中国南方航空 CHINA SOUTHERN

General Conditions of Carriage for Passenger &Baggage

1 General Provisions

1.1 General

This document is the General Conditions of Carriage for Passenger and Baggage (hereinafter referred to as 'the Conditions' or 'these Conditions') set by China Southern Airlines (hereinafter referred to as 'CSN') as part of the passenger carriage contract, while the terms listed in these Conditions aim at clarifying rights and obligations between the carrier and passengers.

1.2 Basis of Formulation

These Conditions are developed in accordance with the *Civil Aviation Law of the People's Republic of China*, *Law of the People's Republic of China on the Protection of Consumer Rights and Interests, E-Commerce Law of the People's Republic of China,* the *Regulation on the Management of Public Air Transportation for Passengers,* the *Large-scale Public Air Transport Carrier Certification Rules of Operation (the CCAR-121),* the *Operation of Civil Aircraft Airworthiness Regulations (the CCAR-121AA),* the *Regulation on the Transport of Dangerous Goods by Air* and other laws and administrative regulations.

1.3 Overriding Law

The establishment, validity, interpretation, performance, dispute resolution and other contractual issues shall be governed by the laws of the People's Republic of China as well as the international conventions concluded or acceded to by the People's Republic of China.

If any provision of these Conditions of Carriage is in conflict with international conventions, applicable laws and thus is deemed invalid by judicial or arbitration bodies, the other provisions of these Conditions of Carriage shall remain valid.

1.4 Supplementary Rule

Where the items listed in these Conditions change more frequently, CSN may formulate separate provisions and consider them part of these Conditions. If a separately formulated provision is inconsistent with the contents of these Conditions, the separately formulated provision shall prevail over these Conditions.

1.5 Language Version

These conditions are written in Chinese and translated into other languages. In case of any inconsistency between the Chinese version and the other language versions, the Chinese version shall prevail.

2 Applicability

2.1 General Rules

2.1.1 Except as provided in Provision 2.1.2, 2.2 and 2.3 of this Article, these Conditions of Carriage apply to air transportation operated by CSN for the purpose of transporting passengers and baggage by civil aircraft and charging fees. These Conditions of Carriage form part of the contract between us and the passenger, and the rights, obligations and responsibilities of both parties are bound by these Conditions of Carriage.

2.1.2 **These Conditions of Carriage also apply to carriage on special tickets such as free tickets, promotional fare and special fare tickets. Where discrepancies exist between the conditions of use of free tickets, promotional fare and special fare tickets and these Conditions of Carriage, the conditions of use of such tickets shall prevail.**

2.1.3 If the tickets sold by CSN contain flights that are carried by other carriers, passengers are reminded to read through the operating carriers' transportation rules.

2.2 Charters

For the transportation performed pursuant to a charter agreement, these Conditions of Carriage apply only to the extent they are incorporated by reference in the provisions of the charter agreement or in the conditions of use of the charter flight ticket.

2.3 Code Shares

CSN's Conditions of Carriage also apply to codeshare flights with CSN operated by other carriers. However, each operating carrier of a codeshare flight has its own Conditions of Carriage or transportation regulations with respect to the operation of its own flights, and some may differ from CSN's Conditions of Carriage for flights operated by CSN. Except as provided in Articles 3,8 and 9, these different rules and Conditions of Carriage established by the operating carrier will be considered as parts of CSN's Conditions of Carriage on codeshare flights, and will take precedence over CSN's Conditions of Carriage on these codeshare flights. **Terms and conditions that differ between CSN and its codeshare partners may include, but are not limited to:**

a) **Check-in policies;**

b) **Refusal of and limitation on carriage;**

c) **Baggage regulation;**

d) **Oversales;**

e) **Flight delay and cancellation.**

3 Ticketing

3.1 General Rules

3.1.1 General

3.1.1.1 The ticket evidences a part of the contract of carriage between the carrier and the passenger whose name is shown on the ticket. The carriage service is only provided to the

passenger who holds a ticket issued by CSN or by carriers that have signed interline agreement with CSN.

3.1.1.2 Passengers who purchase a single ticket with connecting flight shall enter into a single contract of carriage with CSN. Passengers who purchase multiple tickets shall enter into multiple independent contracts of carriage with CSN. **Unless otherwise specified, agreed rights and obligations between CSN and the passenger as stipulated in these Conditions shall only apply to a single contract of carriage and shall not be implicated in other contracts of carriage.** According to relevant laws and regulations and the provisions of these Conditions, the purchase of multiple tickets or the purchase of a single ticket with connecting flight, shall lead to different legal effects. Passengers shall fully understand this and purchase tickets according to their own air travel situation.

3.1.1.3 Each passenger shall individually hold his own ticket.

3.1.1.4 Tickets cannot be transferred.

3.1.1.5 On the ticket, the name of China Southern Airlines is shortened to 'CZ', the airline two-character code. When CSN is the validating carrier, the first three digits of the ticket number are indicated as '784', which is CSN's settlement code.

3.1.2 Validity Period

3.1.2.1 The passenger shall complete the entire itinerary specified on the ticket within the validity period.

3.1.2.2 Unless otherwise specified, a ticket is valid for:

a) If portion of the ticket is used, one year from the following day after the date of commencement of travel. **Regardless of rerouting or ticket exchange afterwards, the original**

period of validity remains unchanged.

b) If no portion of the ticket is used:

1) One year from the ticket issuance, counting from the midnight of the following day after the date of ticket issuance.

2) One year from the following day after the date of exchange, if the passengers apply for air ticket reissuance and receive a new ticket number.

3.1.2.3 The calculation of ticket validity starts 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.

3.1.2.4 Certain discount fares impose strict restrictions on the minimum and/or maximum length of stay in one place, and the passenger must complete the trip within a specified time limit.

3.1.3 Sequence and use of ticket coupons

3.1.3.1 General rules

a) The ticket purchased is valid only for the transportation shown on the ticket, from the place of departure via any agreed transition point to the final place of destination.

b) Each flight coupon contained in a ticket will be accepted for transportation in the class of service on the date and flight for which space has been reserved, as shown on the flight coupon.

3.1.3.2 Sequence and Use of Ticket Coupons

a) The fare paid by the passenger is related to the order of carriage specified on the ticket. Unless otherwise specified in the conditions of use of the ticket, the flight coupons of the ticket shall not be used in reverse.

b) **The first segment of the international ticket must be used first.** The first segment

means the first leg of the trip listed on one single ticket or multiple consecutive tickets.

c） If the passenger does not use the ticket in the prescribed order, he or she may voluntarily change the routing if the conditions for the use of the ticket permit, and continue to travel on the new routing or voluntarily refund the ticket.

d） In the case of involuntary flight cancellation, delay, early departure, rerouting, change in cabin class, or inability of a carrier to operate the original flight, the passenger who cannot use the ticket in the order shall not be subject to this restriction, but may not use the ticket in reverse order.

3.1.3.3 Open Ticket

If a passenger holds an Open Ticket, the seat can be reserved in accordance with the fare regulations and seat availability of space on the flight applied for. To the extent permitted by the conditions of use of such tickets and the contract of carriage, before the actual carriage, the passenger's first confirmation of the matters not settled on the ticket can be exempted from the change fee, and only the difference between the fare and taxes/fees/charges of the new ticket and the open ticket at the time of booking is collected. Changes after the first confirmation, or changes to the already confirmed information on the original ticket shall be carried out in accordance with the conditions of use of the ticket.

3.1.3.4 **If a passenger fails to take a flight with a reserved seat and does not notify CSN in advance, CSN reserves the right to cancel the subsequent connecting flight reservation specified on the passenger's ticket.**

3.1.4 Fares, Taxes, Fees and Charges

3.1.4.1 Fares

The fares, taxes, fees and charges for the flights in effect on passenger's purchased are applicable for the date of flight, routing, and other information specified on the flight coupons. After the ticket is sold, if the fares are adjusted, the above-mentioned amounts already paid remain unchanged. Changes to the specifics of the itinerary, including the flight date, flight, etc. may affect the above amounts already paid.

a) Unless otherwise provided for, fares are only applicable to air transportation from the airport of departure to the airport of destination, excluding ground transportation between one airport to another airport in the same city or the ground transportation between the airport and downtown.

b) Some tickets may apply to conditions contain restrictions on change and/or refund clauses. Passenger(s) should purchase ticket(s) with the fare that best suits to their own air travel situations.

3.1.4.2 Taxes, Fees and Charges

a) Taxes, fees or charges imposed by the Government or other relevant authorities or airport operators in connection with the provision of services to passengers are not included in the applicable fares. Such tax or fee shall be paid by the passenger and collected on behalf of the airline.

b) Fuel surcharges, aviation insurance surcharges and sales related fees are issued and collected by airlines in accordance with relevant regulations or policies of different countries and authorities.

c) Fares, taxes, fees and charges shall be paid in the currency and payment method prescribed by the nation, unless otherwise agreed between CSN and the Passenger.

d） Upon purchasing a ticket, passenger(s) will be advised of taxes, fees and charges not included in the fare, most of which will normally be shown separately on the ticket. The taxes, fees and charges imposed on air travel are constantly changing and can be imposed after the date of ticket issuance, CSN will handle them in accordance with the revelant rules.

3.1.5 Itinerary/Receipt of E-Ticket for Air Transportation

The itinerary/receipt of E-Ticket for Air Transportation is one of the invoices for civil aviation electronic ticket. Paper itinerary/receipt of E-Ticket for Air Transportation can be printed right after the sale, and shall be printed within 26 days after the completion of the itinerary in the original ticket purchase channel. Passenger(s) should keep their printed itinerary properly. If a refund is required, the printed itinerary/receipt should be provided. Electronic itinerary /receipt of E-Ticket for Air Transportation can be issued only after the entire itinerary is finished.

3. 2 Reservations and Ticketing

3.2.1 General Rules

3.2.1.1 Passenger(s) can ask for information, reserve seats and purchase tickets through CSN’s official website, mobile applications, service hotline, sales office, sales agencies, and other channels that approved by CSN.

3.2.1.2 Reservations and fare amount will not be valid until the total fares, taxes, fees and charges have been paid in accordance with the procedures and time limits set forth by CSN.

3.2.1.3 CSN reserves the right not to sell tickets and refuse to carry any individual who is unfit to travel by air. Passenger(s) under restricted carriage may reserve seats and purchase tickets only after all certain requirements are met and the consent of all carriers involved are reached

3.2.1.4 For passengers who maliciously occupy seats or falsely purchase tickets, CSN reserves

the right to restrict their seat reservations and ticket purchases.

3.2.2 Personal Information

3.2.2.1 When purchasing tickets, passenger(s) should provide valid identity document information of his/her own or other valid identity documents issued by legal state departments, along with accurate and valid contact information. Meanwhile, passenger(s) must ensure documents used to purchase tickets are the same as those used for check-in and boarding. If passenger(s) refuse to provide necessary personal data, CSN may refuse for seat reservation and ticket purchase.

3.2.2.2 Passenger(s) shall recognize that their personal data given to CSN is for the purpose of making a reservation and other related services for carriage. For these purposes, passenger(s) authorize CSN to retain such data and to transmit it to CSN's own offices, other carriers, providers of relevant services as well as institutions approved by laws and regulations. CSN will take all reasonable and feasible security control measures to protect passengers' personal information. Passenger(s) can inquire CSN about CSN's privacy policy. The privacy policy is not part of these Conditions of Carriage.

3.2.2.3 Passenger(s) shall be liable for the authenticity and validity of their personal data. CSN has no obligation for the verification.

3.3 Seat Allocation

3.3.1 **CSN shall make reasonable efforts to meet advanced seat allocation requests. However, CSN cannot guarantee the provision of any particular seat in the aircraft and is only responsible for providing seats according to passenger's class of service shown on the ticket. The carrier reserves the right to change the seat allocation at any time, including**

after boarding, due to operating, security or safety imperatives, or for reasons of force majeure.

3.3.2 Seats near the aircraft's emergency exits shall be specifically arranged by CSN, and passengers seated near the emergency exit (or on the emergency exit row of seats) must have the ability to complete the emergency evacuation procedures.

4 Check-In and Boarding

4.1 Check-in

4.1.1 **Passenger(s) shall have the purchased ticket inspected, baggage checked, and paper or electronic boarding pass obtained with valid travel documents which carry real name before the check-in deadline. The valid ID presented should be the same as the one provided at the time of ticket purchase. CSN will make a photocopy of the above-mentioned travel documents when necessary.**

4.1.2 The check-in deadlines vary from one airport to another. Passenger(s) shall arrive at the airport sufficiently in advance of flight departure to avoid missing the flight.

4.1.3 Missing Flights

If passenger(s) miss a flight for reasons not attributable to CSN, CSN will cancel the space reserved for the passenger(s). CSN is not liable for any loss or expense incurred by the passenger(s) as a result. If passenger(s) request for change or refund, the ticket will be processed in accordance with the rules of voluntary change or voluntary refund; meanwhile the passenger(s) may be required to pay no-show charge. If passenger(s) miss a flight for reasons attributable to CSN, the ticket will be processed in accordance with the rules of involuntary change or involuntary refund.

4. 2 Travel Documentations and Security Inspection

4.2.1 Travel Documentations

4.2.1.1 **Passenger(s) are responsible for obtaining the travel documents, visas or certificates required by health and epidemic prevention policies as required by the place of departure and the agreed transition point(s)and the destination. Passenger(s) shall understand and abide by all their applicable laws, regulations, decrees and travel regulations. If passenger(s) fail to comply with the relevant regulations and are unable to take the flight or arrive at their destinations, CSN shall not be liable for any losses incurred as a result.**

4.2.1.2 **CSN and CSN's authorized agents provide passenger(s) with the information required in provisions 4.2.1.1 only for the purpose of providing passenger(s) with convenience and assistance. CSN is not responsible for the accuracy of this information and the consequences arising from passenger(s) failure to obtain the above documents or visas, or failure to comply with the above-mentioned laws, regulations, decrees and travel regulations.**

4.2.1.3 **Passenger(s) shall present all exits, entry, health and other necessary documents required by laws, regulations, orders, demands or travel requirements of the countries concerned, and permit CSN to take and retain copies thereof. CSN reserves the right to refuse carriage of any passenger who does not comply with applicable laws, regulations, orders, demands or travel requirements or whose documents fail to comply with relevant requirements, or who does not permit CSN to take and retain copies thereof.**

4.2.1.4 **Passenger(s) agrees to pay the applicable fare whenever CSN, on Government order, is required to return a passenger to his/her point of origin or elsewhere, owing to the**

passenger(s) inadmissibility into a country, whether of transit or of destination. CSN may apply to the payment of such fare any funds paid to CSN for unused carriage, or any funds of the passenger in the possession of CSN. The fare collected for carriage to the point of refusal of entry or deportation will not be refunded by CSN.

4.2.1.5 **If CSN is required to pay or deposit any fine or penalty or to incur any expenditure by reason of the passenger(s) failure to comply with laws, regulations, orders, demands and travel requirements of the countries concerned or to produce the required documents, the passenger(s) shall on demand reimburse to CSN any amount so paid or deposited and any expenditure so incurred. CSN may use towards such expenditure any funds paid to CSN for unused carriage, or any funds of the passenger(s) in the possession of CSN.**

4.2.2 Security Inspection

Passenger(s) and the baggage shall undergo safety and security inspections. The inspections can be carried out in ways that include but are not limited to the use of equipment, use of manpower, oral inquiry and others prescribed by the local government or security check authorities. The methods of inspection used are determined by the government, the airports or our sole discretion, regardless of whether the passenger(s) are present, agree or are informed. CSN shall not be liable for any physical injury and damage to or loss of baggage attributable to such inspections, unless such injury, damage or loss arises from our willful conduct or gross errors, except as otherwise provided by China's laws and international conventions.

4. 3 Boarding

4.3.1 The closing times of boarding gates differ according to flights. Passenger(s) shall proceed according to the closing time of the boarding gates at each airport to avoid missing the flight.

4.3.2 Fail to Board a Flight

If a passenger fails to board a flight for reasons not attributable to CSN, CSN shall not be liable for any loss or expense incurred by the passenger. If the passenger requests a change or refund, a voluntary change or refund shall be made in accordance with provisions 8.2 or 9.2 of these Conditions. Meanwhile the passenger may be required to pay no-show charge. If a passenger fails to board a flight due to reasons attributable to CSN, an involuntary change or refund shall be made in accordance with provisions 8.3 or 9.3 of these Conditions.

4.3.3 Board a Wrong Flight

If a passenger boards a wrong flight and arrived at a destination not shown on the ticket, CSN will provide following alternatives to the extent they are available:

a) If there is a subsequent flight from the airport that the passenger have flown to on the wrong flight to the destination shown on the ticket, CSN will make, for free, arrangements for the passenger to fly directly from the airport that the passenger have flown to on the wrong flight to the destination shown on the ticket. The fare has paid will not be refunded nor do the passenger need to make any payment to CSN.

b) CSN will transport the passenger back to the departure airport where CSN will put the passenger on a flight to the destination shown on the passenger’s ticket as soon as possible. The fare has paid will not be refunded nor do the passenger need to make any payment to CSN.

c) CSN will grant a refund of the original flight segment of the ticket should the passenger request termination of the travel at the airport that the passenger has flown to on the wrong flight.

4.3.4 CSN or CSN's authorized ground service agent will inform passengers in a timely manner of any changes to the boarding gate or boarding time.

4.4 Journey Abortion

In case that a passenger requests to abort the journey for personal reasons after the cabin door has been closed, the captain is entitled to refuse the passenger's request when the captain assesses that such behavior may cause a delay or a further delay of the flight and conflict with the interests of other passengers onboard , except for certain force majeure or the event of a sudden emergency of life-threatening illness of the passenger. Passenger(s) who would not cooperate and disrupt the order on board as a result shall bear the corresponding legal consequences.

4.5 Conduct During Air Travel

4.5.1 General Rules

If passenger(s) conducts himself/herself aboard the aircraft so as to endanger the aircraft or any person or property on board, or obstructs the crew in the performance of their duties, or fails to comply with any instruction of the crew, or behaves in a manner to which other passengers may reasonably object, CSN reserves the right to take such measures as it deems necessary to prevent continuation of such conduct, including restraint of the passenger. Passenger(s) may be disembarked and refused onward carriage at any point and passenger(s) may be legally prosecuted for offence committed on board the aircraft.

4.5.2 Handling of the Unlawful Interference and Disturbance Behavior

4.5.2.1 Unlawful Interference refers to the act that endangers civil aviation safety or the act actions that has not been successfully taken to endanger civil aviation safety, including but not limited to:

a) Illegally hijacking aircraft;

b) Damaging aircraft in use;

c) Detain hostages on aircraft or in an airport;

d) forcibly breaking into aircraft, airports or aviation facilities;

e) Bringing weapons or dangerous devices or materials into aircraft or airports for criminal purposes;

f) Using aircraft in use to cause deaths, serious personal injuries, or serious damage to property or the environment;

g) Spread false messages endangering the safety or passengers, flight crew, ground staff or public on aircraft in air or on the ground, at airport or civil facilities.

4.5.2.2 Disturbance behavior refers to behavior that disrupts the order of the airport or cabin by failure to abide by the code of conduct at the airport or on the aircraft, or failure to follow the instructions of the airport personnel or the crew, including but not limited to:

a) Occupation of any passenger seat or overhead stowage bin by physical forces;

b) Engaging in physical combat and provoking troubles;

c) Use the mobile phones or other prohibited electronic devices in violation of regulations;

d) Use the power banks to charge electronic devices on board in violation of Civil Aviation Administration of China's announcement, or using the aircraft's power supply to charge power banks;

e) Stealing, willful damage or unauthorized movement of life-saving articles and other aviation facilities and equipment or forced opening of the emergency cabin door;

f) Smoking (including electronic cigarettes) or use of kindling materials;

g) Indecency or sexual harassment of any person within the cabin;

h） Dissemination of obscene articles and other illegally printed materials;

i） Interference with the performance of crew members' duties;

j） Other acts disturbing the order on an aircraft.

4.5.2.3 Handling Procedures

a） In accordance with the national laws and civil aviation rules, if the Unlawful Interference and Disturbance Behavior finds that the actions of passenger(s) within the cabin causes a clear violation of applicable laws, CSN shall make necessary measures to stop, subdue or restrain the passenger(s) and require them to leave the aircraft before takeoff or after landing.

b） For passenger(s) who disturb the order in the aircraft or civil aviation transportation, jeopardize the personal and property safety of passengers and crew members, endanger the flight safety or public safety, do not listen to the crew's dissuasions or warnings, set off the smoke alarms due to smoking, or impede the performance of their duties by the crew members, CSN will call the police to deal with the matter when necessary and hand it over to the public security authorities or the judicial authorities.

c） CSN reserves the right to pursue liability and claim compensation for any losses caused.

4.5.3 In order to maintain good order on board, ensure flight safety and protect the portrait rights of others, do not take photos or videos of others (other passengers, crew members, etc.) without their consent.

4.5.4 Forbidden Use and Restrictions on Portable Electronic Devices (PED)

4.5.4.1 General Rules

a) The use of Portable Electrical Devices that meet the requirements is allowed during flights on CSN.

b) In course of flight, PED cellular mobile communication functions (voice and data) must be turned OFF. For PEDs with airplane mode function, using WIFI and Bluetooth function is allowed but airplane mode shall be active/turned ON (i.e., turning off cellular mobile communication function).

c) During the flight, if electronic disruption has been found and the crew members doubt that such influence comes from operated portable electronic device onboard, crew members have the right to require such occupants to turn off the portable electronic devices. Cases of gross violation shall be referred to local police authority or judicial organ.

4.5.4.2 Requirements for the use of PED

a) The electrical devices that allowed to be used during the whole flight, include but not limited to:

1) Portable tape recorder;

2) Hearing aid;

3) Heart pacemaker;

4) Electronic shaver;

5) Life-sustaining electrical equipment (devices) that do not affect the aircraft's navigation and communication system.

b) The PED devices that are prohibited for use in-flight, include but are not limited to the following:

1) Mobile communication devices without airplane mode (device only equipped with

cellular mobility communication function, include but are not limited to mobile phones, watches provided with mobile phone functions);

2) satellite phone;

3) Walkie-talkie.

4) Remote control device (remote control toy and other electrical equipment with remote control device).

c) In following flight phases, it is forbidden to use other portable electrical device than those electrical devices that are allowed for use during flight:

1) Within 20 minutes after aircraft takeoff, and within 30 minutes prior to landing;

2) Flight phase in low visibility.

4.5.4.3 The Requirements of Storage, Safekeeping, and Emergency Operation on PED

a) Large PED devices (that have the sum of length, width and height of its contour size above 31 cm, such as portable computers, PADs, etc.) shall be safely stowed so that no risk is arisen in the turbulence, impact, or emergency evacuation.

b) Small PED devices (the sum of the length, width, and height of its contour size below or equals to 31 cm, such as e-book and mobile phone, etc.) is just subject to appropriate securing method by the passenger(s).

c) PED accessory (for example: headset and recharge wire) shall be safely stowed during critical flight phases, such as aircraft taxiing, takeoff, descending, and landing, and cannot obstruct emergency evacuation in emergency condition.

d) The electrical power of PED in personal baggage or overhead compartment shall be turned off.

4.5.4.4 Restrictions on Power Banks

Due to the risks of overheating, smoking, and catching fire of power banks on airplanes, in order to ensure the safety of the lives and property of all passengers, passengers carrying power banks on board must comply with the following regulations::

a) Power banks must be carried for personal use only.

b) Power banks with a rated energy exceeding 100 Wh but not exceeding 160 Wh may be carried only after approval from China Southern Airlines, and each passenger may carry no more than 2 such power banks.

c) Power banks exceeding 160 Wh in rated energy are strictly prohibited. Power banks without clearly labeled rated energy or whose rated energy cannot be calculated from the marked parameters are also strictly prohibited.

d) Power banks are forbidden for transport in checked baggage.

e) When carrying power banks into the cabin, passengers must comply with the following regulations:

1) Power banks should not be placed in cabin baggage loaded in the overhead storage locker;

2) Power banks should be placed in seat back pockets. If placed in carry-on luggage or handbags, they should be stored under the seat in front, or other storage location designated by the crew ;

3) Power banks must be kept turned off at all times on board. Passengers must not use power banks to charge electronic devices on the plane, nor charge the power banks themselves. For power banks with an on/off switch, they should remain turned off at all times during the flight.

4.5.5 Non-Smoking Flights

All CSN flights are non-smoking flights. Smoking cigarette, electronic cigarette and similar product is prohibited in all areas of the aircraft.

4.5.6 Restriction on Alcoholic Drinks

While aboard aircraft, passengers are not allowed to consume any alcoholic drinks other than those provided by CSN.

4.5.7 Compulsory Use of Seat Belts

4.5.7.1 **When passengers are seated on the aircraft, passengers have the obligation to fasten their seat belt during the entire flight.**

4.5.7.2 An infant may be carried by an adult or use an infant seat belt.

5 Refusal of and Limitation on Carriage

5.1 Refusal of Carriage

CSN shall retain the right to refuse transport on any passenger for the following conditions:

a) Passengers who violate or fail to comply with relevant laws, regulations and safety requirements of CSN:

b) Passenger(s) who are in violation of any applicable laws, regulations, or orders of the country or region to be flown from, through, to or over.

c) Passenger(s) who refuse to submit to security checks carried out by governments, airports or CSN.

d) Passenger(s) who refuse to present valid ID or may be repatriated in the middle of the flight because the connecting flight is not booked

e) Passengers who have not comply with the regulations of CSN or do not follow crew

members' arrangement and persuasion.

f) Passenger(s) who refuse to comply with the exit-seat restrictions established by crew members, authorized staffs or the carrier.

g) Disabled Passenger(s) who shall only be seated in exit seat.

h) Passengers who are not in a position to prove that they the person referred to in the 'Passenger Name' box on the tickets or on the travel document.

i) Passenger(s) who are qualified individuals with disabilities, but the number of such persons carried on the flight has reached its restricted number.

j) Passenger(s) who have special stench or special quirks that may cause discomfort to other passengers;

k) Passenger(s) who may endanger the safety of an aircraft, or passengers with words, motives or actions that threaten flight safety

l) Passenger(s)who are drunk, or unable to control their actions, or likely to cause harm to other passengers or themselves, or have violent tendencies towards others and may affect the safety of others and property.

5.1.2 Other passengers specified by CSN:

a) Newborn babies less than 14 days of age and premature babies less than 90 days of age (Gestational age of 28 weeks and less than 37 weeks), or infants without an adult aged 18 years or older accompanied.

b) Pregnant women more than 36 weeks, or pregnant women whose due date is within 4 weeks or less, or near but the exact date cannot be determined, but who are known to have multiple births or are expected to have birth complications, or pregnant women who have given

birth in the past 7 days.

5. 2 Restricted carriage

Passengers subject to carriage restrictions include: injured passengers, children/infants accompanied by adults, unaccompanied children, pregnant women, stretcher passengers, etc.

5.2.1 Injured passengers without a medical certificate of fitness for air travel who suffer from any of the following injuries, excluding cases where special arrangements are made with the consent of the company in order to save lives.

a) Unstable cardiovascular and cerebrovascular diseases:

1) Passenger who has experienced angioplasty surgery, coronary bypass surgery and other thoracic heart surgeries in the past 10 days.

2) Passenger who has experienced severe heart failure, a myocardial infarction or myocardial infarction with heart failure occurring within six weeks after myocarditis, recent frequent episodes of angina.

3) Passenger who has experienced severe heart valve disease.

4) Passenger who has experienced hypertension with systolic pressure exceeding 180 mmHg and diastolic pressure exceeding 120 mmHg.

5) Passenger who has experienced a cerebrovascular accident (cerebral infarction, cerebral hemorrhage, etc.) in the past 14 days.

6) Passenger who is in the acute stage of encephalitis.

7) Passenger with severe hemoptysis, hematemesis, bleeding and moaning symptoms.

b) Respiratory Diseases

1) Passenger whose respiratory function is affected with severe bronchial asthma, cavitary pulmonary tuberculosis, emphysema, pulmonary insufficiency and heart disease, large mediastinal tumors, congenital pulmonary cysts.

2) Passenger who has experienced respiratory diseases with significant respiratory distress at rest.

3) Passenger who has experienced spontaneous pneumothorax and exudative pleurisy with respiratory dysfunction recently.

c) Digestive Diseases

1) Passenger with gastrointestinal bleeding in the period of bleeding activity.

2) Passenger with acute appendicitis, gastrointestinal ulcer disease with deep ulcers, hernia mass with a large hernia sac and has a history of incarceration, acute intestinal obstruction, abdominal organ or tissue injury accompanied by air accumulation.

3) Passenger who has experienced laparoscopic surgery in the past 4 days or open abdominal surgery in the past 10 days.

d) Skeletal Diseases

1) Patients with open fractures or open injuries, without secured in plaster or fixator, in bone traction status, or type of bone traction required, fixation with inflatable splints.

2) Passenger who has experienced surgery for fractures fixed in plaster in the past 24 hours may unfit for less-than-2 hours air travel, in the past 48 hours may unfit for over 2 hours' air travel.

3) Passenger who has experienced surgery for corrective jaw surgery.

e) Blood Diseases

1) Passenger with hemoglobin levels below 75 g/L.

2) Passenger who has experienced onset of sickle cell anemia in the past 10 days.

f) Eye Diseases

1) Passenger who has experienced congenital cataract surgery within 6 days (anterior chamber bubble maintained anterior chamber) or other cataract surgery within the past 24 hours.

2) Passenger who has experienced corneal laser surgery within the past 24 hours.

3) Passenger who has experienced general eye surgery, corneal transplantation surgery or repair surgery for penetrating ocular injury within the past 6days

4) Passenger who has experienced retinal detachment operation surgery within the past 14 days

5) Passenger who has experienced vitrectomy type of surgery, in which using Sulphur Hexafluoride (SF6) is unfit for air travel within 14 days. Passenger using Perfluoropropane (C3F8) is unfit for air travel within 6 weeks.

g) ENT Diseases

1) Passenger who has experienced tonsillectomy or middle ear surgery in the past 10 days.

2) Passenger with severe otitis media accompanied by blocked Eustachian tubes.

3) Passenger with severe sinusitis with nasal obstruction, or Eustachian tube ventilation disorders.

4) Passenger whose ear and nose has acute exudative inflammation.

h) Neuropsychiatric Disease

Passenger with neuropsychiatric disease in a state of illness, or patient with epilepsy who are

unaccompanied by a healthcare professional, or epileptic patient experienced a major seizure in the past 24 hours.

i） Infectious Disease

Passenger with infectious disease that poses a threat to the health of other passengers or crew members, or passenger with the infectious disease which is within the statutory compulsory isolation period of the country and the statutory compulsory isolation period of the destination country (international airline)

Note: Severe acute respiratory Syndrome (SARS), which is a direct threat, spreads easily in the cabin environment and can cause serious consequences; For example, the common cold is easily transmitted in the cabin environment, but does not lead to serious health consequences, and AIDS has very serious health consequences but does not easily spread in the cabin of an aircraft, and is not a direct threat.

j） Passenger who has experienced surgery and whose air travel may be harmful to themselves.

Note: Except for simple cosmetic surgery (such as double eyelid surgery), minor trauma surgery (such as cyst drainage, limbs sutures, etc.), and passengers with a single limb fracture and good recovery.

k） Other Injuries and Situations

1) Passenger in post-emergency shock, a coma, or suffering from intracranial hypertension, a traumatic brain injury, or a skull fracture accompanied by a coma or irregular breathing.

2) Passenger who required medical attention during the flight or who need to use

medical equipment to stay fit for the flight (e.g. stretcher passengers, passengers who need to use a portable oxygen concentrator throughout the flight).

3) Passenger with post-diving decompression sickness.

4) Passenger who appears to be or are poisoned.

5) Passenger who requires intravenous injection(s).

6) Passenger who is suffering from other diseases that are considered medically unsuitable to travel by air, or may deteriorate during air travel.

5.2.2 **For injured passengers who do not have a medical certificate of fitness for air travel issued by a doctor in provisions 5.2.1, shall truthfully inform CSN and present relevant medical certificates such as diagnosis certificate and discharge certificate. CSN will assess whether the passenger is fit to fly and make arrangements for carriage.**

5.2.3 Infants and Children

Infants and Children under twelve years old should be accompanied by passenger(s) who travel in the same class of service, and over 18 years old with full capacity for civil conduct and the ability to escort. There is a limit to the number of children and infants that can be accompanied by each passenger.

Children over five and under twelve years old who are not accompanied by passenger(s) who travel in the same class of service, and over 18 years old with full capacity for civil conduct and the ability to escort,, shall apply to CSN for unaccompanied minor service in advance and proceed to associated procedures before they are allowed to travel.

5.2.4 Passenger(s) who apply for stretcher service must be accompanied by passenger(s) who travels in the same class of service, and over 18 years old with full capacity for civil conduct as

well as the ability to escort. Passenger(s) should apply for stretcher service in advance and provide a medical certificate of fitness to travel in accordance with Provisions 5.2.9 of this manual.

5.2.5 Pregnant women

Pregnant women who are at least more than 32 weeks pregnant but less than 36 weeks pregnant should present a pregnancy test report or a true and valid diagnosis certificate with a doctor's signature or name stamp indicating the number of weeks of pregnancy, and sign a risk notification letter, and the report or certificate should be issued within 30 days before the flight.

5.2.6 Use of portable oxygen concentrator(POC)

POC is a device that separates oxygen in the air through molecular sieve technology and provide users with oxygen with an oxygen concentration of ≥90±3%. The device does not have pressure storage components and distribution mechanism, and does not produce oxygen independently under pressure. It does not belong to the storage, generation, distribution of oxygen equipment, except batteries, does not belong to the air dangerous goods. POC can be carried on board as hand baggage if they meet the requirements. POC batteries and spare batteries shall comply with CSN's regulations.

a) On the routes operated by CSN, passengers can carry POC with them and use POC throughout the journey, provided that the following conditions are met:

1) Apply to CSN at least 48 hours in advance.

2) A medical certificate that requires the use of POC throughout the flight and is suitable for the flight should be provided at the time of boarding, and the certificate should be issued no earlier than 10 days before the flight date, to ensure that the POC model carried has been approved or certified by the destination country (such as FAA certification). The maintenance

time of the batteries and spare batteries must be no less than plus three hours of extra battery time for the flight.

b） The use of POC on board should be based on its own battery. CSN does not promise to provide passengers with onboard power supply.

c） Passengers with POC will be placed in the window seat as far as possible and cannot be placed in the emergency exit seat due to the safe operation of the cabin.

d） The POC carried by the passenger may not meet the oxygen requirements beyond the pressure altitude of 8,000 to 10,000 feet, so the passenger must follow standard procedures to put on the dismounted oxygen mask in the event of pressure relief when advised by the flight attendant.

e） CSN reserves the right to refuse the following passengers to carry and use POC approved or certified by the destination country (such as FAA certification) for the whole journey:

1) Unable to provide a medical certificate that requires continuous use and is suitable for flight;

2) POC self-provided batteries obviously can not meet the needs of flight use

5.2.7 Use of Portable Continuous Positive Pressure Ventilator (CPAP)

Continuous Positive Airway Pressure(CPAP）is a portable electronic device that provides a physiological pressure to support the airway opening and prevent hypoxia and snoring during sleep. It is not a restricted device， and shole be implemented in accordance with the relevant regulations of Portable Electronic Devices (PED) ,prohibited during the critical phase of flight such as take-off, descent and landing, and allowed during the cruise phase.

5.2.8 If passenger(s) have any of the following situations, they are required to issue a medical

certificate or certificate of diagnosis approved by CSN before purchasing a ticket and taking a flight:

a) Passenger(s) who are travelling with premature infant incubators.

b) Passenger(s) who need to use a compliant portable oxygen concentrator (POC) during the whole flight and is physically able to travel.

c) Passengers applying for stretcher service.

d) Passenger(s) who travel by air will be dangerous to their health status or required special medical care in flight, including medical conditions not mentioned in Provisions 5.1.2 and 5.2.1 but which may occur during the flight and lead to undesirable impacts on the health of the passengers and the safety of the flight.

e) Passenger(s) who suffer from a severe contagious disease but have taken precautionary measures to prevent infecting others.

f) Mental patients who are considered stable by licensed medical institutions or medical staff recognized by CSN and are suitable for air travel after taking certain measures.

g) Where CSN has reasonable grounds to believe that passengers with disability cannot safely complete air travel without medical assistance during the flight.

5.2.9 Medical certificates or certificates of diagnosis mentioned at Provisions 5.2.1 5.2.2 5.2.4 5.2.5 5.2.6 and 5.2.8 approved by CSN that refer to diagnoses of a patient's condition issued by a medical institution at the second class and above level, including clinics, medical centers and hospital overseas, signed by a doctor of that institution and have received an official stamp of the official documents. When check-in or boarding, the passenger(s) may be required to provide relevant medical certificate. For special requirements related to medical certificates or certificates

of diagnosis approved by CSN, such as the time of issue, please contact CSN for more information.

5.3 Treatments when Carriage Refused

For passenger(s) being refused transport, CSN will proceed in accordance with the following provisions:

5.3.1 Passenger(s) being refused transport pursuant to Provisions 5.1.1 f) and h) shall be subject to involuntary refund or change of the purchased tickets according to Provisions 8.3 and 9.3.

5.3.2 Passenger(s) being refused transport pursuant to Provisions 5.1.1 g), CSN reserves the right to detain its ticket if necessary and report to the relevant authorities.

5.3.3 Passenger(s) being refused transport pursuant to Provisions 5.1.2 5.2.1 shall be subject to involuntary refund according to Provisions 9.3 when eligible.

5.3.4 Except as otherwise provided above, passengers shall be subject to voluntary refund according to Provisions 9.2.

5.4 Passenger(s) must understand the possible risks of experiencing sudden illnesses during flight and bear any subsequent liabilities thereof, including the costs incurred by airlines of landing at a diversion airport. In case of diversion, relevant ticket coupon shall be treated as used. For passenger(s) who are aware that their situation makes them unsuitable to fly, or passengers whose physical and mental conditions requiring special care, but who violate the conditions of this contract by concealing, deceiving, or misleading others of their situation, CSN reserves the right to pursue legal responsibility of the passenger.

6 Baggage

6.1 General Rules

Baggage carried by CSN is classified as checked baggage and un-checked baggage based on the responsibility of transportation. For details of baggage size requirements, free baggage allowance, excess baggage and special baggage transportation and charging standards, please refer to the CSN Baggage Rules.

6.2 Items Unacceptable as Baggage

6.2.1 Dangerous goods, except those permitted by Dangerous Goods Transportation Regulations of China Civil Aviation and CSN's regulations, are forbidden to be carried either as checked or un-checked baggage:

a) Explosives, such as fireworks, firecrackers, ammunition, confidential bags or boxes containing lithium batteries or pyrotechnic substances, etc.;

b) Gases, including flammable gases, non-inflammable and non-toxic gases, toxic gases, such as compressed gases, liquefied gas, tear gas, pepper spray, etc.;

c) Flammable liquids, such as alcohol, paint, etc.;

d) Flammable solids, substances liable to spontaneous combustion; substances which, on contact with water, emit flammable gases, such as matches,lighters, magnesium powder, white phosphorus, yellow phosphorus, etc.;

e) Oxidizing substances and organic peroxides, such as bleaching powder, hydrogen peroxide, peracetic acid, etc.;

f) Toxic substance and infectious substances, such as raw paint, toxic pesticides, heroin, virus samples, etc.;

g) Radioactive material, such as radioisotopes, radiochemical reagents, etc.;

h) Corrosive substances, such as acid, alkali, wet battery, mercury, etc.;

i） Miscellaneous dangerous substances and articles, including environmentally hazardous substances, such as threatening or irritating substances, items that are easy to stain the aircraft, and lithium batteries recalled by manufacturers with safety defects.

6.2.2 Live animals, except as pets and service dogs that meet CSN's rules.

6.2.3 Controlled knives, firearms, including all kinds of simulated toy guns, gun-type lighters and other types of offensive weapons, ammunition, ordnance, police equipment (such as electric batons, electric shock devices, etc.) and imitation of the above items, except those approved or authorized by the competent authorities of the relevant countries.Firearms and ammunition for sporting competition purposes can be accepted as checked baggage, subject to the requirements set forth in 6.3.2(a).

6.2.4 Lithium metal batteries,power banks that contain lithium that exceed 8 grams, lithium ion batteries that rate energy exceed 160Wh. Equipment powered by lithium batteries and spare batteries that unclearly labelled or not for personal use.Any battery whose primary purpose is to provide electrical energy to another device shall be considered as a spare battery (e.g. power banks）；Lithium batteries used in electric wheelchairs may be carried as baggage if they comply with the provisions of Section 6.3.4.2.3.

6.2.5 Lithium battery-powered electric small personal transport devices (electric-powered, single-wheel or multi-wheel mobile assistive devices capable of carrying a person), such as: hoverboards, self-balancing unicycles or multi-wheel hoverboards, bicycles, ripstiks, and balance scooters, etc.

6.2.6 Luggage (e.g., smart luggage) containing non-removable lithium batteries, where the lithium content of lithium metal batteries exceeds 0.3 grams or the rated energy of lithium ion

batteries exceeds 2.7 Wh.

6.2.7 items emitting unmistakable pungent odors.

6.2.8 Self-heating food items, such as self-heating hot pots, self-heating rice, and self-heating beverages..

6.2.9 Homemade distilled alcoholic beverages, as well as alcoholic disinfectants and alcoholic beverages with an alcohol volume percentage exceeding 70%.

6.2.10 Any item that a stranger asks to carry for him/her.

6.2.11 Items of which the weight, dimensions, configuration or nature make them unsuitable for carriage considered by CSN.

6.2.12 Items prohibited by any applicable law, regulation or order of the country of origin, destination, transition point or overflight.

6.3 Items with Limitation on Carriage

Baggage of special shape, length, weight or of special nature, as well as items restricted from transportation as stipulated by applicable laws, rules and regulations and decrees can only accepted for transportation in accordance with CSN's regulations and with the consent of CSN.

6.3.1 Items as Non-checked Baggage Only

a) All spare batteries (including power banks), including lithium batteries, non-spillable batteries, nickel-metal hydride batteries and dry batteries.

b) Electronic smoking devices (e.g. e-cigarettes).

c) Mercury barometers or mercury thermometers carried by representatives of government meteorological bureaus or similar official organizations.

6.3.2 Items as Checked Baggage Only

a) Sporting equipment, including firearms and ammunition for hunting and sporting purposes. The transportation of such firearms and ammunition shall be in accordance with applicable laws and regulations as well as CSN's rules;

b) Sharp and blunt objects other than controlled knives, such as swords, knives, handicraft knives, kitchen knives, fruit knives, table knives, scalpels, scissors, steel files, axes, sticks, hammers and other similar articles belonging to antiques or tourist souvenirs, etc.;

c) Electric wheelchairs, non-folding standard wheelchairs, and detached stretchers;

d) Alcoholic beverages that conform to the provisions of Section 6.3.4.7;

e) Sporting equipment, including golf equipment, skiing equipment, fishing gear, bicycles, diving equipment, surfboards equipment, windsurfing boards, archery equipment, bowling equipment, field hockey equipment, hockey equipment, and inflatable balls;

f) Personal-use mercury-containing medical/clinical thermometers.

6.3.3 Items Unsuitable as Checked Baggage

The following items that require personal care are not suitable to be carried as checked baggage or placed in checked baggage, whereas they should be brought into the cabin as unchecked baggage. If such items included in checked baggage are lost or damaged, CSN is liable for them only as common checked baggage.

a) Fragile or easily damaged items, such as photography, video or optical equipment, clocks, porcelain, etc.;

b) Perishable items;

c) Valuables, unique, irreplaceable or similar items, such as cash, valuable tickets, jewelry, precious metals and their products, antique calligraphy and painting and samples, family heirloom,

keys, etc.;

d） Important documents, materials and books, securities or negotiable instruments;

e） Traveling documents;

f） Medical certificates, X-ray films, orthotics or surgical stents;

g） Prescribed drugs that need to be taken regularly.

Items that are too big or too heavy to meet CSN's unchecked baggage requirements can be taken into the cabin as seat-taking baggage. Such items will be charged for extra fees separately and will be kept by the passenger(s),passenger(s) should apply for seat-taking baggage service in advance.

6.3.4 Special Baggage

6.3.4.1 Musical Instruments

Musical instruments may be transported in one of the following three ways:

a） As cargo;

b） As carry-on baggage： Musical instruments may be carried into the cabin as carry-on baggage, provided their size and weight meet the requirements for carry-on baggage. Musical instruments brought into the cabin must be taken care of by the passenger at all times. The instrument must be securely stored in a shock-resistant, rigid case, allowing for upright storage if necessary. Musical instruments exceeding regulations but still need to be brought into the cabin must be handled in accordance with the regulations for seat-occupying baggage.For the relevant regulations and charges for transporting musical instruments as seat-occupying baggage, please refer to CSN's Baggage Rules;

c） As checked baggage： Instruments that cannot be carried into the cabin may be

transported as checked baggage. Passengers must submit a prior request to CSN and obtain approval before transportation. The instruments should be packed in original or professional packaging and placed in special hard-sided or shock-proof and pressure-resistant containers. The containers should be filled with the necessary items to prevent them from shaking during transportation and to avoid unnecessary damage. CSN assumes the responsibility for transportation according to the general checked baggage liability limit, and passengers must sign a waiver of liability.

6.3.4.2 Wheelchairs

6.3.4.2.1 Non-battery-powered wheelchairs shall be accepted for transportation as regular baggage.

6.3.4.2.2 Disabled passengers who rely on wheelchairs may bring one foldable wheelchair into the cabin free of charge. The wheelchair must fit into the aircraft's cabin storage area. If cabin storage space is insufficient, some qualifying carry-on items may be temporarily checked at the gate.

6.3.4.2.3 Electric wheelchairs (mobility aids) may only be transported as checked baggage with the approval of CSN, provided the following conditions are met: Electric wheelchairs (mobility aids) shall in compliance with the relevant provisions on the transportation of dangerous goods and meet the applicable legal requirements for the number of electric wheelchairs(mobility aids) allowed to be checked free of charge.

a) For electric wheelchairs (mobility aids) with sealed wet batteries, nickel-metal hydride batteries, or dry batteries, as well as those with non-sealed batteries, the batteries must meet the relevant requirements of the IATA Dangerous Goods Regulations.

b) Electronic Wheelchairs

1) For electric wheelchairs (mobility aids) equipped with lithium batteries , passengers should contact CSN in advance and provide the model information of the installed battery and the manufacturer's operating instructions. The batteries of wheelchairs/mobility aids powered by lithium batteries must comply with the requirements of each test specified in Section 38.3 of Part III of the United Nations Manual of Tests and Criteria.

2) If the battery design is sufficiently protected against damage to the battery and can be securely secured to the electric wheelchair (mobility aids), the battery poles must be protected against short circuits (e.g. the battery is enclosed in a battery case), the circuit can be disconnected according to the manufacturer's instructions, and the electric wheelchair can be transported as checked baggage; If the design does not provide adequate protection for the battery (for example, the battery is simply external or cannot be securely secured without an additional protective case), the passenger should remove the battery as hand luggage according to the manufacturer's instructions, and the battery removed from the wheelchair cannot exceed 300Wh. When the lithium battery remains installed on the wheelchair, there is no rated energy limit.

3) Passengers checking an electric wheelchair (mobility aid) may bring the wheelchair’s manual, information and tools for assembly, and any special tools required.

4) Each passenger can carry a maximum of one spare battery not exceeding 300Wh, or two spare batteries not exceeding 160Wh each, as hand luggage. Batteries used as hand luggage must be protected, such as placing each battery in a protective case.

6.3.4.3 Baby Strollers

A passenger traveling with an infant may check one baby stroller or baby cradle free of

charge. Non-folding strollers must be checked as baggage (the sum of the length, width, and height of its contour size not exceeding 115 cm) can be carried into the cabin, and foldable strollers exceeding the above size must be transported as checked baggage. Even if within the size limit, foldable strollers must be checked if cabin storage space is insufficient.

6.3.4.4 Precision instruments

Precision instruments and electric appliances shall be transported as cargo. If transported as checked baggage, such items must meet the factory packaging or similar packaging standards and the free baggage allowance will not apply to such items.

6.3.4.5 Human Ashes

Human ashes are recommended to be transported by air as cargo. If requested by the passenger, they may also be transported as baggage.

a) Passengers must provide a Death Certificate issued by the health authorities and a Cremation Certificate issued by the funeral department.

b) If transported as checked baggage, the ashes must be contained in a sealed urn or box, which is then placed inside a wooden box or other sturdy packaging. China Southern Airlines assumes liability only up to the standard limits for checked baggage.

c) If carried into the cabin as carry-on baggage, the outer packaging of the ashes and the emotional state of the passenger must not draw attention or cause discomfort to other passengers. The ashes must be contained in a sealed urn or box, placed inside a wooden box or other sturdy packaging, and the outermost layer may be wrapped as ordinary luggage (e.g., with cloth). If a passenger wishes to purchase a seat for the urn, the provisions for accompanied baggage in the cabin shall apply.

6.3.4.6 Diplomatic envelope or confidential documents

The diplomatic bag should be carried by the diplomatic envoy and taken care of by passenger himself or herself. At the request of the diplomatic courier, China Southern may also transport the baggage as checked baggage, but China Southern will only assume responsibility for the normal checked baggage. Confidential documents carried by designated personnel shall be handled in accordance with this regulation.

6.3.4.7 Alcoholic Beverages

a) Except as provided in Section 6.3.4.7(b), passengers are prohibited from carrying alcoholic beverages as carry-on baggage.

b) Alcoholic beverages purchased within the sterile area of the terminal may be carried onto the aircraft, provided they comply with the regulations for carry-on baggage and the transportation restrictions for alcoholic beverages.

c) When alcoholic beverages are checked as baggage, their packaging must meet the relevant civil aviation transportation regulations, and the following quantity restrictions apply:

1) Alcoholic beverages with an alcohol volume percentage of 24% or less are unrestricted.

2) Alcoholic beverages with an alcohol volume percentage greater than 24% but not exceeding 70% are limited to a net quantity of no more than 5 liters per person.

3) Alcoholic beverages with an alcohol volume percentage exceeding 70% are not permitted as baggage.

d) Homemade distilled alcoholic beverages are not allowed as baggage.

e) Alcoholic beverages as checked baggage must be packaged to prevent shock, pressure,

and leakage, to avoid damage or contamination of other baggage. The packaging must be clearly labeled and placed in retail packaging, with each container not exceeding 5 liters in capacity. CSN reserves the right to require passengers to sign a liability waiver, releasing the airline from compensation for damage to such baggage during transportation.

f) If the laws of the flight's origin, transit, or destination countries/regions impose stricter requirements, CSN will comply with the applicable local laws.

6.3.4.8 Liquid Items

a) Liquid items (liquids, gels, aerosols) carried as carry-on baggage by passengers must be stored in containers with a capacity of no more than 100 milliliters. Containers exceeding 100 milliliters in capacity are not allowed, even if partially filled, and must be checked as baggage.

b) Liquid items purchased within the sterile area of the terminal may be brought onto the aircraft. For duty-free liquid items purchased at foreign or overseas airports, CSN will comply with the relevant local regulations.

6.3.4.9 Small Animals and Service Dogs

6.3.4.9.1 Small animals

a) General Provision

1) Small animals transported as checked baggage refer to tamed and small animals such as domesticated dogs, cats, birds and other household pets. China Southern has the right to determine whether an animal can be carried and the way of carriage and reserves the right to restrict the number of pets transported on a plane.

2) The following small animals shall not be carried as checked baggage:

① Short-nosed canines and felines.

② Animals too small in size (such as turtles, mice, or ornamental fish).

③ Animals too large in size or packaging (or the size of whose cage exceeds the maximum size restriction).

④ Animals may cause hazard to the safety of carriage.

⑤ Wild animals.

⑥ Aggressive animals or animals with a grotesque shape (such as snakes).

3) China Southern Airlines reserves the right to refuse transportation of a small animal in any of the following circumstances:

① The small animal is unsuitable for transportation in the cargo hold;

② The pet carrier used for transporting the small animal fails to meet CSN' relevant requirements.

b) Transportation Requirements

1) Each passenger can carry small animal in their checked baggage on international flights (depending on the entry and exit regulations of the departing and destination countries). Each small animal should be placed in a single cage, while a pair of birds can be placed in the same cage.

2) Unless specifically approved by China Southern , all small animals must be transported as checked baggage in the cargo hold that allows oxygen to circulate and reach the animals.

3) The weight of small animals, their containers and food to be carried shall not be counted into the passenger's free baggage allowance and shall be charged according to applicable rules.

4) Small animals must be kept in a well-packaged carrier used specifically for checking in pets onto a flight. The cage size used to transport a single small animal must not be larger than 90x60x66cm or smaller than 5x15x20cm. The maximum weight should not exceed 32kg.

5) Small living creatures brought on board by passengers must be in good health, harmless, clean, and not have a pungent odor. Pregnant animals may not be brought on board. The animal which is under 8 weeks of age may not be brought on board.

6) CSN cannot currently carry small living creatures on connecting flights.

7) To transport small animals, passengers must submit their applications at least 4 hours before flight departure on domestic flights, at least 6 hours before flight departure on international flights, and obtain the reply of China Southern.

8) Passengers should take their small animals to the airport for check-in 120 minutes before their flight departure time.

9) In China domestic flights, passengers must present an animal quarantine certificate from a quarantine department at county (or regional) level or above. In Hong Kong/ Macau/ Taiwan, China/International flights, passengers must present Certificate of Quarantine and Certificate of Rabies Immunization issued by the department responsible for plant and animal immunization in the People's Republic of China or the country from which the flight originated, a departure and arrivals card or transit permit, and any additional documentation required by the destination or transiting countries.

6.3.4.9.2 Service dogs

a) Service dogs refer to dogs trained to provide assistance to people with a disability (such

passengers shall provide an evidenced by a medical certificate), including assistance dogs, hearing dogs, and guide dogs for the blind. China Southern will not accept animals other than dogs as service animals for transportation.

b) The carriage of guide dogs shall be dealt as small animals. Service dogs, if they meet China Southern's requirements, may accompany with passenger(s) with a disability who are eligible to travel in the passenger cabin.

c) The qualified passengers shall provide identity and quarantine proofs for their service dogs. Service dogs, together with its cage and food, can be carried free of charge, without taking up the free baggage allowance.

d) Emotional support dogs cannot be regarded as service dogs, and China Southern will not accept emotional support dogs for transport as service dogs.

6.3.4.9.3 Liability for loss and damage

CSN shall not be liable for any injury, loss, delay, illness, or death of small animals during transportation unless it is at fault. Passengers must assume full responsibility for the small animals (including service dogs) they are carrying and for any damage or injury the animals may cause to others.

6.3.4.10 Sports Equipment

Passengers should properly pack their checked sports equipment and use original packaging or professional packaging that is capable to withstand pressure and be safely loaded, unloaded, and transported under normal operating conditions. CSN reserves the right to refuse transportation when the type of the aircraft is not deemed suitable.

6.3.4.11 Fresh and perishable items

Fresh and perishable items are those that will lose their intrinsic properties or qualities and thus cannot perform their intended functions without meeting their required storage conditions. Items included are medicines (vaccines and pharmaceuticals), electronic components, fruits, vegetables, meat, fish, seafood, dairy products, flowers, pastries and other items vulnerable to unsuitable storage conditions. Fresh and perishable goods must have appropriate packaging, and the packaging must not contain liquid substances such as water; The outer packaging of items that are afraid of pressure should be strong and resistant to pressure; There should be air holes on the packaging of articles requiring ventilation; Containers for refrigerated items should be tight.

6.3.4.12 Aquatic products

Aquatic products are only eligible for transportation on domestic flights. The packaging materials of aquatic products should be corrugated cartons, foam boxes, plastic bags, tape and other auxiliary materials. The packaging should be secured with no leaking, emission of undesirable odor, and will not damage the passengers' baggage, aircraft facilities, equipment and other cargo. The packaging should withstand sudden changes in temperature and pressure and must have a certain compressive strength to ensure that it will not be damaged during normal air transportation.

6.3.4.13 Dry ice

No more than 2.5 kg of dry ice per passenger is allowed for the preservation of live items. Dry ice packages should have air holes, and when used as checked baggage, the baggage should be labeled "solid carbon dioxide" or "dry ice", and the net weight of dry ice or indicated that its net weight does not exceed 2.5 kg.

6.3.4.14 Mercury barometer or mercury thermometer

Each representative of a government weather bureau or similar official agency may carry only one barometer or thermometer, mercury filled as unchecked baggage, and it must be packed in a strong outer packaging, which will prevent the escape of mercury from the package.

Medical or clinical thermometers which contains mercury can only be transported as checked baggage. One person can check-in only one such thermometer in its protective case.

6.3.4.15 Electronic devices and Spare lithium batteries

a) Passengers carrying portable electronic equipment powered by lithium batteries are required to meet the principle of personal use, and spare batteries must be compatible with the portable electronic equipment.

b) Electronic devices containing lithium batteries must be properly protected to prevent damage and unintentional activation.

c) Portable electronic equipment and spare batteries with lithium metal batteries that contain lithium that do not exceed 2 grams, or lithium-ion batteries that rate energy do not exceed 100Wh, are not required to be declared. Each person may be allowed to carry a maximum of 15 portable electronic devices. The maximum number of spare batteries is no more than 20, and they are strictly prohibited from being placed in checked baggage.

d) Portable electronic equipment and spare batteries that contain lithium metal batteries that exceed 2 grams but not exceed 8 grams, or lithium-ion batteries that rate energy exceed 100Wh but do not exceed 160Wh, are required to be declared at the time of check-in or boarding. Such kind of lithium metal batteries are only permitted for use in portable medical electronic devices (PMED), and spare batteries can only be carried in 2 pieces and only as un-checked baggage.

e) For electronic devices in checked baggage, if each device contains a lithium metal battery with a lithium content exceeding 0.3 grams or a lithium-ion battery with a rated energy exceeding 2.7 Wh, the devices must be completely powered off (not in sleep or hibernation mode), provided that the conditions in Sections 6.3.4.15 a), b), c) and d) are met.

f) Spare batteries without clearly labeled rated energy or whose rated energy cannot be calculated from the marked parameters are strictly prohibited from being carried.

g) Spare batteries must be individually placed in their original retail packaging, plastic bags, protective cases, or have their exposed electrodes taped up to prevent short circuits or accidental damage caused by friction, collision, or contact with metals (such as keys, coins, etc.), which may lead to spontaneous explosion or combustion.

h) Spare lithium batteries must not be placed in cabin baggage loaded in the overhead storage locker, and should be placed in seat back pockets. If placed in carry-on luggage or handbags, they should be stored under the seat in front, or other storage location designated by the crew.

6.3.4.16 Smart Luggage

a) If the battery is non-removable and the lithium content of the lithium metal battery exceeds 0.3 grams or the rated energy of the lithium-ion battery exceeds 2.7Wh, it is prohibited.

b) If the battery is non-removable and the lithium content of the lithium metal battery does not exceed 0.3 grams or the rated energy of the lithium-ion battery does not exceed 2.7Wh, it may be carried into the cabin or checked as baggage.

c) If the battery is removable and the lithium content of the lithium metal battery exceeds 0.3 grams but does not exceed 2 grams, or the rated energy of the lithium-ion battery exceeds

2.7Wh but does not exceed 100Wh, it may be carried into the cabin or checked as baggage. If checked, the battery must be removed and carried into the cabin.

6.4 Right to Refuse Carriage

CSN may refuse to carry the passenger's baggage for any of the following reasons:

6.4.1 **If the size, weight or quantity of unchecked baggage exceeds the standard set by China Southern Airlines, passengers should take the initiative to check in at the check-in counter or self-service baggage delivery equipment in advance. The staff at Boarding gate will transfer the unchecked baggage to checked Baggage if exceeding the standard, and the need to re-check the security may cause the failure to arrive on the same plane, CSN is not responsible for the possible costs and losses.**

6.4.2 CSN may refuse to carry or continue to carry a passenger's baggage if it contains the items listed in Provision 6.2, or if the checked baggage contains the items listed in Provision 6.3.1 or 6.3.3.

6.4.3 CSN may refuse to carry a passenger’s baggage if the passenger has carried the items listed in Provision 6.3.4 and has failed or refused to comply with the conditions of carriage for CSN.

6.4.4 Unless advance arrangements for its carriage have been made by CSN, excess baggage may be transported with a subsequent flight.

6.4.5 Baggage that have not been through security check.

6.4.6 Baggage whose outer packing or contents do not meet the requirements for transport at the original point, transition point or destination point.

6.4.7 The carriage of a passenger or passenger's baggage violates any applicable law, regulation

or order of the country of origin, destination, transition point or overflight.

6.4.8 The carriage of passenger(s) or baggage may endanger or affect the safety, health, convenience, comfort of other passengers or crew members.

7 Flight delays, Cancellations and Diversions

7.1 General Rules

7.1.1 **The flight time or/and aircraft type specified in the flight schedule is subject to change between the date of its publication and the date on which the passenger actually commences the trip, and CSN does not guarantee such flight time or aircraft type, and such flight time or aircraft type does not form part of the contract of carriage between CSN and the passenger.**

7.1.2 **CSN will take all measures that can be reasonably required to avoid flight delay, cancellation and diversion of flight. If CSN have taken all measures that can be reasonably required or it is impossible to take such measures, unless otherwise provided for in Chinese laws and international conventions, CSN will not be liable for any losses caused to the passenger, or any further loss caused by the passenger's failure to take appropriate measures.**

7.2 Services after flight delays, cancellations and diversions

7.2.1 Ticketing service

If the flight is cancelled , delayed at departure, early departured or diverted, or the connecting time of the passenger(s) immediate connecting flight is rendered shorter than the minimum connecting time due to flight delays, CSN will undertake the involuntary changes and involuntary refunds procedure for the passenger(s) in accordance with Provision 8.3 or

9.3 respectively as validating carrier.

7.2.2 Information services

If the flight is early departured, delayed or cancelled at departure, CSN will provide you with flight status information according to the procedure.

7.2.3 Meals and accommodation services

7.2.3.1 If the flight is delayed or cancelled at departure due to the reasons attributable to CSN, CSN will provide with meals and accommodation services according to the procedures.

7.2.3.2 If the flight is delayed or cancelled at departure due to reasons not attributable to CSN, CSN will help arrange meals and accommodations, but will not be responsible for all related expenses incurred.

7.2.3.3 CSN will provide meals or accommodations if the flight is delayed or cancelled at departure in the agreed transition point or the flight is diverted.

The 'delay at departure' referred to in Provision 7.2.3 means the actual departure time of the aircraft (i.e. the wheel blocks have been removed) exceeds 15 minutes later than the flight scheduled departure time, excluding the case where the departure time of the flight is later than the original planned departure time due to the adjustment of the flight plan.

The 'cancellation' means the situation where the flight plans terminate due to anticipated flight delays or the delays result in the termination of the flight plans, not including cases where the flight occurs scheduled change or terminated by other reasons.

7.2.4 Compensation for Flight Delays on Arrival

If the flight is delayed on arrival due to the reasons attributable to CSN, CSN will provide compensation to passengers based on the actual delay time.

7.2.4.1 ¥200 RMB per passenger will be compensated for flights delayed on arrival by or more than four hours but less than eight hours.

7.2.4.2 ¥400 RMB per passenger will be compensated for flights delayed on arrival by or more than eight hours.

The 'flight delay on arrival' referred to in Provision 7.2.4 means the arrival time of the aircraft arrive at the destination gate (i.e. the wheel blocks have been placed) exceeds 15 minutes later than the scheduled arrival time, excluding the case that due to flight schedule change leading to the flight arrival time later than the original planned arrival time.

7.2.5 In the circumstance of a flight delay or cancellation, CSN will provide the Passenger Certificate of Irregular Flight for passengers in need on that flight.

7.2.6 CSN shall provide services where flight delays, cancellations and diversions occur as specified in Provision 7.2 for passengers. CSN shall assume no further liability, unless otherwise provided in other compulsory and prohibitory laws or administrative regulations, in which case, the above-mentioned laws or regulations shall apply.

8 Changes to Passenger Tickets

8.1 General Rules

8.1.1 Ticket change shall be conducted within the validity period of the ticket.

8.1.2 Passenger(s) shall contact the validating carrier or its sales agent for ticket change.

8.1.3 Application for ticket change will only be accepted when the coupon's status is OPEN FOR USE.

8.2 Voluntary Change

8.2.1 Voluntary change means that a passenger requests for a change in the ticket for the

passenger(s) own reasons.

8.2.2 If a passenger, after purchasing a ticket, requests a voluntary change, CSN and its sales agents shall handle the request on the condition that there are seats available and in accordance with conditions of the use of ticket. At the time of the change, the fare, taxes, fees and charges will be calculated again according to the conditions of use of ticket. For the charge of change fee, the domestic ticket change fee shall be charged according to the ticket use conditions corresponding to each flight segment, while the international ticket change fee shall be charged according to the stricter ticket use conditions of each flight segment.

8.3 Involuntary Change

8.3.1 If a passenger needs to change the ticket due to the following circumstances, CSN and its sales agents can grant involuntary change once to the ticket for passenger's flight and passenger's immediate connecting flight, without any ticket change fee charged.

a) Under the circumstances where passenger's flight delays or departs earlier than scheduled, cancelled, rerouting or the class of service changes, or the carrier was unable to operate the original flight due to reasons attributable to or not attributable to CSN, passenger needs to change the ticket.

b) Under the circumstances where passenger's flight is delayed on arrival and the connecting time of the passenger(s) immediate connecting flight is rendered shorter than the minimum connecting time, passenger needs to change the ticket.

If a passenger travelling with CSN's flight requests involuntary change due to above-mentioned reasons, not attributable to CSN, CSN will, taking into account the reasonable needs of the passenger, give priority to the passenger on a CSN flight with available seats, or, as

permitted by the conditions of use of the ticket and with the consent of the passenger and the carrier concerned, conduct an endorsement and transport the passenger to the destination or stopover point.

If a passenger travelling with CSN's flight requests involuntary change due to above-mentioned reasons attributable to CSN will, taking into account the reasonable needs of the passenger, give priority to the passenger on a CSN flight with available seats, or, with the consent of the passenger and the carrier concerned, conduct an endorsement and transport the passenger to the destination or stopover point.

8.3.2 Range of involuntary changes of flight dates

If a passenger does not accept arrangement made by the carrier when involuntary change occurs, the passenger can change the flight once for free. For international or regional flight, the new travel date can be selected within 7 days before and 14 days after the original travel date of the affected flight or the subsequent flight. For domestic flights, the new travel date can be selected within 7 days before and after the original flight date of the affected flight or the subsequent flight. If there is no available CSN flight within the date range mentioned above, free change to the next available flight is allowed, but only for once.

8.3.3 Tickets that meet the following conditions may be made a second involuntary change free of charge:

a) Passengers and children travelling with them can be changed to the same flight free of charge if they are accommodated to a different flight.

b) Passengers in the same purchase order who are changed to a different flight can be changed to the same flight free of charge.

c) The connecting flight of CSN is changed, and the changed flight cannot be connected or the connecting time of the flight exceeds 240 minutes, a second change can be made free of charge.

d) If the flight resumed after cancellation, passengers who have been involuntarily changed or transferred can make a second change to the resume flight free of charge.

e) If the CSN flight changes, passengers who have been involuntarily transferred to other airlines can make a second change to the flight carried by CSN free of charge.

8.3.4 For tickets where involuntary changes have been granted, if passenger requests a change or refund again due to their own reasons, passenger's requests are subject to the provisions in 8.2 or 9.2 of these Conditions of Carriage.

8.4 Circumstances where changes are requested due to health reasons.

Passengers who cannot travel on the flights or dates specified in the ticket due to injury, illness or other health reasons of themselves or their companions, can request a change to the unused segment of the ticket free of change fee within the validity period of the ticket by presenting the certification materials. CSN has specific requirements on the types of certification materials and handling rules, passengers should contact CSN to understand and handle according to regulations.

9 Refunds

9.1 General Rules

9.1.1 General

9.1.1.1 The passenger(s) shall contact the validating carrier or its sales agents for refund.

9.1.1.2 Application for refund will only be accepted when the coupon's status is OPEN FOR

USE.

9.1.1.3 **Application for refund must be submitted no later than one month after the ticket's validity period expires as specified in provision 3.1.2 of these Conditions. Application for refund beyond the above time limit will not be processed. CSN will complete the refund procedures within 7 working days from the date of receiving passengers' valid application for refund, excluding the processing time of financial institutions.**

9.1.1.4 The passenger(s) who have printed the e-ticket itinerary/receipt shall return the e-ticket itinerary/receipt when requesting a refund.

9.1.2 Person to Whom the Refund Will be Made

9.1.2.1 CSN will give priority to refund the ticket to the original payment account and reserves the right to refund to the passenger listed on the ticket under special circumstances.

9.1.2.2 The passenger(s) or payer shall present his/her valid identity document when request a refund. In cases where passenger entrusts another person to handle the refund procedure on his/her behalf, the proxy shall present a valid identity document for the passenger and himself/herself, together with a refund authorization letter.

9.1.2.3 In accordance with Provision 9.1.1, a refund made to anyone holding himself as a person to whom refund may be made in terms of Provision 9.1.2. shall be deemed a proper refund; meanwhile CSN shall be discharged from liability and any further claim for refund.

9.1.3 Currency

9.1.3.1 If a passenger requests a refund, it must comply with the laws and other relevant regulations of the country where the ticket was originally purchased and the place of refund. CSN may refund the money in the currency in which the ticket was originally collected, or in other

currencies specified by CSN.

9.1.3.2 Passenger(s) shall not be entitled to lodge claims against CSN for the difference arising from currency exchange.

9.2 Voluntary Refunds

9.2.1 Voluntary refunds mean that a passenger requests a ticket refund for his/her own reasons. Voluntary refunds shall be processed in accordance with the conditions of use of the ticket applicable to the ticket.

9.2.2 Passenger(s) can apply for voluntary refund through the original ticket purchase channel.

9.2.3 If a passenger voluntarily terminates his travel at the transition point, the fare for the unused segment of the flight will not be refunded.

9.3 Involuntary Refunds

9.3.1 If a passenger requests for ticket refunds due to the following circumstances, CSN and its sales agents can grant involuntary refund for passenger's flight and passenger's immediate connecting flight, without any ticket refund fee charged.

a) Under the circumstances where passenger's flight delays, departs earlier than scheduled, cancelled, rerouting or the class of service changes, or the carrier was unable to operate the original flight due to reasons attributable to or not attributable to CSN, passenger requests for ticket refunds.

b) Under the circumstances where passenger's flight is delayed on arrival and the connecting time of the passenger(s) immediate connecting flight is rendered shorter than the minimum connecting time, passenger requests for ticket refunds.

9.3.2 Passenger(s) can apply for involuntary refund by contacting CSN or through the original

ticket purchase channel.

9.3.3 If no portion of the ticket has been used, the fare paid shall be refunded together with the refundable taxes and charges. If a portion of the ticket has been used, applicable fares and refundable taxes for unused segments shall be refunded. The refunded amount shall not be higher than the amount paid.

9.3.4 **Change fee shall be paid by passenger who requires flight change of his/her own will. When the changed flight is not performed as scheduled, the ticket can be refunded free of charge while the previously paid change fee shall not be refunded.**

9.4 Circumstances where refunds are requested due to health reasons.

Passengers who cannot travel on the flights or dates specified in the ticket due to injury, illness or other health reasons of themselves or their companions, can request for ticket refunds to the unused segment of the ticket free of charge within the validity period of the ticket by presenting the certification materials. CSN has specific requirements on the types of certification materials and handling rules, passengers should contact CSN to understand and handle according to regulations.

10 Overbooking

10.1 General Rules

10.1.1 In order to fulfill more passenger(s) travel needs and reduce the seats that might otherwise go empty due to temporary cancellation of travel plans by some passengers, CSN might overbook some flights to a reasonable extent. CSN 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.

10.1.2 **If the actual number of passengers on board exceeds the actual number of available seats due to overbooking, CSN will look for passengers who voluntarily give up their itineraries, based on our procedures for soliciting volunteers. In cases where CSN fail to have enough passengers who voluntarily give up the trip, CSN may deny boarding to one or more passengers on the overbooking flight according to the boarding priority rules, and provide appropriate compensation and services. CSN can issue proof of denied boarding for passengers upon request.**

10.2 Applicability

CSN overbooking procedure applies solely to flights actually operated by CSN where overbooking occurs.

10.3 Information notification and Procedure for Soliciting Volunteers

10.3.1 If an overbooking occurs on a flight, CSN will release information about the overbooked flight through telephone, text messages, notices or on-site broadcasts before flight departure, solicit volunteers who are willing to give up their itineraries, and make clear the relevant compensation and service standards.

10.3.2 After obtaining the consent of volunteers, the compensation procedures will be carried out for the passenger(s) and the passenger(s) will fill in the 'Compensation and Release of Liability for Involuntary Passengers Abandoning the Flight'.

10.3.3 If there still are available seats before the departure of the overbooking flight, the volunteers can continue their original journey.

10.3.4 If the volunteers are not able to board the overbooking flight, compensation and service

will be provided according to the standard agreed by CSN and volunteers.

10.4 Boarding Priority Rules

If there are not enough volunteers, CSN may involuntarily deny boarding to one or more passenger(s). Boarding priority is given to certain passengers, including to those who:

a) **Are on urgent national business.**

b) **Have special service needs, such as the elderly, young, sick, disabled, pregnant and unaccompanied children/youth, as agreed by CSN and arranged in advance.**

c) **Holding First or Business Class tickets.**

d) **Members of China Southern Airlines Platinum, Gold and Silver Sky Pearl Club cards.**

e) **Have booked seats on connecting flights with a short connecting time.**

f) **Can prove that they have special difficulties and are required for air travel.**

10.5 Overbooking Service and Compensation

10.5.1 If passenger(s) voluntarily give up their itineraries or are involuntarily denied boarding due to overbooking, CSN will arrange the earliest available flight for the passenger(s), or proceed an involuntary refund.

10.5.2 For passenger(s) who voluntarily give up their itineraries due to the procedure for soliciting volunteers, compensation and service will be provided according to the standard agreed by CSN and volunteers.

10.5.3 **For passenger(s) who are involuntarily denied boarding according to the boarding priority rules, CSN will provide overbooking compensation according to the following standards:**

10.5.3.1 Compensation standards when passengers travel no later than the original travel date after ticket refund or change:

Types of Overbooking Flights	Standards of Treatment (RMB)
Domestic Flight	650 CNY
Flight Between the Chinese Mainland and Hong Kong, Macao	650 CNY
Flight Between the Chinese Mainland and Taiwan	1400 CNY
Flight Between China and other Asian countries, the Asian part of Russia, Middle East	1400 CNY
Flight Between China and countries in Americas, Oceania, the European part of Russia, Africa (excluding Middle East)	2100 CNY

10.5.3.2 Compensation standards when passengers travel later than the original travel date after ticket change:

Types of Overbooking Flights	Standards of Treatment (RMB)
Domestic Flight	Highest amount between 50% of fare amount and the standards listed in 10.5.3.1
Flight Between the Chinese Mainland and Hong Kong, Macao, Taiwan	Standards listed in 10.5.3.1
International Flight	Standards listed in 10.5.3.1

10.5.4 For passenger(s) who cannot be arranged to alternative flights on the same day, CSN will provide accommodation and meals free of charge.

10.5.5 If passenger(s) request ticket refund, in addition to the involuntary refunds, CSN will provide compensation in accordance with the standards in provision 10.5.2 and 10.5.3.1.

10.5.6 If the overbooked services and compensation standards are inconsistent with applicable mandatory laws and regulations, the relevant laws and regulations shall apply.

11 Passenger Services

11.1 General Rules

11.1.1 Except as otherwise specified, CSN does not provide passenger(s) with such ground carriage as transportation within the airport area, between airports or between airports and downtown. CSN is not responsible for the actions of certain service providers or for any assistance given by any authorized agents or representatives of CSN in obtaining this service for the passengers.

11.1.2 Except as otherwise specified, ground accommodations and meals at the connecting point of connecting flights shall be at the expense of the passenger.

11.2 Additional Optional Services

11.2.1 In addition to the services provided free of charge, on some routes or in different service scenarios, CSN may provide passenger(s) with paid services, including but not limited to paid upgrade or meals. Passenger(s) may purchase such additional products with cash or FFP mileage via CSN's available sales channels.

11.2.2 CSN will announce related contents of additional optional services through public channels such as the official website and CSN mobile application. Such contents include, but not limited to: product types, standards, prices, applicable conditions, purchase and change provisions and other related information. Above content and information are subject to the final announcements published by CSN.

11.2.3 After passenger(s) purchases additional optional services, CSN will provide the passenger(s) with following information, which include, but not limited to: passenger name, flight number, date of travel, specified service and related information involved in the purchased service.

11.2.4 At the time of check-in, passenger(s) should proactively present additional service confirmation or verbally inform the staff whether they wish to use the purchased additional service

products.

11.2.5 If certain additional service rules are against laws or regulations, the corresponding laws and regulations shall prevail.

11.2.6 If passenger(s) are unable to use their purchased additional service products due to reasons attributable to CSN, the passenger shall refund additional service products within the validity period of the product. If passenger(s) are unable to use their purchased additional service products due to reasons not attributable to CSN, involuntary refunds would be proceeded after confirming that the additional service product has not been used.

11.2.7 If CSN arranges services provided by a third party for passengers other than air transportation, or issues a ticket or voucher relating to transportation or services such as ground transportation, hotel reservations or car rental that provided by a third party (services other than carriage by air), in such cases CSN only performs as an intermediary between passenger(s) and the service provider. CSN takes no responsibility for the availability or the quality of these services. The terms and conditions of the third-party service provider will apply thereof.

12 Liability for Damage and Compensation Limit

12. 1 General Rules

12.1.1 Our liability for damages incurred by the passenger(s) during air transportation is bound by Chinese law, applicable international conventions and these Conditions of Carriage. CSN is only liable for the actual damage caused by CSN’s 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 the passenger(s) travel are subject to the laws of the country located and the conditions of carriage of the carriers in question.

12.1.2 CSN shall not be liable for any loss caused by CSN's performance of statutory obligations or compliance with administrative orders, or passenger's failure to perform statutory obligations or comply with administrative orders. If the damage is caused by the passenger(s) fault, according to the relevant laws and regulations, the liability of CSN shall be exempted or reduced accordingly.

12.1.3 The liability of CSN shall not exceed the amount of actual loss of the passenger(s). CSN shall furthermore not be liable for any indirect or consequential damages caused thereby.

12.1.4 The aggregate amount recoverable from CSN and from such agents, employees and representatives, shall not exceed the amount of CSN's limit of liability.

12.1.5 CSN reserves the right to apply any provisions of international conventions and laws concerning the exclusion and limitation of the carrier's liability.

12. 2 Liability for compensation for personal injury

12.2.1 Events that occur on a civil aircraft or during the embarkation on or disembarkation from a civil aircraft: for losses from the personal injury or death, when it comes to domestic air transportation, CSN 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, CSN 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, CSN shall assume the limitation of liability in accordance with Applicable laws and regulations.

12.2.2 If passenger(s) age or mental or physical condition pose any hazard or risk to himself or herself, CSN shall not be liable for any illness, injury or disability, including death, attributable to such condition or the aggravation of such condition.

12. 3 Liability for Damage to Baggage

12.3.1 For losses arising from the destruction, loss, damage or delay of the checked baggage, as long as the event that caused the destruction, loss or damage or delay has occurred on the aircraft or during any period where the checked baggage is under CSN’s control: for domestic air transportation, CSN assume responsibility based on the "Civil Aviation Law of the People's Republic of China" and the country's relevant domestic air transportation carrier liability limits; for international air transportation defined by international conventions, the liability provisions of the corresponding international conventions shall apply; for international air transportation not defined by the Warsaw Convention, the Hague Protocol, and the Montreal Convention, CSN shall assume the limitation of liability in accordance with the applicable law and its provisions.

12.3.2 In the case of successive carriage handled by several carriers in which CSN participates, for the checked baggage, passenger(s) may make a claim against the carrier which performed the carriage during which the destruction, loss, damage or delay took place, or against the first or last carrier shown on the ticket or baggage tag. CSN is liable only for damage occurring on its own actual operating flight when CSN is not the validating carrier.

12.3.3 In the event that CSN are liable for baggage compensation to passenger(s) in accordance with the provisions of these Conditions of Carriage, CSN will bear the liability for baggage compensation according to the damage actually incurred within the compensation limit specified below: for domestic air transportation, the compensation limit for non-checked baggage of each

passenger is RMB 3000, and the compensation limit for checked baggage of each passenger is RMB 100 per kilogram. For international air transportation, if it falls under the definition of the Montreal Convention, the liability limit for each passenger's baggage is 1519 special drawing rights; for international air transportation as defined in the Warsaw Convention, the liability limit for each passenger's-non checked baggage is 332 special drawing rights, and the liability limit for each passenger's checked baggage is 17 special drawing rights per kilogram.

12.3.4 CSN shall not be liable for any loss of checked baggage caused solely by its natural properties, quality or defects.

12.3.5 Unless the loss occurs by the misconduct of CSN, CSN agents and employees, CSN shall not be liable for the loss of the passenger(s) unchecked baggage.

12.3.6 If the baggage weight is not recorded on the baggage tag, the total weight of the checked baggage shall be deemed not to exceed the free baggage allowance applicable to the respective class of service as stipulated by CSN.

12.3.7 CSN shall not be liable for the loss of the passenger or his/her baggage caused by the contents in the passenger's baggage. If the contents of passenger's baggage cause injury to others or damage to other people's belongings or property of CSN, such passenger shall compensate CSN for the loss and all expenses incurred therefrom.

12.3.8 CSN shall not be liable for any loss, damage or confiscation of items in the baggage of passengers which shall not be carried as baggage or checked baggage as specified in the provision 6.2 and 6.3 of these Conditions, except as otherwise provided for by Chinese laws and international conventions.

12.3.9 CSN shall not be liable for baggage delay, loss or damage caused by actions related to

baggage inspection carried out by relevant government departments, airport management authorities or security inspection agencies.

12.3.10 CSN will only be liable for loss of or damage to items listed in provision 6.4 of the Conditions in checked baggage in accordance with the normal checked baggage compensation limits.

12.3.11 CSN shall not be liable if it proves that it has taken all necessary measures or that it is impossible to take such measures in order to avoid the loss of delayed checked baggage.

12. 3. 12 The passenger's acceptance of checked baggage without objection shall be prima facie evidence that the checked baggage has been delivered in good condition and in conformity with the transport document. In the event of any loss of checked baggage, the passenger must notify CSN immediately, no later than seven working days from the date of receipt of the baggage; In the case of delayed baggage, notice shall be made to CSN no later than twenty-one working days from the date on which the baggage is placed in the custody of the addressee. Any such notice must be made in writing within the time limit specified above, otherwise no claim can be filed against CSN.

13 Customer Service Complaints

Channels for Filing Complaints

Hotline: 95539(Chinese Mainland)

+86 4008695539 (Overseas)

Email address: 95539@csair.com

14 Definitions

The following terms used in the Conditions are defined as follows unless otherwise specified:

14.1 *Domestic air transportation* means the transportation where, according to the contract of transportation signed, the place of departure, the destination and the agreed stopping place are all situated in the People's Republic of China.

14.2 *International air transportation* means the transportation where, according to the contract of transportation signed, the place of departure. or the destination or the agreed stopping place, whether or not there is a break in the transportation or a connection, is not situated in the People's Republic of China.

14.3 *CSN* means China Southern Airlines Company Limited.

14.4 *Convention* means whichever of the following instruments that is applicable:

The Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, Poland on 12 October 1929 (hereinafter referred to as the Warsaw Convention); The Warsaw Convention as amended at The Hague on 28 September 1955 (hereinafter referred to as the Hague Protocol);

The Convention for the Unification of Certain Rules for International Carriage by Air, done at Montreal on 28 May 1999 (hereinafter referred to as the Montreal Convention).

14.5 *CSN's Regulations* means rules, other than the Conditions, published by CSN and in effect on the date of publication, governing the carriage of passengers and/or baggage and shall include any applicable tariffs in effect.

14.6 *Carrier* means all public air transport enterprises that issue air tickets, carry or undertake to carry passengers and baggage listed in air tickets.

14.7 *Validating Carrier* means the carrier which makes a contract of carriage with passengers using its own ticket number with IATA code and whose numeric code is indicated in the ticket.

14.8 *Marketing Carrier* means the carrier whose two letters airline designator code is recorded as the transporting carrier on the ticket flight coupons.

14.9 *Operating Carrier* means the carrier that performs relevant carriage by virtue of authority from the Contracting Carrier. The Operating Carrier may be different from the Marketing Carrier in situations where certain bilateral agreements exist, e.g. code share agreement.

14.10 *CSN Sales Agent* means a passenger sales agent who has been authorized by CSN to represent CSN in the sales of air passenger transportation and its relevant services.

14.11 *Passenger(s)* means any person, except members of the crew, carried or to be carried in an aircraft with the consent of CSN on the basis of the ticket.

14.12 *Child* means a person who has reached his/her second birthday but not his/her 12th birthday as of the date of commencement of travel.

14.13 *Unaccompanied Minor* means a person who has reached his/her 5th birthday but not his/her 12th birthday as of the date of commencement of travel and not accompanied by parent(s) or any passenger over 18 years old with full capacity for civil conduct as well as the ability to escort in the same class of service.

14.14 *Infant* means a person who has been born 14 days but has not reached his/her second birthday as of the date of commencement of travel.

14.15 *Years Old* means the calculation based on the year, month and day of the Gregorian calendar, starting from the first birthday.

14.16 *Reservation* means the reservation of seat and class of service or the weight and size of baggage appointed by passenger.

14.17 *Flight* means the flying of aircraft according to scheduled route, date and time.

14.18 *Connecting Flight* means two or more flights listed in a single contract of carriage.

14.19 *Code Share Flight* means a carrier or several carriers use their own airline designator code respectively on another carrier's operating flight in accordance with their agreement.

14.20 *Ticket* means a type of transportation certificate, including paper ticket and electronic ticket..

14.21 *Conjunction Ticket* means a ticket issued to a passenger in conjunction with another ticket which together constitute a single contract of carriage.

14.22 *Fixed Ticket* means a ticket whose flight number and date of flight are fixed, and the seat is reserved.

14.23 *Open Ticket* means a ticket whose flight number and date of flight are not fixed, and the seat is not reserved.

14.24 *Flight Coupon* means that portion of the ticket identified as being 'good for carriage' and for Electronic Tickets, the Electronic Coupon that indicates the particular places between which passengers are entitled to be carried.

14.25 *Day* means calendar days, including all seven days of the week. Provided that, for the purpose of notification, the day upon which notice is dispatched shall not be counted; and provided further that for the purposes of determining duration of validity, the day upon which the ticket is issued, or the day upon which flight commenced, shall not be counted.

14.26 *Itinerary/Receipt of E-Ticket for Air Transportation* means the special payment proof provided by public air transport enterprise and air sales agents to passengers when purchasing tickets. Passengers shall preserve it well in case of refunds, but it is not valid for airport security check and boarding.

14.27 *Normal Fare* means the highest fare established for a First/Business/Premium Economy/Economy Class of valid adult fare. Children's fare and infants' fare that are established as a percentage of a normal fare are also considered to be normal fares.

14.28 *Special Fare* means any fare other than a normal fare.

14.29 *Conditions for the Use of Air Ticket* means the rules governing fares, applicable to booking class codes or fare types.

14.30 *Class of Service* means the classification of aircraft cabin configurations, including First Class, Business Class, Premium Economy Class, and Economy Class.

14.31 *Booking class or Reservations Booking Designator* means the class codes shown on the tickets.

14.32 *Change of Tickets or Ticket Change* means the change of flight date, the change of booking class, endorse to another flight, etc.

14.33 *Revalidation of Tickets* means the change to the flight schedules and dates indicated on the air ticket of the same carrier.

14.34 *Endorsement* means the change of marketing carrier.

14.35 *Change Fee* means a charge for passenger's voluntary request of changing their original flight reservation.

14.36 *Refund Fee* means a charge for passenger's voluntary request of refund.

14.37 *No-show Charge* means the charge made by reason of the failure of a passenger to use reserved accommodation either through miss a flight, fail to board a flight or otherwise not ready to travel on flight.

14.38 *Agreed Transition Point* means a point in an itinerary, other than the origin and

destination, at which a scheduled transit is to be made.

14.39 *Stopover point* means that with the prior consent of the carrier, a passenger makes an intentional arrangement to discontinue his/her journey at a certain point when traveling between the point of origin and the point of destination.

14.40 *Overbooking* means that a carrier sells more seats than the actual number of seats available on a flight in order to avoid empty seats.

14.41 *Deadline Time for Check-in* means the latest time stipulated for passenger by operating carrier to finish the check-in formalities.

14.42 *Miss a Flight* means a passenger fails to board a flight specified in his/her ticket because the passenger fails to complete check-in procedures before stipulated check-in deadline or the passenger presents a travel document that non-compliant with relevant requirements.

14.43 *Fail to Board a Flight* means a passenger fails to board a flight specified in his/her ticket after having completed the check-in procedures or while during transit.

14.44 *Board a Wrong Flight* means a passenger takes a flight other than the one specified on his/her ticket.

14.45 *Baggage* means refers to the personal articles of passengers carried in the course of itinerary by agreement with the carrier including checked baggage and unchecked baggage.

14.46 *Checked Baggage* means the baggage of which CSN takes sole custody and for which CSN has issued a baggage tag.

14.47 *Unchecked Baggage* means the baggage taken care of by the passenger himself/herself.

14.48 *Baggage Check* means those portions of the ticket, which related to the carriage of the passenger’s checked baggage.

14.49 *Damage* includes death, injury, delay, loss, partial loss or other damage of whatsoever nature arising out of or in connection with carriage or other services incidental thereto performed by CSN.

14.50 *Force Majeure* means an unusual and unforeseeable circumstance beyond control, the consequences of which could not have been avoided even if all due care had been exercised.

14.51 *Gratuitous Carriage* means air carriage which CSN may carry passenger and their baggage(s) by aircraft but not receiving payment (excluding taxes, fees, or charges), including but not limited to the gratuitous carriage due to courteous reception, marketing promotion, employee's duty or private travel or frequent flyer program.

14.52 *Charter* means the customized airplane requirements that are different from ordinary individual passenger and group tickets, including but not limited to airplane customization and regional customization.

14.53 *Reasons Attributable to CSN* means the reasons associated with the internal management of the carrier, including those related to aircraft maintenance, flight dispatching, crew deployment, etc.

14.54 *Reasons Not Attributable to CSN* means other reasons having not to do with the internal management of the carrier, including those related to weather, emergencies, air traffic control, security checks, passengers and other factors.

14.55 *Flight delay on arrival* means the arrival time of the aircraft arrive at the destination gate (i.e. the wheel blocks have been placed) exceeds 15 minutes later than the flight scheduled arrival time.

14.56 *Flight delay at departure* means the actual departure time of the aircraft push-back from

departure gate (i.e. the wheel blocks have been removed) exceeds 15 minutes later than the flight scheduled departure time.

14.57 *Flight early departure or flight departured early* means to the situation where the scheduled flight departure time is earlier than the scheduled flight departure time shown on the ticket.

15 Effectiveness and Modification

15.1 Effectiveness

These Conditions shall come into force and apply from 1 January 2026, meanwhile The General Conditions of Carriage for Passengers and Baggage of China Southern Airlines Company Limited issued on 16 June 2025 is abolished.

15.2 Modification

15.2.1 CSN may modify these Conditions without notice according to the procedure of CAAC. This modification will not apply to the passengers who have purchased tickets before such modification.

15.2.2 No agent, employee or representative of CSN has authority to vary, modify or waive any provision of these Conditions.