximum stay period requirements before the change can be processed. Please refer to the specific handling method for the outbound journey rescheduling.

(3) Full changing, if the requirements for the minimum/maximum stay period are still met after the change, the change will be processed after the higher change handling fee is charged. If the ticket period exceeds the minimum/maximum stay period after the change, an upgrade extension shall be applied first to meet the requirements for the minimum/maximum stay period before the change handling fee can be charged, and the change can be processed. The upgrade fee and change handling fee will be charged together.

(4) If the fare increases after the change, in addition to the change handling fee, the corresponding fare difference should also be charged. If the fare decreases after the change, the difference will not be refunded and can be treated as a voluntary refund.

(5) For tickets with restrictions such as early ticket purchase time, after the change, they shall still comply with the various fare rules of the ticket (including early ticket purchase time limit, etc.), or otherwise, they shall be changed to the current applicable fare.

(6) If changing and fee changing are not allowed to occur simultaneously in multiple sectors of the planned change, they need to be calculated separately. Further changes are not allowed for changed sectors, and changes are allowed for changed sectors after charging a change handling fee.

(7) Where the ticket has been traveled for a portion, to upgrade the untraveled sector, the calculation of the upgrade fee is as follows: The difference between the new class 1/2RT fare or combined fare and the original class 1/2RT fare or combined fare. Calculate the minimum/maximum stay period of the ticket based on the most stringent application conditions for each class throughout the entire trip.

(8) If all tickets have not been used, and an upgrade is proposed for the inbound journey or the outbound journey only, the rules are the same as those for the portion that has been traveled. The upgrade fee is calculated as the difference between the new class 1/2RT fare or combined fare and the original class 1/2RT fare or combined fare. If the upgrade is processed for the entire trip, the minimum/maximum stay period of the ticket will be recalculated according to the new class rules.

5.2.12 ADD-ON interline ticket change

(1) The ADD-ON price cannot be upgraded for the domestic sector alone, but can be changed for the same class. The corresponding change handling fee for the international sector will be charged, and the transfer connection time after the change cannot exceed 24 hours. If there are no available seats for the changed flight, the passenger needs to voluntarily refund their ticket and purchase a new one.

(2) If there is a price difference in the domestic segment of ADD-ON for a change from the off-season to the peak season, the price difference shall be charged. If there is no applicable price during the peak season, the change is not allowed, and a new ticket shall be purchased after a voluntary refund. For a change from the peak season to the off-season, the price difference will not be refunded.

(3) Other conditions shall be implemented in accordance with the corresponding international sector application conditions and rules.

5.2.13 Branded Fare TRI Command

5.2.13.1 The TRI automatic change command in the 1E system now supports querying and changing by specifying the brand TIER and BRANDCODE. Examples are as follows:

>TRI:3242523006986/*BF-0001

>TRI:3242523006986/*01BF-0001

>TRI:3242523006986/*01-02BF-0001

>TRI:3242523006986/01BF-000102BF-0002

BF = TIER, 0001 = TIER value. The larger the TIER value, the higher the brand level; 01, 02 = the 1st and 2nd COUPON (flight coupon).

Examples of the correspondence between TIER values and brand names are as follows:

Standard (-NC-) 0001, Flex(-RC-) 0002, Comfort (-RF-) 0003, Latitude (-FF-) 0004.

Examples of TIER value query are as follows:

XS FSD TNAICN/SC/PUBL/*V/*BF

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FSD TNAICN/SC/*V/#C*CESHIBF/*BF/CNY
1 NUC = 7.188637 CNY
** BRAND - ECONOMY COMFORT - 0003 **
01SEP25*01SEP25/SC TNAICN/EH/ADT /TPM 539/MPM 646/CNY
01 VORFKR1 / 9500 /V/ . / /KR81R
02 VRFKR1 / 16800/V/ . 3M/ /KR81R
** BRAND - ECONOMY FLEX - 0002 **
01SEP25*01SEP25/SC TNAICN/EH/ADT /TPM 539/MPM 646/CNY
03 VORCKR1 / 8500 /V/ . / /KR81R
04 VRCKR1 / 15000/V/ . 3M/ /KR81R
** BRAND - ECONOMY STANDARD - 0001 **
01SEP25*01SEP25/SC TNAICN/EH/ADT /TPM 539/MPM 646/CNY
05 VONCKR1 / 8000 /V/ . / /KR81R
06 VNCKR1 / 14000/V/ . 3M/ /KR81R
FSKY/1E/AMFZYI4YHXLG22/FCC=D/PAGE 1/1
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5.2.13.2 Operation Example

Original Ticket: TNA-ICN, Cabin Class M, Fare Basis MORCKR1

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▶DETR TN324-2523006989♦
ISSUED BY: SHAN DONG AIRLINE ORG/DST: TNA/SEL ARL-I
E/R: Q/NON-END/NON-RER REB CNY200/REF CNY500
TOUR CODE:
PASSENGER: CE/SHI
EXCH: COMJ TKT:
O FM:1TNA SC 8001 M 20NOV 0805 OK MORCKR1 20NOV5/20NOV5 1PC OPEN FOR USE
--1 RL:NHTJNH /
TO: ICN
FC: A 20NOV25TNA SC SEL2225.73NUC2225.73END ROE7.188637
FARE: CNY16000.00 FOP:CASH(CNY)
TAX: CNY 90.00CN OI:
TAX: CNY 29.00YQ
TAX: CNY200.00YR
TOTAL: CNY16319.00 TKTN: 324-2523006989
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Step 1: Start changing the reservation to a new itinerary

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**ELECTRONIC TICKET PNR**
1.CE/SHI NHTJNH/SC
2.  SC8001 M   TH20NOV  TNAICN RR1    0805 1045      E --1
3.  SC8001 B   FR28NOV  TNAICN HK1    0805 1045      738  0 E --1
4. TNA/O
5. T/TL/1106/03SEP/SDH777
6. SSR TKNE SC HK1 TNAICN 8001 M20NOV 3242523006989/1/P1
7. SSR CKIN SC HK1 TNAICN 8001 M20NOV BRND/FLEXECO
8. SSR CKIN SC HK1 TNAICN 8001 M20NOV FABS/MORCKR1
9. SSR DOCS SC HK1 P/CN/CS112002/CN/26FEB87/F/16JUN30/CE/SHI/P1
10. OSI SC CTCT0
11. RMK 品牌运价测试

```

Step 2: Delete the old flight segments and fare items

```

**ELECTRONIC TICKET PNR**
1.CE/SHI NHTJNH/SC
2.  SC8001 B   FR28NOV  TNAICN HK1    0805 1045      738  0 E --1
3. TNA/O
4. T/TL/1106/03SEP/SDH777
5. SSR TKNE SC HK1 TNAICN 8001 M20NOV 3242523006989/1/P1
6. SSR DOCS SC HK1 P/CN/CS112002/CN/26FEB87/F/16JUN30/CE/SHI/P1
7. OSI SC CTCT0
8. RMK 品牌运价测试
9. TN/324-2523006989/P1
10. FP/CASH, CNY
11. SDH777

```

Step 3: For fully unused tickets, when changing between different brands, execute the TRI command:
TRI:3242523006989/*BF-[TIER Value Code].

Note: It is mandatory to select the fare brand level during the operation. If no selection is made, the system will default to changing to the lowest fare (e.g., Economy Standard Class [-NC-]). The new ticket will be subject to its respective rules, and regulations such as refund/change policies and baggage allowances will also change accordingly. Therefore, during the rescheduling process, you must confirm the passenger's needs and perform the rescheduling operation as required.

Examples of fare brand level codes: Standard (-NC-) 0001, Flex (-RC-) 0002, Comfort (-RF-) 0003, Latitude (-FF-) 0004.

Example of command usage:

To specify Economy Comfort Class (-RF-), use the command: TRI:3242523006989/*BF-0003

```

**ELECTRONIC TICKET PNR**
1. CE/SHI NHTJNH/SC
2. SC8001 B FR28NOV TNAICN HK1 0805 1045 738 0 E --1
3. TNA/0
4. T/TL/1106/03SEP/SDH777
5. SSR TKNE SC HK1 TNAICN 8001 M20NOV 3242523006989/1/P1
6. SSR DOCS SC HK1 P/CN/CS112002/CN/26FEB87/F/16JUN30/CE/SHI/P1
7. OSI SC CTCT0
8. RMK 品牌运价测试
9. TN/324-2523006989/P1
10. FP/CASH, CNY
11. SDH777
>TRI:3242523006989/*BF-003 指定舒适经济舱RF

```

```

>TRI:324-2523006989/*BF-0003
***** REPRICE SUMMARY *****
PTC ADT NO WAIVER
ITINERARY REPRICED USING CURRENT FARES
ORIGINAL BASE FARE CNY 16000
REVISED BASE FARE CNY 19500
BASE FARE DIFF CNY +3500 ADC
REISSUE FARE DIFF CNY +3500 ADC
TFC DIFF CNY 0
TICKET DIFF CNY +3500 ADC
SERVICE FEE CNY +200 ADC
GRAND TOTAL CNY +3700 ADC
***** REVISED ITINERARY INFORMATION *****
FSI*BF-0003/SC//TNA*TNA.01SEP25/#CCESHIBF
S SC 8001B28NOV TNA0805 1045ICN0S 738 #OSC #FN
*SYSTEM DEFAULT-CHECK EQUIPMENT
*INTERLINE AGREEMENT PRICING NOT APPLIED
*BRAND:ECONOMY COMFORT
*ATTN REPRICED ON 01SEP25*1550
***** FARE CALCULATION *****
TNA
ICN BORFKR1 NVB NVA28NOV26 2PC SC
FARE CNY 19500
DIFF CNY 3500
>PN
TAX CNY 200 OC PD CNY 90 CN PD CNY 229 OXT
TOTAL CNY 3700
28NOV25TNA SC SEL2712.61NUC2712.61END ROE7.188637
PAID TAX/FEE/CHARGE
OXT CNY 200YR CNY 29YQ
ENDQS *Q/NON-END/NON-RER REF CNY500

```

5.2.14 Instructions for retrieving actual fare paid for current itinerary

(1) Retrieve the actual fare paid using "DFSQ:EX Current Ticket Number" (applicable exclusively to tickets issued through the TravelSky system).

For example:

DFSQ:EX/3242523006989

EI/Q/NON-END/NON-RER REB CNY200/REF CNY500

FN/FCNY16000.00/SCNY16000.00/C.00 /XCNY319.00 /TCNY90.00 CN/

-TCNY29.00 YQ/TCNY200.00YR/ACNY16319.00

FC/20NOV25TNA SC SEL2225.73NUC2225.73END ROE7.188637

Note: The actual fare paid is referenced under the S (CNY) entry in the FN field.

(2) If the actual fare paid for the ticket cannot be precisely identified, or the ticket face value indicates IT/BT, access the settlement system to verify the correct actual fare paid for the ticket.

5.2.15 Process for ticket reissue

5.2.15.1 Firstly, execute the command TRI:/DFSR:A for automated ticket reissue. Refer to the "Operation Manual for Automatic International Ticket Reissue" for step-by-step guidance on automatic ticket reissue procedures.

5.2.15.2 In the event of a missing calculated result, apply the following procedures for manual fare calculation and ticket re-issuance. The related commands below pertain to TravelSky's booking system.

5.2.15.2.1 Step I: Retrieve the actual fare paid for the ticket that requires a change.

(1) Commands: DFSQ: EX ticket number, DETR: TN ticket number, or ABR ticket number.

(2) If the actual fare paid cannot be retrieved, access the settlement system to verify the actual fare paid for the ticket.

5.2.15.2.2 Step II: Verify the change handling fee. Use ABR/FSI/FSG or FSD/FSN commands to determine the change handling fee.

(1) Commands:

ABR: ticket number (ensure the displayed information matches the original ticket data).

XS FSI/SC//Sales Location. Sales date (simple operation: create a record for an identical route and directly modify the output after QTE:/SC to match the original ticket).

(2) If the fare category automatically calculated by the system matches the current ticket and does not display "NOFARES/RBD/CARRIER", apply the FSG command to retrieve the change handling fee.

(3) If the system calculation displays "NO FARES/RBD/CARRIER," apply the FSD command to find a similar or equivalent fare category, and then use FSN to retrieve the fare revision fee.

Command: FSD CITYPAIR/TRAVELDATE*TICKETEDDATE/SC/*RBD

Shandong Airlines' current fare classes are as follows:

FF/RF/RC/NC/NF/RN, etc.

For example:

SONCJP8, SORCJP8, SORFJP8, SONCJP8A, among these, SONCJP8 and SONCJP8A belong to the same fare class.

When FSD cannot find an identical fare class, for the same sub-cabin, you may use another similar fare class:

The change fees for FF/RF/NF can be applied interchangeably.

The change fees for RC/NC can be applied interchangeably.

RN does not allow changes. (4) Choose the accurate method for change handling fees within the system's "16. Penalty Rules" section:

ANY TIME

CHARGE CNY XX.XX FOR NO-SHOW/REISSUE/REVALIDATION.

The sequence for selecting the change handling fee: Prioritize the currency of the country of departure (for a change in China, if CNY is listed under CAT16, select CNY). If the departure country's currency is unavailable, select the first currency listed under CAT16 to convert it into the currency of the location undergoing the change. (Note: The departure country's currency refers to the currency indicated in the FARE field during automatic fare calculation.)

5.2.15.2.3 Step III. Apply the XS FSI command to calculate the fare for the new itinerary.

(1) If all travel tickets are unused, the XS FSI format should be: XS FSI/SC/PUBL (the PUBL parameter is not essential during changes at the original ticket issuance location).

If the ticket currency of the location undergoing the change differs from the original payment currency of the ticket, the price difference (FARE-FARE) is calculated using the rates of the departure country and then converted into the currency of the location of change according to the exchange rate on the date of alteration.

(2) If a portion of the ticket has already been used,

For a change at the original place of ticket issuance, apply the XS FSI format: XS FSI/SC//.Original Issue Date

For a change not at the original place of ticket issuance, apply the XS FSI format: XS FSI/SC/PUBL/Sales Location.Original Issue Date/CURRENCY (currency of the location undergoing the change)

Note: For tickets issued on overseas websites, if the FSI restored by ABR cannot calculate the fare, change the sales location to the first city of the initial sector.

(3) Where the original ticket is a government procurement ticket, firstly apply XSFSI:/SC///#C*GP. If no result is found, then apply XSFSI:/SC/PUBL

Note: The original place of ticket issuance refers to the location where the passenger initially purchased the ticket.

5.2.15.2.4 Step IV. Based on the outcomes of the previous steps, determine the actual fare difference between the revised and original itineraries, and combine this difference with the change handling fee for collection.

6. Voluntary Refund

6.1 Voluntary refund principle

6.1.1 When handling ticket refunds, the passenger's identification information should be carefully checked, and the status and other contents of the ticket to be refunded should be checked.

6.1.2 The refund of a ticket sold in a different location shall be processed in accordance with the class fare and rules of the booking system for that ticket.

6.1.3 Voluntary refund shall be handled by the issuing agent in principle.

6.1.4 When a combination of fares with different refundability is allowed, the fare that allows refunds will be subject to an applicable refund handling fee, and YQ/YR will be refunded. The fare that does not allow refunds will not permit refunds, and YQ/YR will not be refunded either.

6.1.5 Refunds can be issued for unused government taxes and fees, excluding YQ/YR and OC taxes, collected by SC on behalf of governments, relevant authorities, or airport operators (hereinafter referred to as "government taxes and fees"). When the refundable fare (including YQ/YR) is zero or negative, only government taxes and fees will be refunded.

6.1.6 For tickets sold with SC international tickets for flights within China, the refund handling fee for non-flying sectors will be charged according to the CAT16 display rules.

6.1.7 Principle of using exchange rates when it is necessary to use exchange rates to convert refundable fares, refundable taxes, and refund handling fees

(1) When converting refundable fares and refundable tax fees, the exchange rate on the sales date is used for calculation.

(2) When converting the refund handling fee, the exchange rate on the day of the refund is used to convert the refund handling fee into the actual refund currency. The currency rounding method for the refund handling fee is the same as the currency rounding method for the fare. All self-operated e-commerce platforms and customer service centers of SC calculate refunds based on the exchange rate at the time passengers submit their refund requests. Other channels use the exchange rate effective when processing the refund.

(3) Exchange rate calculation command: XS FSC XXX indicates the currency conversion/converted currency/specified exchange rate date (if the date is not specified, the system defaults to the current date). Example: Apply the exchange rate on June 1, 2024, and convert CNY 100 to its equivalent in US dollars, XS FSC100CNY/USD/01JUN24.

6.1.8 The refund handling fee is determined based on the fare group to which the refund applies. When varying refund handling fees apply to multiple fare groups for refunds, the maximum fee will be charged.

6.1.9 Change handling fees that have already been collected will not be refunded, including OC taxes. Change handling fees being listed as OC taxes on the ticket are not considered government taxes and fees.

6.2 Voluntary refund rules

6.2.1 The ticket needs to be refunded within its validity period.

6.2.2 After the change, if a refund is requested for the ticket, it shall be calculated based on the class, fare, and refund rules of the first purchased ticket. The change handling fee already charged shall not be refunded, and the upgrade fee for untraveled sectors shall be fully refunded.

6.2.3 The charging standards for refund handling fees shall follow the applicable fare rules.

6.2.4 In case of ticket refund, if the refund handling fee is higher than the fare (including YQ/YR), only the corresponding fare (including YQ/YR) will be charged, and the government taxes and fees for untraveled sectors will be refunded to passengers.

6.2.5 The refund handling fee for children's (including unaccompanied children) and occupied infants' tickets shall be charged at the applicable discount rate. Infants who do not occupy seats are exempt from the refund handling fee.

6.2.6 The refund handling fee for tickets filled out using a round-trip combined fare shall be charged at a higher rate based on the intended sector (YQ/YR included in the fare).

(1) If the ticket is not used throughout the entire trip, no single refund is allowed for any of the sectors, and a refund handling fee will be charged according to the refund rules for the class at a higher level. When fares with different refundability are combined, the fare that allows refunds will be subject to an applicable refund handling fee. No refunds will be made for the fare group that does not allow refunds.

(2) For a refund of the ticket that has been traveled for a portion, the difference between the fare and taxes paid and the applicable fare and taxes for the already used sector is calculated on the original ticket issuance date. After deducting the refund handling fee, the balance is refunded to the passenger. If no applicable fare is available for the corresponding class, the fare of a higher class is used for calculation, and refund fees for untraveled sectors are executed according to the fare notice terms.

6.2.7 ADD-ON interline ticket refund (YQ/YR included in the fare)

(1) If the ADD-ON ticket is not used throughout the entire trip, no single refund is allowed for any sector. The refund shall be processed for the entire trip, and the refund handling fee will be charged according to the corresponding refund handling fee rules for international sectors.

(2) The interline ticket shall be used in the order of the ticket itinerary, and one-way tickets cannot be used for domestic or international sectors only. The round-trip ticket cannot be used for the outbound journey or the inbound journey only. If there is a violation and the passenger needs to refund the ticket, the balance shall be refunded to the passenger after deducting the published fare for the Y-class of the traveled sector and deducting the refund handling fee.

(3) If an ADD-ON interline ticket is changed and a refund occurs, the change handling fee will not be refunded, but the upgrade fee can be refunded.

6.2.8 Transit interline products (including but not limited to international OD products) Ticket refunds (YQ/YR included in the fare)

(1) If the ticket is not used throughout the entire trip, no single refund is allowed for any of the sectors. The refund shall be processed for the entire journey and executed in accordance with the applicable fare rules.

(2) The fare products must be used in the order of the itinerary on the ticket. Single or round-trip tickets are in the same fare group and cannot be used only for the domestic or the international sector. If there is a violation and passengers need to refund their tickets, the published fare for the Y-class of the used sector will be deducted, and the remaining amount will be refunded to the passengers after deducting the refund handling fee.

(3) If a ticket is refunded after being changed, the change handling fee will not be refunded, but the upgrade fee can be refunded.

6.2.9 If other sectors that are not traveled in accordance with the flight sequence are voluntarily refunded, the fare (including YQ/YR) will not be refunded. Government taxes and fees for untraveled sectors can be refunded.

6.3 Procedure to retrieve YQ/YR information per sector (XS FSU Fare SN).

Command: Following FSI, apply 'XS FSU Fare SN' to view segment details.

```
FSI/SC
S SC 4754P09OCT HRB1005 1220TAO0X 738 #DJCDZIGYBMUHQVWSTPX#CRLNKAO
S SC 4621Y09OCT TAO1830 2045ICN0S 738 #DJCDZRIYBMUHQVWSPXA#CTLNKO
S SC 4610T15OCT ICN1215 1305TAO0X 738 #DJCDZRIYBMUHQVWSTXA#CLPNKO
S SC 4711Y16OCT TAO1130 1255SHE0S 738 #DJCDZRIGEYHQVWSTPXAO#CBMULNK
01 Y1MQKRP+T* 3712 CNY INCL TAX
*SYSTEM DEFAULT-CHECK OPERATING CARRIER
*ATTN PRICED ON 26AUG24*0954
HRB
XTAO Y1MQKRP NVB09OCT24 NVA09OCT24 1PC
SEL Y1MQKRP NVB09OCT24 NVA09OCT24 1PC
XTAO T1MQKRY NVB15OCT24 NVA15OCT24 1PC
SHE T1MQKRY NVB16OCT24 NVA16OCT24 1PC
FARE CNY 2850
TAX CNY 190CN CNY 134BP CNY 538XT
TOTAL CNY 3712
09OCT24HRB SC X/TAO SC SEL247.50SC X/TAO SC SHE144.37NUC391.
87END ROE7.272681
XT CNY 58YQ CNY 480YR
ENDOS 01,02 *Q/NON-END/NON-RER
ENDOS 01,02 *REB CNY500/REF CNY1000
ENDOS 01,02 *NOSHOW FEE APPLY
ENDOS 03,04 *Q/NON-END/NON-RER
```

```

FSU1
FARE CNY 2850
TAX CNY 190CN CNY 134BP CNY Sector SN
TOTAL CNY 3712
09OCT24HRB SC X/TAO SC SEL247.50SC X/TAO SC SHE144.37NUC391.
87END ROE7.272681
XT CNY 58YQ CNY 480YR
----- SOLD IN TNA / TICKETED IN TNA -----
PU FARE BASIS CUR NUC AMT ELEMENT DESCRIPTION GI
01 Y1MQKRP CNY 247.50 HRB-ICN SC /HR RTG EH
01 T1MQKRY CNY 144.37 SHE-ICN SC /HR RTG EH
391.87 - TOTAL NUC
CNY TAX LST CUR CODES TYP DESCRIPTION -----
190 CNY CN CN+001 AIRPORT FEE
TAX 50CN*0021500/90CN*0025000/50CN*0021500
134 KRW KR BP+001 INTERNATIONAL PSC DEPARTURE TAX AND GLOBAL DISEAS
TAX 25000BP*0020000
58 USD YQ *SC CARRIER IMPOSED MISC FEE
TAX 29YQ*4000000*02/29YQ*4000000*03
480 CNY YR *SC FUEL SERVICE FEE
TAX 50YR*2000000*01/200YR*7910020*02/200YR*7910020*03/30YR*1999625*04
----- IATA RATES OF EXCHANGE USED IN FARE CALCULATION -----
FSKY/1E/FFXKU33MEBLPK88/FCC=T/PAGE 1/2

```

```

391.87 - TOTAL NUC
CNY TAX LST CUR CODES TYP DESCRIPTION -----
190 CNY CN CN+001 AIRPORT FEE
TAX 50CN*0021500/90CN*0025000/50CN*0021500
134 KRW KR BP+001 INTERNATIONAL PSC DEPARTURE TAX AND GLOBAL DISEAS
TAX 25000BP*0020000
58 USD YQ *SC CARRIER IMPOSED MISC FEE
TAX 29YQ*4000000*02/29YQ*4000000*03
480 CNY YR *SC FUEL SERVICE FEE
TAX 50YR*2000000*01/200YR*7910020*02/200YR*7910020*03/30YR*1999625*04
----- IATA RATES OF EXCHANGE USED IN FARE CALCULATION -----
FSKY/1E/CVMEA1UMEALI588/FCC=T/PAGE 1/2

```

航段序号

YQ and YR components are itemized per sector; a missing sector SN implies no YQ/YR was charged for that sector.

6.4 Procedure for calculation

6.4.1 Step I. Retrieve the actual fare paid for the ticket being refunded.

6.4.1.1 Command: DFSQ: EX-Ticket Number/DETR: TN-Ticket Number/ABR-Ticket Number (valid only for tickets sold via the TravelSky system; tickets from other GDSs are for informational purposes).

For example:

DFSQ:EX324-8502087928

EI/Q/NON-END/NON-RER REB CNY200/REF CNY400 NOSHOW FEE APPLY

FN/FCNY1850.00/SCNY1850.00/C.00/XCNY678.00/TCNY90.00 CN/

- TCNY130.00BP/TCNY58.00 YQ/TCNY400.00YR/ACNY2528.00

FC/15DEC24TAO SC SEL175.29SC TAO84.14NUC259.43END ROE7.130831 XT 58.00YQ400.00YR

Note: For the actual fare paid, refer to the S (CNY) entry in FN. For tickets reissued multiple times, the S entry shall be calculated cumulatively.

6.4.1.2 When the actual fare paid for a ticket cannot be precisely determined, or if the ticket face value indicates IT/BT, log in to the settlement system to verify the actual fare paid.

6.4.2 Step II. Verify the refund handling fee. Utilize ABR/FSI/FSG or FSD/FSN to locate the fare refund handling fee.

6.4.2.1 Commands:

ABR: ticket number (ensure the displayed information matches the original ticket data).

XS FSI/SC//Sales Location.Sales Date (simplified operation method: Create a record for the same route and directly adjust using former ticket information on the QTE:/SC result).

6.4.2.2 If the fare calculation aligns with the former ticket and does not display "NO FARES/RBD/CARRIER," apply the FSG command to determine the refund handling fees for the fare.

6.4.2.3 In cases where the system shows "NO FARES/RBD/CARRIER" during calculations, employ the FSD command to seek the same FareFamily, and later use FSN to confirm the refund handling fees for the fare.

Command: FSD Citypair/Travel Date*Ticketed Date/SC/*RBD

6.4.2.4 Confirm the refund handling fee under "16. Penalty Rules":

CANCELLATIONS

CANCELLATIONS CNY XXX FOR CANCEL/NO-SHOW/REFUND.

6.4.2.5 Notes

(1) Order for selecting the refund handling fee currency: Prioritize the currency of the country of origin (for refunds within China, select CNY if it is available in CAT16). If this currency is unavailable, select the first listed currency in CAT16 and convert it into the refund location's currency. (Note: The departure country's currency refers to the currency indicated in the FARE field during automatic fare calculation.)

(2) If neither ABR nor FSD prices are found, utilize the same fare category to determine the refund handling fee.

(3) Shandong Airlines' current fare classes are as follows:

FF/RF/RC/NC/NF/RN, etc.

For example:

SONCJP8, SORCJP8, SORFJP8, SONCJP8A, among these, SONCJP8 and SONCJP8A belong to the same fare class.

When FSD cannot find an identical fare class, for the same sub-cabin, you may use another similar fare class:

The refund fees for RF/RC/RN can be applied interchangeably.

NC/NF do not allow refunds.

FF tickets have no refund fee. 6.4.3 Step III. Apply the XS FSI command to determine the fare for the used sectors, including the fare and taxes. (This step can be skipped if the ticket was unused in its entirety.)

XSFSI format: XS FSI/SC/PUBL/.Original Issue Date/CURRENCY (Actual Payment Currency)

Note: An off-site refund indicates that the ticket's refund location differs from the ticket issuance location of the original (first) ticket. If the refund takes place at a location different from the original issue site, add PUBL; or otherwise, do not include PUBL.

6.4.3.1 The system-calculated results shall not display a "NO FARES/RBD/CARRIER" message.

6.4.3.2 If there is no applicable fare available for the same class for the traveled sector, the fare will be upgraded to the lowest sub-class fare that includes an applicable rate until no "NO FARES/RBD/CARRIER" message is shown.

6.4.4 Step IV. Calculate the amount to be refunded

The refundable amount should be determined using the method outlined in "2 Calculation Method of Refundable Amount" provided above.

7. Agency Fees

If the ticket is refunded, the agency fee will be refunded together.

7.1 For tickets not used throughout the entire trip, the agency fee shall be fully refunded.

7.2 For the ticket that has been traveled for a portion, calculate the ticket amount corresponding to the untraveled sector correctly, and refund the agency fee corresponding to the untraveled sector ticket.

7.3 If, due to the special needs of passengers, the tickets sold by the agent are refunded by SC or refunded after being reissued by SC, SC will recover the agency fee from the agent through a debit note (ADM note).

If any issue is not covered in the provisions above, the *General Conditions of Transportation of SC* shall prevail.