

China Southern Airlines Company Limited

General Conditions of International Carriage for Passenger & Baggage

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China Southern Airlines Co., Ltd**General Conditions of International Carriage for
Passenger & Baggage****Article 1 General Provisions****1.1 General**

This document is the General Conditions of International Carriage for Passenger and Baggage (hereinafter referred to as ‘the Conditions’ or ‘these Conditions’) set by China Southern Airlines as part of the passenger carriage contract, while states the terms listed in these Conditions aim at clarifying rights 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*, 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-R2)*, 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.

Article 2 Definitions

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

2.1.1 *International Carriage* means air carriage in which, according to the contract of carriage between CSN and the passenger, regardless of the transportation with or without a break or transfer, one of the place of origin, agreed transition point or destination is not in the territory of the People's Republic of China.

2.1.2 *CSN* means China Southern Airlines Company Limited.

2.1.3 *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*).

2.1.4 *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.

2.1.5 *Carrier* means all public air transport enterprises that issue air tickets, carry or undertake to carry passengers and



- baggage listed in air tickets.
- 2.1.6 *Validating Carrier* or *Contracting 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. This carrier shall be the controller and authorizer of electronic ticket transactions.
- 2.1.7 *Marketing Carrier* means the carrier whose two letters airline designator code is recorded as the transporting carrier on the ticket flight coupons.
- 2.1.8 *Operating Carrier* means the carrier that actually provide carriage or other services incidental to such air carriage. The Operating Carrier may be different from the Marketing Carrier in situations where certain bilateral agreements exist, e.g. code share agreement.
- 2.1.9 *CSN Authorized Agent* or *Authorized 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.
- 2.1.10 *Passenger(s)* means any person, except members of the crew, carried or to be carried in an aircraft with the consent of CSN.
- 2.1.11 *Child* means a person has reached his/her second birthday but not his/her 12th birthday (2-11 inclusive) as the date of commencement of travel.
- 2.1.12 *Unaccompanied Child* means a person 5 to 11 years of age on the date of commencement of travel who travels without accompany of parents or any other passenger with full capacity for civil conduct and over 18 years old.



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- 2.1.13 *Infant* means a person who has completed fourteen days (inclusive) but is under 2 years of age as the date of commencement of travel.
- 2.1.14 *Reservation* means the reservation of seat and service class or the weight and size of baggage appointed by passenger.
- 2.1.15 *Flight* means the flying of aircraft according to scheduled route, date and time.
- 2.1.16 *Conneting Flight* means two or more flights listed in a single contract of carriage.
- 2.1.17 *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.
- 2.1.18 *Ticket* means either the document entitled 'Passenger Ticket and Baggage Check', or the Electronic Ticket. Both of which can be regarded as prima facie evidence of the contract of carriage and are issued by or on behalf of CSN, with the conditions of contract and notices and the flight and passenger coupons contained therein.
- 2.1.19 *Conjunction Ticket* means a ticket issued to a passenger in conjunction with another ticket which together constitute a single contract of carriage.
- 2.1.20 *Ticket with Connecting Flight* means a ticket contains a connecting flight with two or more flights listed in a single contract of carriage.
- 2.1.21 *Fixed Ticket* means a ticket whose flight number and date of flight are fixed, and the seat is reserved.
- 2.1.22 *Open Ticket* means a ticket whose flight number and date of flight are not fixed, and the seat is not reserved.



- 2.1.23 *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.
- 2.1.24 *Passenger Coupon* means that portion of the ticket issued by or on behalf of CSN and which is so marked and ultimately to be retained by passenger.
- 2.1.25 *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.
- 2.1.26 *Itinerary/Receipt of E-Ticket for Air Transportation* (hereinafter referred to as *Itinerary/Receipt*) means the payment proof for passengers provided by public air transport enterprise or its sales agency during ticket purchasing. One itinerary is provided for each electronic ticket, and can be printed at latest one month after the flight departure. Passenger(s) shall preserve it well in case of refunds.
- 2.1.27 *Tariffs* means the fares, charges and relevant rules published by carriers. When necessary, tariffs must be approved by relevant departments.
- 2.1.28 *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.

- 2.1.29 *Special Fare* means any fare other than a normal fare.
- 2.1.30 *Conditions for the Use of Air Ticket* means the rules governing fares, applicable to booking class codes or fare types.
- 2.1.31 *Change of Tickets* means the change of flight date, the change of cabin class, endorse to another flight, etc..
- 2.1.32 *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..
- 2.1.33 *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.
- 2.1.34 *Revalidation of Tickets* means the change to the flight schedules and dates indicated on the air ticket of the same carrier.
- 2.1.35 *Endorsement* means the change of marketing carrier.
- 2.1.36 *Change Fee* means a charge for passenger's voluntary request of changing their original flight reservation, including flights, date, cabin class and/or validity period.
- 2.1.37 *Agreed Transition Point* means the point of stay, other than the origin and destination, stipulated in the flight schedule of ticket of carrier.
- 2.1.38 *Stopover* means a scheduled stop at a certain point between origin and destination arranged by passengers and with the



- consent of carrier.
- 2.1.39 *Overselling* means that a carrier sells more seats than the actual number of seats available on a flight in order to avoid empty seats.
- 2.1.40 *Deadline Time for Check-in* means the latest time stipulated for passenger by operating carrier to finish the check-in formalities.
- 2.1.41 *No-show* means passenger's failure to board the aircraft because they fail to finish check-in formalities before stipulated check-in deadline or because their travel documents don't meet the requirements.
- 2.1.42 *Mis-catch* means passenger's failure to board the aircraft after finishing check-in formalities at the origin airport or transit airport.
- 2.1.43 *Wrong Boarding* means passenger's boarding a flight different from the one listed in the ticket.
- 2.1.44 *Baggage* means such articles, effects and other personal property of passengers carried in the course of itinerary by agreement with the carrier. Unless otherwise specified, it includes both checked and unchecked baggage of passengers.
- 2.1.45 *Checked Baggage* means the baggage of which CSN takes sole custody and for which CSN has issued a baggage tag.
- 2.1.46 *Unchecked Baggage* means the baggage taken care of by the passenger himself/herself.
- 2.1.47 *Baggage Check* means those portions of the ticket, which related to the carriage of the passenger's checked baggage.
- 2.1.48 *Baggage Tag* means a document issued by CSN solely for



identification of checked baggage.

- 2.1.49 *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.
- 2.1.50 *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.
- 2.1.51 *Gratuitous Carriage* means air carriage which CSN may carry passenger and their baggage(s) by aircraft but not receiving payment (excluding tax, fee 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.

Article 3 Applicability

3.1 General Rules

3.1.1 Except as provided in Provision 3.2, 3.3, and 3.4 of this Article, these conditions apply to air travel on any itinerary for international carriage of passengers and baggage, which transported by CSN for rewards.

3.1.2 These Conditions also apply to gratuitous carriage and promotional fares carriage unless to the extent that CSN has provided otherwise in their regulations, or in the relevant contracts, passes or tickets. Where discrepancies exist between the regulations, relevant contracts, passes or tickets of gratuitous or promotional fares and these conditions, however, the conditions of fares, the regulations, relevant contracts, passes or tickets of gratuitous carriage or promotional fares carriage shall prevail.

3.1.3 These conditions apply to the flight services between the Mainland China and Hong Kong, Macao as well as Taiwan, unless the government has provided applicable regulations or that CSN has provided otherwise in the relevant contracts, passes or tickets.

3.2 Charters

If carriage is performed pursuant to a charter agreement, the Conditions apply only to the extent they are incorporated by reference by the terms of the charter agreement and the charter ticket into the contract of carriage.

3.3 Code Shares

CSN's Conditions of Carriage also apply to codeshare flights 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. 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:

- (1) Check-in policies and deadlines;
- (2) Refusal and limitation of carriage;
- (3) Baggage regulations, including but not limited to free checked baggage allowance and the standards on excess baggage charges;
- (4) Denied boarding compensation and remedies for delays;
- (5) Smoking policy.

3.4 Overriding Law

To the extent that any provision contained or referred to herein is inconsistent with anything contained in the applicable Convention, Laws, Government Regulations, Orders or Requirements, the applicable Convention, Laws, Government Regulations, Orders or Requirements shall prevail. The invalidity of any such provision shall not affect the validity of any other provision contained or referred to herein.



Article 4 Tickets

4.1 General Rules

4.1.1 The ticket constitutes prima facie evidence of the contract of carriage between carrier and the passenger named on the ticket. CSN will provide carriage only to the passenger(s) holding such ticket, or holding, as proof of payment or part payment, any other carrier document issued by CSN or its authorized agent. CSN ticket is and remains at all times the property of CSN.

4.1.2 Passengers who purchase multiple tickets shall enter into multiple independent contracts of carriage with CSN. Passengers who purchase a single ticket with connecting flight shall enter into a single contract of carriage with CSN. According to the 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. 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. Passengers should acknowledge thoroughly this issue and purchase tickets according to their own air travel situation.

4.1.3 Each passenger shall respectively hold his own ticket.

4.1.4 A ticket is not transferable.

4.1.5 If a ticket is not presented by a person entitled to be carried there under or to a refund in connection therewith, whereas CSN provides carriage or refunds to those who present such



tickets as required, CSN shall not be liable to the person so entitled if in good faith it provides carriage or makes a refund to the person presenting the ticket.

4.1.6 Passenger's name on the ticket must be the same with the identity information provided by the passenger(s); otherwise CSN has the right to refuse carrying the passenger(s).

4.1.7 If the flight coupon of the sector which passenger requests to check-in is not unused and valid, CSN has the right to refuse carrying the passenger.

4.1.8 The passenger(s) shall complete the entire journey specified in the ticket within the validity period of the ticket. If the purchased ticket with special fare has special provisions for travel dates, the passenger must complete the entire journey as specified in the ticket within the time period specified in the applicable tariff.

4.1.9 On a ticket, CSN's name is abbreviated as "CZ", the airline designator code of China Southern Airlines.

4.2 Validity Period

4.2.1 Unless otherwise specifically provided on the ticket, in these conditions, or in the applicable fare rules (the fare rules may limit the validity and such limitation will be stated on the ticket), a ticket is valid for carriage for one year from the date of commencement of travel. If no portion of the ticket is used or the ticket is an open ticket, the ticket is valid for carriage for one year from the date of issuance thereof.

Unless otherwise specified, where one or more portions of a ticket involves an excursion or other special fare having a shorter period of ticket validity than indicated above, such



shorter period of validity shall apply only in respect to such excursion or special fare transportation.

4.2.2 If ticket partially used, ticket is valid for carriage for one year from the date of commencement of travel. Regardless of further reissue or exchange ticket, the original validity will not change. This rule will apply for the whole tickets or series tickets.

For totally unused tickets, the new validity is one year from the date of commencement of travel after ticket exchanged. If the first segment is not used after exchanged, the validity is one year from the date of exchanged.

4.2.3 The validity of a ticket is counted from the midnight on the date of commencement, or if no portion of the ticket is used, from the midnight on the date of issuance, till the midnight on the date of expiration.

4.2.4 Some special fare has strict limitations for the shortest and longest staying time. Passenger(s) must finish all the sectors listed in the ticket within the period of validity.

4.3 Extension of Validity

If a passenger is prevented from traveling within the period of validity of the ticket because of one of the following reasons Attributable to CSN, the validity of such passenger's ticket will be extended until CSN's first flight on which space is available in the class of service for which the fare has been paid under consensus.

- (1) CSN cancels the flight on which the passenger(s) holds a reservation;
- (2) CSN omits a scheduled stop, being the passenger's place of



- departure, place of destination or a stopover;
- (3) CSN fails to operate a flight reasonably according to schedule;
 - (4) CSN causes the passenger(s) to miss a connection of a booked connecting flight;
 - (5) CSN changes the class of service, and
 - (6) CSN is unable to provide previous confirmed space.

4.4 Itinerary/Receipt

4.4.1 The itinerary/receipt should be printed no later than one month after the flight departure.

4.4.2 If a printed itinerary/receipt is lost due to passenger's reason, it is unable to re-print in accordance with *Temporary Regulations on Itineraries/Receipt of E-tickets for Air Transport*.

4.5 Sequence and Usage of Coupons

4.5.1 A ticket purchased by a passenger is only applicable for the transportation from the origin to destination via the any agreed transition point as listed on the ticket.

4.5.2 **Flight coupons must be used in sequence from the place of departure as shown on the passenger coupon, and the first segment must be used first otherwise CSN will not accept for carriage. If special regulations specified in the fares rule, such as tickets must be used in sequence coupon by coupon and coupon jumping or abandon is not allowed, the special regulations shall be applied.** The first segment means the first segment of one coupon or many conjunction tickets within the same contract. Unless otherwise specified provided in the fares rule, if no portion



of the flight coupons is used will be accepted to proceed refund procedure within thirteen months after the date of commencement. Flight coupons that have been used will count from the date of issuance. The refund procedure is in accordance with involuntary refunds regulations and charge for refund fee as well as no show fee. The balance and the tariff of unused will refund to passengers.

- 4.5.3 If passenger(s) wish to change any aspect of transportation, he/she must contact CSN in advance. The fare for passenger's new transportation will be re-calculated under the flight coupons restriction and passenger will be given the option of accepting the new price or maintaining his original transportation as ticketed. If passenger is required to change any aspect of transportation due to Force Majeure, passenger must contact CSN as soon as practicable and CSN will use reasonable efforts to transport passenger to the next stopover or final destination, without recalculation of the fare.
- 4.5.4 If passenger(s) changes his/her transportation without CSN's prior agreement, CSN will assess the correct price for passenger's actual travel. Passenger(s) will be required to pay any difference between the price paid and the total price applicable for the revised transportation.
- 4.5.5 Some changes on the content of transportation in the flight coupons such as changing the place of departure or reversing the direction of travel, can result in an increase of price. Many fares are valid only on the dates and for the flights shown on the ticket and may not be changed at all, or only upon payment of an additional fee.



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- 4.5.6 A Fixed Ticket is only applicable for the date and flight which is listed on the flight coupons.
- 4.5.7 An Open Ticket means the booking status is “open” in accordance of passenger’s requirement and fare regulations. A ticket whose operated carrier, flight number, date of flight is not reserved and must confirm with CSN before ticket issuance.
- 4.5.8 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 in the flight coupon.
- 4.5.9 Open Ticket holders can reserve their seats in accordance of the fare regulation and seat available. Passengers confirm their ticket for the first-time issuance and subsequent collect the balance between the new fare and original open ticket fare. Any further confirmation may cause change fee and fare balance in accordance of fare regulation.
- 4.5.10 If a passenger fails to show up for any flight that he holds a reservation, without advising CSN in advance, CSN may cancel the passenger’s return or onward reservations as indicated on the printed ticket and all formed of electronic ticketing.**



Article 5 Fares, Taxes, Fees and Charges

5.1 Application of Fares

5.1.1 The applicable fare is the fare for the flights in effect on their purchased, applicable for the date of flight and routing which is listed on the flight coupons. Once the ticket is issued and the payment is made, the fare will not change despite any readjustment. If the itinerary, date of travel or other transportation content change due to reasons of passenger, the fare passenger supposed to pay could change accordingly.

5.1.2 Fares are only applicable to air carriage from the airport at the point of origin to the airport at the point of destination. Fares do not include fees for ground transport service and additional services between airports and between airport and downtown.

5.1.3 A normal fare or special fare ticket is subject to the conditions specified thereof. Some tickets are sold at special fares may apply to special refund and reissue policy. Passenger(s) should purchase ticket(s) with the fare that best suits to their own air travel situations.

5.1.4 Routing

Fares are only applicable to routings published in connection therewith. If there is more than one routing at the same fare, the passenger may specify the routing prior to the issuance of the ticket. If no routing is specified, CSN may determine the routing.

5.2 Taxes, Fees and Charges

5.2.1 Any tax, fee or charge imposed by government or other



authority, or by the operator of an airport, in respect of a passenger or the use by a passenger of any services or facilities will be in addition to the published fares and charges and shall be paid by the passenger and collected by airlines at the time of ticket issuance.

5.2.2 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. If there is an increase in the applicable tax, fee or charge shown on the ticket, passenger(s) will be obliged to pay it. Likewise, if a new tax, fee or charge is imposed after ticket issuance, passenger will be obliged to pay it. In the event any taxes, fees or charges which passenger has paid to CSN at the time of ticket issuance are eliminated or reduced, such that they no longer apply, or a lesser amount is due, passenger(s) may be entitled to a refund of any such taxes, fees or charges as have been eliminated or reduced. CSN will refund according to the rule by government.

5.3 Fuel surcharge, aviation insurance surcharge, and sales-related fees are published and charged by the carrier according to relevant regulations or policies of different countries and authorities. Unless otherwise specifically, infants not occupying a seat are exempt from fuel surcharge; children are charged the same amount of fuel surcharge as adults.

5.4 Payment Methods



Fares and charges are payable in any currency or international credit/debit card currently acceptable by CSN. Unless otherwise agreed by CSN and passenger(s), fares and charges are all paid in cash.



Article 6 Reservations and Ticketing

6.1 General Rules

6.1.1 Passenger(s) can ask for information, reserve seats and purchase tickets through CSN's sales office, CSN's websites and service hotline, CSN's authorized agencies, and other channels that approved by CSN.

6.1.2 When make air reservations or ticketing, 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 during check-in.

6.1.3 When purchasing a ticket for child or infant, a valid birth certificate must be presented.

6.1.4 No seat reservation shall be considered as confirmed until records are accepted by CSN or its authorized agents. Reservations shall be tentative unless and until CSN has issued a validated ticket for the carriage for such space is reserved, and the passenger makes payment by the time fixed by CSN.

6.1.5 According to CSN's regulations, certain fares may have conditions that will limit or exclude the passenger's right to change or cancel reservations.

6.1.6 CSN reserves the right to suspend reservations for a certain flight when it is necessary.

6.1.7 Any application for change or cancellation of reservation must be submitted within the valid period stipulated by CSN.



When fares have correspondent restrictions, passenger's change or cancellation of reservation shall be subject to such restrictions.

6.1.8 CSN reserves the right to cancel the space reserved for the passenger in the event of the passenger(s) failures to use the reserved seats in accordance with the regulations of CSN and inform any relevant department of CSN in advance.

6.1.9 For passengers whose physical health and/or physical condition make them unfit to travel by air, CSN reserves the right not to sell tickets and refuse to carry any individual. Passengers on restricted transport may reserve seats and purchase tickets only after meeting certain requirements and with the consent of all carriers involved.

6.1.10 For passengers who maliciously occupy seats or falsely purchase tickets, CSN reserves the right to restrict their seat reservations and ticket purchases.

6.1.11 Ticketing Time Limits

If a passenger has not paid for the ticket prior to the stipulated ticketing time limit, CSN may cancel the reservation.

6.2 Personal Data

6.2.1 Passenger(s) shall recognize that their personal data has been given to CSN for the purpose of making a reservation for carriage, obtaining ancillary services, facilitating immigration and entry requirements and making available such data to government agencies. For these purposes, passengers 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.

6.2.2 Passenger(s) shall be liable for the authenticity and validity of their personal data. CSN will not be responsible for verification.

6.2.3 If passengers refuse to provide necessary personal data, CSN may refuse for seat reservation and ticket purchase.

6.3 Seat Allocation

6.3.1 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 cabin class. 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.

6.3.2 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.



Article 7 Refusal of and Limitation on Carriage

7.1 Refusal of Carriage

For reasons of safety or if, in the exercise of its reasonable discretion, CSN shall retain the right to refuse transport on any passenger and/or passenger's baggage for the following conditions:

- 7.1.1 Prohibited by the national laws, regulations or orders.
- 7.1.2 Passengers who have not comply with national laws, regulations or orders, or the rules of CSN.
- 7.1.3 Passengers who have refused to submit to all security check.
- 7.1.4 Passengers who refuse to procure valid ID required by national laws, policy provisions, orders, requirements or conditions of travel.
- 7.1.5 Passengers who present an identity document at check-in that does not match the identity document used to purchase the air ticket.
- 7.1.6 Passengers who refuse to comply with the exit-seat restrictions established by the carrier.
- 7.1.7 Passengers who do not follow crewmembers' instructions.
- 7.1.8 Disabled passengers who shall only be seated in exit seat.
- 7.1.9 Passengers who are unwilling to comply with decisions due to force majeure or other uncontrollable reasons.
- 7.1.10 Passengers who fail to pay the applicable fare, charges, fees and taxes for the tickets, or credit arrangements agreed between the carrier and the passengers have not been complied.
- 7.1.11 Passengers present a ticket that has been obtained illegally, or the ticket is a lost, stolen, or forged ticket, or the coupon



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- has been changed improperly by someone other than the carrier or authorized agents.
- 7.1.12 Passengers who are not in a position to prove that they the person referred to in the ‘Passenger Name’ box on the tickets.
- 7.1.13 Passengers who are qualified individuals with disabilities, but the number of such persons carried on the flight has reached its restricted number.
- 7.1.14 Passengers who are intellectual impairment and whose behavior may be hazardous to himself/herself, flight crew members or other passengers.
- 7.1.15 Passengers who appear to be or are intoxicated or under the influence of drugs.
- 7.1.16 Passengers who appear to be or are poisoned.
- 7.1.17 Passengers who require intravenous injection(s).
- 7.1.18 Passengers who have malodorous conditions (other than those qualifying as disabled).
- 7.1.19 Passengers who dress in a manner that may cause discomfort to other passengers.
- 7.1.20 Stretcher patients who do not comply with the airline’s passenger transportation safety regulations.
- 7.1.21 Passengers who may seek illegal entry in a transit country, may destroy their identification during the flight, or refuse to submit the traveling certificate or copies to flight crew members for preservation.
- 7.1.22 Passengers conduct may jeopardize the aircraft or onboard passengers’ safety regardless whether it is intentional.
- 7.1.23 Passengers whose behaviors, age, physical or mental



condition are not suitable for flight, or may possibly cause danger or harm to himself/herself, or to other people or property, including but not limited to the following conditions.

- (1) Newborn babies less than 14 days of age.
- (2) Pregnant women with singleton pregnancy more than 36 weeks or multiple pregnancies of more than 32 weeks.
- (3) Women who have given birth within 7 days.
- (4) Unstable cardiovascular and cerebrovascular diseases: Patients in the early postoperative stage of angioplasty; patients having experienced myocarditis and myocardial infarction within the past one month; patients with severe heart failure, a myocardial infarction occurring within six weeks after myocarditis, recent frequent episodes of angina, or severe arrhythmia; patients having experienced a cerebrovascular accident within the past two weeks; hypertension patients with systolic pressure exceeding 180 mmHg and diastolic pressure exceeding 130 mmHg; patients in acute stage of encephalitis, brain tumor, cerebral hemorrhage, and cerebral infarction, or patients with acute cerebrovascular disease who have anoxia and carbon dioxide retention.
- (5) Unstable cardiovascular and cerebrovascular diseases: Patients in the early postoperative stage of angioplasty; patients having experienced myocarditis and myocardial infarction within the past one month; patients with severe heart failure, a myocardial infarction occurring within six weeks after myocarditis, recent frequent episodes of angina,



or severe arrhythmia; patients having experienced a cerebrovascular accident within the past two weeks; hypertension patients with systolic pressure exceeding 180 mmHg and diastolic pressure exceeding 130 mmHg; patients in acute stage of encephalitis, brain tumor, cerebral hemorrhage and/or cerebral infarction, or patients with acute cerebrovascular disease who have anoxia and carbon dioxide retention.

- (6) Digestive diseases: Patients with acute appendicitis, deep gastrointestinal ulcers, very large hernias, or intestinal obstruction. Patients having undergone abdominal surgery are unsuitable to fly for 10 days; or 20 days for flights longer than 4 hours.
- (7) Skeletal diseases: Fractures secured with a plaster cast and weight traction. Patients should wait for 24 hours following application of a plaster cast, or for 48 hours for flights longer than 2 hours.
- (8) Blood diseases: Patients with severe anemia, traumatic hemorrhage, or hemoglobin levels below 75 g/L. Patients must wait 10 days after the onset of sickle cell anemia.
- (9) Eye diseases: Interventions for patients with retinal detachment usually involve the introduction of gas by intraocular injections, which can cause an increase in intraocular pressure. Air travel must not be undertaken until the gas is fully absorbed. If using sulphur hexafluoride (SF₆), patients are unable to fly for 2 weeks; if using perfluoropropane (C₃F₈), patients are unable to fly for 6 weeks. Patients with other intraocular diseases or penetrating



- eye trauma are not suitable to fly for one week.
- (10) ENT diseases: Patients having undergone tonsillectomy or middle ear surgery within the past 10-14 days; patients with severe otitis media accompanied by blocked Eustachian tubes, severe sinusitis with nasal obstruction, or Eustachian tube ventilation disorders; and patients having undergone corrective jaw surgery.
 - (11) Psychotic patients with demonstrative aggressive behaviors, and epileptic patients without the accompany of medical assistance. Epileptic patients must wait 24 hours after a major seizure.
 - (12) Patients with severe hemoptysis, hematemesis, bleeding, and moaning symptoms.
 - (13) Patients with any kind of infectious disease, such as tetanus.
 - (14) Patients 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.
 - (15) Passengers that require a continuous supply of oxygen during the flight (excluding passengers able to bring their own portable oxygen concentrators that comply with regulations, and those that can physically endure the flight).
 - (16) Decompression sickness after diving.
 - (17) Late-stage cancer patients.
 - (18) Patients suffering from diseases requiring emergency medical treatment, and for which a doctor's certificate has not been presented and nursing staff are not present prior to the flight.
 - (19) Passengers with unstable vital signs due to various reasons,



or those suffering from other diseases that are considered medically unsuitable to travel by air.

7.2 Treatments when Carriage Refused

For passengers who have been refused transport, CSN will proceed in accordance with the following provisions:

7.2.1 For any passenger refused transport pursuant to Provisions 7.1.1, 7.1.8, or 7.1.9 shall be subject to involuntary refund of their purchased tickets.

7.2.2 For any passenger refused transport pursuant to Provisions 7.1.10, passengers need to pay for the fares, fees, or taxes, or shall be subject to involuntary refund of their purchased tickets.

7.2.3 For any passenger refused transport pursuant to subparagraph 7.1.11, 7.1.12, 7.1.21, CSN reserves the right to withhold the passenger's tickets, and if necessary, report to relevant authorities.

7.2.4 Except as otherwise provided above, passengers shall be subject to voluntary refund.

7.3 Limitation on Carriage

Unaccompanied minors, sick and disabled persons, the pregnant, the blind and deaf or prisoners and other special passengers, shall not be transported unless CSN and related carriers have approved them in advance and made the necessary arrangement under the conditions up to the transportation regulations of the company and the carriers concerned.

7.3.1 CSN only accepts passengers who are at least five years old and under twelve years old as unaccompanied minors.

- Unaccompanied minor service must apply to CSN in advance and proceed to associated procedures before they are allowed to travel.
- 7.3.2 Infants and children other than specified in 7.3.1 must be accompanied by another passenger who travels in the same cabin compartment, and over 18 years old with full capacity for civil conduct.
- 7.3.3 Passengers who apply for Wheelchair Carry (WCHC) or Wheelchair Steps (WCHS) must be accompanied by another passenger who travels in the same cabin compartment, and over 18 years old with full capacity for civil conduct.
- 7.3.4 If passengers have any of the following situations, they are required to produce a medical certificate or certificate of diagnosis approved by CSN before purchasing a ticket and taking a flight:
- 7.3.4.1 Passengers who are travelling with premature infant incubators.
- 7.3.4.2 Passengers who travel by air will be dangerous to their health status or required special medical care in flight, including medical conditions not mentioned in 7.1.23 but which may occur during the flight and lead to undesirable impacts on the health of the passengers and the safety of the flight.
- 7.3.4.3 Passengers who suffer from a severe contagious disease but have taken precautionary measures to prevent infecting others.
- 7.3.4.4 Mental patients who are considered stable by licensed medical institutions or medical staff recognized by CSN and



- are suitable to take flight after taking certain measures.
- 7.3.4.5 Pregnant women with singleton pregnancy more than 36 weeks or multiple pregnancies of more than 32 weeks.
- 7.3.4.6 Where CSN has reasonable grounds to believe that passengers with disability cannot safely complete air travel without medical assistance during the flight.
- 7.3.5 Medical certificates or certificates of diagnosis approved by CSN that refer to diagnoses of a patient's condition issued by a medical institution at the county or city level (or equivalent level), 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.
- 7.4 Passengers 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. For passengers who are aware that their situation makes them unsuitable to fly but who violate the conditions of this contract by concealing, deceiving, or misleading others of their situation, CSN will sue the passenger who purchased and boarded the plane for culpa in contrahendo and have the passenger accept legal responsibility by recovering the relevant fees, etc.



Article 8 Check-In and Boarding

8.1 General Rules

8.1.1 Check-in deadlines vary from one airport to another. Passenger(s) must arrive sufficiently early before the flight is available for boarding and check in with valid identity documents that match the one used to purchase their tickets. Should passenger(s) fail comply with the check-in deadlines and proceed check-in procedure, CSN may cancel the passenger(s) reservation.

8.1.2 If passenger(s) fail to arrive at the check-in location or the boarding gate prior to the specified time limits for reasons not attributable to CSN, or if passenger(s) travel documents cannot meet the requirements for travel, or if passenger(s) fail to present valid tickets, or if passenger(s) are not prepared for air travel, CSN may cancel the passenger(s) reserved seat in order not to delay flights. CSN is not liable for any losses or expenses incurred by passenger(s) failure to comply with the basic provisions of this Article. If any passenger(s) wish to change or refund the ticket, it will be processed in accordance with the rules of voluntary change or voluntary refund.

8.1.3 Before boarding, passenger(s) and their baggage must go through security checks.

8.1.4 After closing the cabin door and beginning departure procedures, no passenger(s) on board may abort their journey except in cases of force majeure and in the event of sudden illness or life-threatening situation.

8.1.5 Mis-catch



- 8.1.5.1 If mis-catch occurs due to passenger(s) reasons, tickets shall be handled according to the provisions of voluntary change or voluntary refund.
- 8.1.5.2 If mis-catch occurs due to CSN's reasons, CSN shall arrange passenger(s) travel on the next available flight. In this case, if passenger(s) request for refund, tickets shall be handled according to the provisions of involuntary refund.
- 8.1.6 Wrong Boarding
- If passenger(s) board a wrong flight, CSN shall arrange passenger(s) travel on the next available flight to their correct destination listed on passenger's ticket, or arrange the passenger(s) return to the place of origin. If the passenger(s) requests to stop travelling at the destination of the flight that wrong boarded, tickets shall be handled according to the provisions of involuntary refund.



Article 9 Baggage

9.1 General Rules

9.1.1 Classification of Baggage

Baggage carried by CSN is classified as checked baggage and un-checked baggage based on the responsibility of transportation.

9.1.2 Items Unacceptable as Baggage

9.1.2.1 Dangerous goods, except those permitted by *Dangerous Goods Transportation Regulations of China Civil Aviation* and CSN's regulations, are forbidden to be carried by passengers either as or in carry-on baggage, checked baggage or on their person:

- (1) Explosives;
- (2) Gases, including flammable gases, Non-inflammable and non-toxic gases, Toxic gases;
- (3) Flammable liquids;
- (4) Flammable solids, substances liable to spontaneous combustion; substances which, on contact with water, emit flammable gases;
- (5) Oxidizing substances and organic peroxides;
- (6) Toxic substance and infectious substances;
- (7) Radioactive material;
- (8) Corrosive substances;
- (9) Miscellaneous dangerous substances and articles, including environmentally hazardous substances.

9.1.2.2 Items prohibited by applicable laws, regulations or orders of any country to be flown from, to or over.

9.1.2.3 Items of which the weight, dimensions, configuration or



nature make them unsuitable for carriage considered by CSN.

9.1.2.4 Live animals, except as pets and service dogs provided for in Provision 9.7.

9.1.2.5 Firearms and ammunition other than those approved or authorized by authority of the relevant country.

9.1.2.6 Lighters and matches.

9.1.2.7 Spare lithium batteries, including portable electronic devices, not for personal use and /or with each battery exceed 160 Wh Watt-hour rating for lithium ion batteries or exceed 8 grams for lithium metal batteries, or with no mark or unclear mark of Watt-hour rating outside the battery case.

9.1.2.8 Electric balance bicycles powered by lithium batteries, even includes the bicycles with the battery removed. These refer to a mobile aid powered by lithium batteries with the ability to carry people, which includes but not limits to unicycles, electric skateboards, wind and fire wheels, physical car and balance car, etc.

9.1.3 Items Unacceptable as Checked Baggage

- (1) All spare batteries, including lithium batteries, Non-spillable batteries , nickel-metal hydride batteries and dry batteries;
- (2) Articles which have the primary purpose as a power source, e.g. power banks;
- (3) Battery-powered portable electronic smoking devices (e.g. e-cigarettes, ecigs, ecigars, epipes, personal vaporizers, electronic nicotine delivery systems).

If the above-mentioned items are in the checked baggage, CSN shall not be liable for any delay, loss or damage to the



baggage due to actions related to baggage inspection carried out by relevant government departments, airport authorities or security inspection agencies.

If baggage is found to contain any of the above-mentioned items that are prohibited to be transported as checked baggage before handling or during transportation, CSN will refuse to accept or terminate the transportation at any time.

9.1.4 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.

- (1) Fragile items;
- (2) Perishable items;
- (3) Valuables, such as cash, valuable tickets, jewelry, precious metals and articles thereof, antiques, paintings, and samples, etc.;
- (4) Important files and documents;
- (5) Traveling documents;
- (6) Medical certificates, X-ray films;
- (7) Prescribed drugs that need to be taken regularly.

9.1.5 Items with Limitation on Carriage

9.1.5.1 CSN has strict quantity restrictions and packaging requirements for the carriage of following items. They may be accepted as checked baggage only in accordance with CSN's regulations and with the consent of CSN.

- (1) Precision instruments and electric appliances shall be transported as cargo. If transported as checked baggage, such items have to comply with the packaging standards for international transportation of goods and the free baggage allowance will not apply to such items.
- (2) 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 regulations.
- (3) Weapons such as swords, knives, antique firearms, and similar items may be accepted as checked baggage, which will not be permitted in the cabin in accordance with CSN's regulations.
- (4) Dry ice for packaging fresh items;
- (5) Alcoholic beverage, liquids hand-carried by passenger(s);
- (6) Diplomatic envelopes, confidential files;
- (7) Animals or service dogs that specified in Provision 9.7;
- (8) Electric wheelchairs used by passengers during air travel;
- (9) Baggage with irregular size and dimension (not includes certain types of special baggage such as snow sledding).

9.1.5.2 Items not suitable to be carried in cargo cabin such as delicate musical instruments and items that cannot fit the requirements of weight and dimension specified in Provision 9.5.1, should be carried in passenger cabin as seat-taking baggage. Such items will be charged for extra fees separately and will be kept by the passenger(s).

9.1.5.3 Each passenger(s) may carry only one small medical or clinical thermometer which contains mercury, for person use,



and it must be placed in its protective case that prevents the leakage of mercury from the package.

9.1.5.4 Portable electronic devices containing lithium batteries and its spare batteries not exceeding 100 Wh for lithium ion batteries or 2 g for lithium metal batteries, for person use, with reasonable amount, are not need to be declared, but the spare batteries must be carried in carry-on baggage only. Portable electronic devices containing lithium batteries and its spare batteries exceeding 100 Wh but not exceeding 160Wh for lithium ion batteries or exceeding 2 g but not exceeding 8 g for lithium metal batteries, for person use, must be declared and the spare batteries must be carried in carry-on baggage only.

9.1.5.5 For lithium battery-powered mobility aids (e.g. wheelchairs) , the passenger should make advance arrangements with each operator and provide information on the type of battery installed and on the handling of the mobility aid (including instructions on how to isolate the battery). If the battery cannot be removed from the mobility aid, it must be securely attached to the wheelchair or mobility aid and the electrical circuits are isolated, and the wheelchair or mobility aid must be transported as checked baggage. If the mobility aid is specially designed to allow the battery be removed, it should be removed by the passenger and be carried in the passenger cabin. The battery removed from the mobility aid must not exceed 300Wh, or for mobility aids fitted with two batteries, each battery must not exceed 160Wh. Meanwhile each passenger may carry a maximum of one spare lithium battery



not exceeding 300Wh or two spare batteries each not exceeding 160Wh.

9.1.6 Right to Refuse Carriage

In the exercise of CSN's discretion, CSN may refuse to carry a passenger or his baggage after informing the passenger. In this circumstance, the passenger will be entitled to a refund. Also, CSN may refuse to carry the passenger or his baggage for any of the following reasons:

9.1.6.1 CSN may refuse to carry or continue to carry a passenger's baggage if it contains the items listed in Provision 9.1.2, or if the checked baggage contains the items listed in Provision 9.1.3 or 9.1.4.

9.1.6.2 CSN may refuse to carry a passenger's baggage if the passenger has carried the items listed in Provision 9.1.5 and has failed or refused to comply with the conditions of carriage for CSN.

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

9.1.6.4 Baggage without a security check.

9.1.6.5 CSN may refuse to carry a passenger(s) baggage unless it is properly packed in suitcases or other suitable containers to ensure safe carriage.

9.1.6.6 CSN may refuse to carry a passenger(s) baggage unless it is properly packed in suitcases or other suitable containers to ensure safe carriage.

9.1.6.7 The carriage of passenger(s) or passenger(s) baggage may endanger or affect the safety, health, convenience, comfort of



other passengers or crew members.

9.2 Checked Baggage

9.2.1 Passenger(s) must check baggage with valid tickets.

9.2.2 CSN shall attach a baggage tag to each piece of passenger(s) checked baggage, and give a baggage identification tag to the passenger.

9.2.3 Unless otherwise permitted, the piece concept which applies to carriage to/from the United States or Canada are specified as following: the sum of the three dimensions must not exceed 158cm (62 inches) for each piece, and the weight of each piece must not exceed 45 kg (90 pounds). The piece concept which applies to carriage not involved United States or Canada are specified as following: the sum of the three dimensions must not exceed 158cm (62 inches) for each piece, and the weight of each piece must not exceed 32 kg (70 pounds).

Baggage exceeding the above-mentioned requirements should be transported as cargo.

9.2.4 Checked baggage must be well packed, locked and bound, and must be able endure a certain amount of pressure, and can be safely loaded, unloaded and carried under normal operation conditions, and should meet the following requirements:

- (1) Suitcase, handbags and such kind of items must be locked;
- (2) It is not allowed to bundled more than two pieces of baggage into one piece;
- (3) It is not allowed to attach other items to baggage;
- (4) Bamboo baskets, net bags, grass strings and grass bags are



not permitted to be used as packing materials;

- (5) Passenger(s) name, detailed address and telephone number should be written on the baggage.

9.2.4.2 Checked baggage will, whenever possible, be carried on the same aircraft as you, unless we decide for safety, security or operational reasons to carry it on alternative flight. If passenger(s) checked baggage is carried on a subsequent flight CSN will deliver it to passenger(s), unless applicable law requires passenger(s) to be present for customs clearance.

9.3 Free Baggage Allowance

9.3.1 The free baggage allowance for each passenger is subject to CSN's applicable baggage regulations.

9.3.2 Piece Concept for Free Baggage Allowance

Unless otherwise specified, the piece concept applies to carriage on all CSN's international and regional flights.

9.3.3 For passenger(s) who purchase tickets of mixed cabin class, the free baggage allowance will be calculated respectively in accordance with applicable cabin class.

9.3.4 For two or more passengers who are travelling together as one party on the same flight to the same destination or point of stopover, if they present at the same time and place to check their baggage, they will be permitted a total free baggage allowance equal to the combination of their individual free baggage allowance.

9.3.5 For passenger(s) who voluntarily change the cabin class, the free baggage allowance will be the applicable to new class. For passengers who involuntarily change cabin class, the free



baggage allowance will be the applicable to original class.

9.3.6 For passenger(s) who are travelling on domestic flights as parts of international traffic, the free baggage allowance will be applied corresponding international flight.

9.4 Excess Baggage

9.4.1 Excess baggage is the part of a passenger's baggage that exceeds the free baggage allowance of the passenger(s).

9.4.2 Passenger(s) are required to pay extra fees for the carriage of excess baggage in accordance with CSN's regulations, and the excess baggage will be carried after an excess baggage ticket has been issued by CSN or CSN's authorized agents.

9.5 Uncheck Baggage

9.5.1 Carry-on Baggage

Each First Class passenger may bring two pieces of hand-carry baggage that may not exceed 5kg in weight. Each passenger travelling in Business, Premium Economy or Economy Class, may bring one piece of hand-carry baggage while each piece must not exceed 5kg in weight. The sum of the three dimensions of the above-mentioned hand-carry baggage must not exceed 115cm. Such baggage can be placed in the baggage cabin or under the seat in the passenger cabin. Any item or baggage in excess of weight, number or size as listed above will be required to be handled as checked baggage.

9.5.2 Seat-Taking Baggage

If a passenger's baggage is not suitable for transport in the cargo compartment (such as delicate musical instrument) and cannot meet the requirements specified in Provision 9.5.1,



after obtaining consent from CSN and paying appropriate fees, the baggage can be brought into the aircraft cabin as seat-taking baggage and kept by the passengers themselves.

9.6 Special Baggage

For the carriage of special baggage with fragile characteristics or restricted transportation requirements, (such as sports equipment and musical instruments), should adopt special rules and must meet the restrictions of packaging, quantity, transportation conditions and charging rules before receiving and transporting.

9.7 Animals and Service Dogs

9.7.1 Animals refer to tamed and small animals such as domesticated dogs, cats, birds and other household pets. If the animal is too small in size (such as marines or spectacular fish), or too large in size (the size of whose cage exceeds the maximum size restriction), and may therefore cause hazard to the safety of carriage, it will not be accepted for transportation. Any wild/feral and/or aggressive animals (such as snakes) will not be accepted for air transportation. CSN 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.

9.7.2 Animals may be accepted for carriage subject to CSN's Regulations only when:

9.7.2.1 Properly crated and accompanied by valid vaccination certificates, entry permits and other documents required by the People's Republic of China and countries of entry or transit.



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- 9.7.2.2 With the advance agreement of CSN and other interline carriers concerned. Besides, the carriage is in accordance with the transport regulations of CSN and relevant carriers.
- 9.7.3 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. CSN will not accept animals other than dogs as service animals for transportation.
- 9.7.4 The carriage of guide dogs shall be dealt in accordance with Provision 9.7.2. Service dogs, if they meet CSN's requirements, may accompany with passenger(s) with a disability who are eligible to travel in the passenger cabin. 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.
- 9.7.5 Emotional support dogs cannot be regarded as service dogs, and CSN will not accept emotional support dogs for transport as service dogs.
- 9.7.6 Acceptance for carriage of animals (include service dogs) is subject to the conditions that the passenger assumes full responsibility for such animal unless due to CSN's faults. CSN shall not be liable for injury to or loss, delay, sickness or death of such animal in the event that it is refused entry into or passage through any country, state or territory.
- 9.7.7 The passenger is fully liable for all damages or injuries which an animal might cause to other passengers or crew



members.

9.7.8 CSN will have no liability in respect of any such animal not having all the necessary exit, entry, health and other documents with respect to the animal's entry into or passage through any country, state or territory.

9.8 Declared Value for Baggage

Declared Value for Baggage is not provided by CSN.

9.9 Delivery of Checked Baggage

9.9.1 Passenger(s) shall collect their baggage as soon as it is available for collection at places of destination (or stopover).

9.9.2 With CSN's consent, passenger(s) can collect their baggage at a stopover under the agreement of CSN; however, the unused payment of the excess baggage will not be refunded.

9.9.3 If passenger(s) do not collect their baggage in time, CSN will levy a fee for baggage storage. CSN reserves the right to manage with perishable items within passenger(s) baggage during the first 24 hours after the arrival of the baggage.

9.9.4 CSN is under no obligation to ascertain that the bearer of the baggage identification tag is entitled to delivery of the baggage and CSN is not liable for any loss, damage, or expense arising out of or in connection with such delivery.

9.9.5 If a passenger claims the baggage without providing baggage identification tag(s), CSN will deliver the baggage to this passenger only on condition that he/she provides a certificate approved by CSN and, if required by CSN, this passenger shall furnish adequate security to indemnify CSN for any loss, damage or expense which may be incurred by CSN as a result of such delivery.



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- 9.9.6 Acceptance of baggage by the bearer of the baggage check, without complaint at the time of delivery, is prima facie evidence that the baggage has been delivered in good condition and in accordance with the contract of carriage.
- 9.9.7 If baggage is not collected starting 90 days from the next day of baggage's arrival, CSN has the right to process it according to the regulations on un-delivered baggage.
- 9.10 Processing of Irregular Carriage of Baggage
- 9.10.1 In the event of delay, loss or damage in the carriage of baggage, CSN and CSN's authorized ground handling agents, along with the passenger, should fill up a *Record Form of Accidents of Baggage Carriage*, check out the situation and reasons, and report the results of investigation to passenger and departments concerned. If compensation for baggage happens, it can be processed at the journey's origin, stopover or destination.
- 9.10.2 If the checked baggage fails to arrive in the same flight with the passenger(s) due to CSN reasons and thereby causing an inconvenience for the passenger(s), CSN should provide appropriate compensation for the passenger(s).
- 9.11 Right of Baggage Inspection
- For reasons of safety and security, CSN may require passengers to check their baggage. If necessary, CSN may check the baggage of passenger(s) without their presence. Otherwise, CSN reserves the right to refuse carriage.



Article 10 Flight Schedules, Changes and Cancellations

10.1 Flight Schedules

10.1.1 CSN will make every effort to transport passenger(s) and their baggage with reasonable dispatch in accordance with the published schedule times valid at the date of travel.

10.1.2 Unless the loss is caused by intentional or reckless acts or omissions with knowledge of the possibility of loss, CSN shall not be liable for errors or omissions in timetables or other published schedules. Any statement given by an airline employee, agent or representatives of CSN in respect of departure or arrival times, dates, or any flight status is for information only, CSN shall not be liable in respect thereof.

10.1.3 Flight times and aircraft types shown on published schedules are subject to change between the date of publication and the date of the actual commencement of travel by the passenger. Such flight times or types are not guaranteed by CSN and form no part of this contract between CSN and the passenger.

10.1.4 Prior to CSN accepting passenger(s) reservation for a flight, CSN will notify the passenger(s) of the scheduled flight time in effect as of that time, and it will be shown on ticket. It is possible CSN may need to change the scheduled flight time after the ticket has been issued. If passenger(s) can provide CSN with their contact information, CSN will endeavor to notify each passenger(s) of any such changes. If CSN makes a significant change to the schedule flight time after tickets are purchased, passenger(s) will be



entitled to an involuntary change or involuntary refund in accordance with Provision 11.2 or 12.7 If the passenger proposes to change or refund the ticket again due to passenger reasons after confirming the alternative flight, the rules of voluntary change or voluntary refund shall apply.

10.2 Flight Cancellations and Changes

CSN reserves the right to cancel, terminate, alter, postpone or delay any flight(s) without prior notice due to the following reasons:

- (1) Any government legal provision, regulation, order, directive or requirement; or
- (2) For security of the flight; or
- (3) Any other conditions beyond CSN's control or any fact not able to be foreseen by CSN.

10.2.2 CSN cancels or departure delays flights due to any of the reasons provided in Provision 10.2.1, and therefore fails to provide reserved seat (including the reserved class), or fails to stop at passenger(s) stopover or destination, or causes a mis-connection with the reserved consecutive flight, CSN should take into account the passenger(s) reasonable needs and undertake the involuntary changes and involuntary refunds procedure for the passenger(s) in accordance with Provision 11.2 and 12.7.

10.2.3 Remedies provided in Provision 10.2.2 are all the options for passengers. Unless otherwise provided by compulsory and prohibitory laws, administrative regulations and Conventions, CSN shall assume no further liability.



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- 10.2.4 CSN will take all necessary measures to avoid delays in carrying passenger(s) and his/her baggage. CSN shall not be liable if it proves that CSN has taken all necessary measures or it is not possible for CSN to take such measures.
- 10.3 Services for Irregular Flights
- 10.3.1 If flights are delayed or cancelled at the point of origin due to such CSN reasons as aircraft maintenance, flight readjustment, or flight crew, CSN shall provide passenger(s) with meals or accommodations according to the specific regulations concerned.
- 10.3.2 If flights are delayed or cancelled at the point of origin due to non-CSN reasons including but not limited to: weather, emergencies, air traffic control, airports, or passenger(s), CSN shall assist passenger(s) in arranging meals or accommodations at the passenger(s) expenses.
- 10.3.3 CSN shall be responsible for providing accommodations to the transit passenger(s) if flights are delayed or cancelled at an alternate landing place or transit point, for any reason.
- 10.3.4 When flights are delayed or cancelled, CSN and CSN's ground service agents will explain and inform passenger(s) promptly regarding the latest information of flights' delay or cancellation.
- 10.3.5 The 'delays' referred to in this Provision 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, excluding the case that due to flight schedule change leading to the flight departure time later**



than the original planned departure time.

The ‘cancellation’ referred to in this Provision 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.

10.4 Compensation for Flight Delays

If flights are delayed due to such CSN reasons including, but not limited to: aircraft maintenance, flight readjustment, or flight crew, CSN will provide compensation to passengers based on the actual delay time.

10.4.1 Compensation for ¥200 RMB per passenger will be provided for whose flights delay exceed four hours (inclusive) but within eight hours.

10.4.2 Compensation for ¥400 RMB per passenger will be provided for whose flights delay exceed eight hours (inclusive).

10.4.3 Where the above compensation standards are inconsistent with applicable local laws and regulations, they shall be executed in accordance with local laws and regulations.

10.4.4 **The ‘flight delays’ referred to in this Provision 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, excluding the case that due to flight schedule change leading to the flight arrival time later than the original planned arrival time.**



Article 11 Changes to Passenger Tickets

- 11.1 Voluntary Change
- 11.1.1 Voluntary change means that a passenger(s) requests for a change in the ticket for his/her own reasons.
- 11.1.2 If passenger(s) require voluntary change of flight number, date or class of service (include class of service and class of fare) after air ticket purchase, CSN and its authorized agents shall deal with it positively on the condition that there are seats available and fare regulation is permitted. The difference shall be paid by passenger(s) if the class change cause to a higher fare and the ticket shall be voluntarily refunded if the class change cause to a lower fare or continue journey with the original price which is decided by passenger.
- 11.1.3 If passenger(s) require voluntary change of carrier, CSN and its certain authorized agents can make endorsement when passenger(s) applicable fare have no endorsement restrictions, and obtain the consent of the receiving carrier. If passenger(s) require a change of carrier but the above requirements cannot be met, it shall be proceeded according to rules of voluntary refund.
- 11.1.4 Unless otherwise specified, when passenger(s) request the change the itinerary, accompanied children and infant (occupying a separate seat) deduct change fee as adult standard. Infants not occupying a seat will not be deducted a change fee.
- 11.1.5 Unless specially authorized by CSN, CSN's sales agencies are not allowed to deal with endorsement formalities for



passengers.

11.2 Involuntary Change

Involuntary change means that the change in ticket due to flight cancellation, delay, early departure, changing in flight segments, changing in class of service or inability of a carrier to operate the original flight.

11.2.1 For passenger(s) traveling with CSN's flight, if a passenger requires involuntary change due to non-CSN reasons, CSN should consider the passenger's reasonable requests and take one of the following measures:

11.2.1.1 Arrange on priority available seats on CSN flights for passengers;

11.2.1.2 Make endorsement after agreed by passenger(s) and carriers concerned.

11.2.1.3 For re-routing, passengers shall be carried to destination or stop over city with flight operating by CZ. Overpaid amount of ticket fare, excessive baggage fee will be returned, while deficiency of such fares and charges will be ignored.

11.2.2 If passengers require involuntary change due to CSN reasons, CSN should consider passengers' reasonable requests and take one of the following measures:

11.2.2.1 Arrange on priority available seats on CSN flights for passengers;

11.2.2.2 Make endorsement after agreed by passengers and carriers concerned;

11.2.2.3 Change the route listed on original ticket, and arrange passengers to arrive at destination or stopover point via CSN or other carriers' flights, or via other means of transportation



mutually agreed. Overpaid amounts of ticket fare, excessive baggage fees and/or other service charges will be returned, while deficiency of such fares and charges will be disregarded.

Article 12 Refunds

- 12.1 General Rules
- 12.1.1 On failure by CSN to provide carriage in accordance with the contract of carriage, or where a passenger(s) requests a voluntary change of his or her arrangements, refund for an unused ticket or portion thereof shall be made by CSN according to CSN's Regulations.
- 12.1.2 Application for refund will only be accepted when the coupon's status is OPEN FOR USE, meaning that the flight coupons can be used effect, and with payment proof provided by the passenger(s).
- 12.1.3 When refunding a ticket, passenger(s) is required to provide printed itinerary/receipt.
- 12.1.4 When refunding a ticket combining different fares, refund shall be processed according to the most restricted rules of applied fares.
- 12.1.5 If passenger(s) stop the journey at the stopover voluntarily, the fare of unused flight coupons will not be returned.
- 12.2 Person Receiving Refunded Fares
- 12.2.1 CSN shall be entitled to make refund to the person named in the ticket.
- 12.2.2 If a ticket has been paid for by a person other than the passenger(s) named in the ticket, and CSN has indicated on the ticket that there is a restriction on refund, the refund will be made only to the person paying for the ticket or to that person's order.
- 12.2.3 Passenger(s) (or sponsor) who requests the refund shall present his/her valid identity certificate. If the person



requesting refund is not the passenger(s) (or the sponsor), he/she must present the identity certificate of himself or herself and the authorization from the passenger or sponsor in addition.

12.2.4 According to Provision 12.1, CSN refunds the amount to anyone who meets the requirement of Provision 12.2.1, 12.2.2 or 12.2.3 shall be considered a proper refund; meanwhile shall discharge CSN from liability and any further claim for refund.

12.3 Time Limit for Refunds

Refunds must be applied not later than 13 months after the date of commencement of travel or the date of issuance (for totally unused ticket). Application for refund will not be accepted after the time limit.

12.4 Place of Refunds

12.4.1 On principle, refund of tickets and MCO shall be proceed in the original place of payment; exchanged tickets can also be refunded in the place of exchange. In the event of involuntary refund, refunds can be processed in CSN's sales office in the place of original purchase, commencement of journey, stopover, breakpoint of travel, CSN's sales office where the passenger requests for refund, or in CSN's authorized sales agencies in the place where the cause of involuntary refund happens.

12.4.2 When passenger(s) applies for refund in a place other than the original place of issuance, the CSN's sales office which is to process refund shall obtain authorization from the original place of issuance, and refund in the local currency at



that day's BSR according to the refunded amount provided by original place of issuance.

12.5 Currency

All refunds will be subject to Government laws, rules and regulations or orders of the country in which the ticket was originally purchased and of the country in which the refund is being made. Refunds will generally be made in the currency in which the ticket was paid for or in another currency in accordance with CSN's regulations.

12.6 Voluntary Refunds

Voluntary refunds means that a passenger requests a ticket refund for his/her own reasons. Voluntary refunds will be administered with the following rules:

12.6.1 If no portion of the ticket has been used, an amount equal to the fare paid, less any applicable service charges or cancellation fees;

12.6.2 If a portion of the ticket has been used, the refunds will be an amount equal to the difference between the fare paid and the applicable fare for travel between the points for which the ticket has been used, and subtract refund fees and no-show fees if any.

12.6.3 Special regulations will be applied to the ticket with a special fare paid.

12.6.4 Unless otherwise specified, accompanied children and infant (occupying a separate seat) deduct refund fees as adults. For infant not occupying a seat will not deduct refund fee.

12.7 Involuntary Refunds

Involuntary refunds means that the refund of tickets due to



flight cancellation, delay, early departure, changing in flight segments, changing in class of service or incapability of a carrier to operate the planned flight. Involuntary refunds will be administrated with the following rules:

- 12.7.1.1 If no portion of the ticket has been used, an amount equal to the fare paid including taxes and charges shall be refunded, without charging refund fee;
- 12.7.1.2 If a portion of the ticket has been used, subtract the amount of individual or group fare on the used sectors and subtract the amount of used taxes and charges, and refund the remaining amount. The refunded amount shall not be higher than the amount paid. No refund fee shall be charged.
- 12.7.1.3 If the flight lands at an airport other than the appointed stopover and flight of the same day is cancelled, and if the passenger demands for refund, fare from the landed airport to the destination at the same discount rate or sub-class with the original paid fare shall be refunded, but the refunded amount shall not be higher than the paid amount; no refund fee shall be charged. Applicable carrier fare from landed airport to destination shall be chosen on priority.
- If there are no published fares from landed airport to destination, fare of other means of transportation from landed airport to destination shall be refunded. Where there are more than one applicable fare of a same means of transportation, the medium one shall be chosen.
- 12.7.1.4 **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.

12.8 Refund to Credit Card or Debit Card Accounts

Refund for Tickets paid with credit cards or debit cards can only be credited to the card account originally used for the ticket purchase. The refundable amount to be paid by CSN will be in accordance with the rules within this article only, on the basis of the amount originally paid by passenger and the currency entered in the ticket. If there's any difference of amount caused by currency exchange, passenger is not entitled to claim damages to CSN.

12.9 Refusal of Refunds

Except for involuntary refund, CSN may refuse to refund if any one or more of the following situations occur:

- (1) Refund application is submitted after the time limit of refund;
- (2) Passenger fails to present valid certificates or tickets or proofs when applies for refund;
- (3) When the applicable fare of used sectors is equal to or higher than that of the whole journey, the unused sectors cannot be refunded;
- (4) Ticket is annotated non-refundable.

12.10 Refund of Tax, Fee and Charges

Ticket refunds shall be made together with the refund of the taxes and charges paid by the passenger at the time of ticket purchase which has not yet occurred and is refundable. Taxes and charges of ticket which is non-refundable or has no applicable remaining amount for



refund can also be refunded alone without extra charge, but must be applied for ticket refund before the time limit of refund.

Article 13 Overbooking Handling Procedure

13.1 Overbooking Notices

13.1.1 In order to reduce seat wastage due to temporary cancellation of travel by some passengers, CSN may conduct appropriate overbooking on certain flights to fulfill more passenger(s) travel needs.

13.1.2 In some cases, overbooking may result in a flight in which CSN cannot accommodate one or more passenger(s) with confirmed reservations. CSN will ask passenger(s) to willingly/voluntarily give up their confirmed itineraries in exchange for compensation and services that agreed upon by both CSN and passengers. If there are not enough volunteers willing to give up their seats, CSN may involuntarily deny boarding to one or more passengers on the overbooking flight according to the boarding priority rules, and provide appropriate compensation and services.

13.2 Scope of Application

CSN's overbooking handling procedures apply to flights that CSN is the operating carrier.

13.3 Request For Volunteers

13.3.1 In the event that some passengers may be unable to travel due to overbooking, CSN will request volunteers among the following passengers.

(1) The passenger who has confirmed and reversed a seat on the



flight.

- (2) The passenger who has a valid ticket.
- (3) The passenger who meets the basic requirements for air travel.
- (4) The passenger who arrives at the check-in counter before check-in deadlines.
- (5) The passenger who is willing to accept the compensation treatments provided by CSN and give up the reserved seat.

13.3.2 Solicitation Procedures

- (1) CSN will publish an announcement at the airport and request passengers to voluntarily give up their seats on overbooking flights.
- (2) After obtaining the consent of volunteers, the compensation procedures will be carried out for the passengers and the passengers will fill in the '*Compensation and Release of Liability for Involuntary Passengers Abandoning the Flight*'.
- (3) If there still are available seats before the departure of the overbooking flight, the volunteers can continue their original journey.
- (4) If the volunteers are not able to board the overbooking flight, compensation and service will be provided according to the standard agreed by both CSN and volunteers.

13.4 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:

- (1) **Are on urgent national business.**



- (2) **Have special service needs, such as the elderly, young, sick, disabled, pregnant and unaccompanied children/youth, as agreed by CSN and arranged in advance.**
- (3) **Holding First or Business Class tickets.**
- (4) **Members of China Southern Airlines Platinum, Gold and Silver Sky Pearl Club cards.**
- (5) **Have booked seats on connecting flights with a short connecting time.**
- (6) **Can prove that they have special difficulties and are required for air travel.**

13.5 Overbooking Compensation and Service

13.5.1 If passengers voluntarily give up their itineraries or are involuntarily denied boarding due to overbooking, CSN will first arrange the earliest available flight for the passengers, or proceed an involuntary refund.

13.5.2 For ticketed volunteers who relinquish their seats, compensation and services will be provided according to the standard agreement by both CSN and the respective volunteers.

13.5.3 For passengers who are involuntarily denied boarding according to the boarding priority rules, CSN will provide overbooking compensation according to the following standards:

13.5.3.1 Compensation standards when CSN can arrange flights in the same day:

Types of Overbooking Flights	Standards of Treatment (RMB)
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Domestic China	650 Yuan
Between the mainland of China and Hong Kong, Macao	650 Yuan
Between the mainland of China and Taiwan	1400 Yuan
Between China and other Asian country, Middle East	1400 Yuan
Between China and Americas, Oceania, Europe, Africa (except Middle East)	2100 Yuan

13.5.3.2 Compensation standards when CSN cannot arrange flights in the same day:

Types of Overbooking Flights	Standards of Treatment (RMB)
Domestic China	Highest amount between 50% of fare amount and the standard listed in 9.5.3.1
Between the mainland of China and Hong Kong, Macao and Taiwan	Standard listed in 9.5.3.1
International	Standard listed in 9.5.3.1

13.5.3.3 For passengers who cannot be accommodated to departing flights in the same day, CSN will provide accommodation and meals with free of charge.

13.5.3.4 If passengers request ticket refund, in addition to the involuntary refunds, CSN will provide compensation in accordance with the standards in 13.5.3.1.

13.5.4 Where the above-mentioned standards of compensation or service are inconsistent with applicable and compulsory laws and regulations, the applicable laws and regulations shall prevail.

Article 14 Conduct Aboard Aircraft**14.1 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 flight 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 restraining the passenger. Passenger(s) may be disembarked and refused onward carriage at any point and passenger(s) may be legally prosecuted for offences committed on board the aircraft.

14.2 Handling of the Unlawful Interference and Disturbance Act

14.2.1 The Unlawful Interference refers to actions that endangers civil aviation safety or the actions that have not been successfully taken to endanger civil aviation safety. Unlawful actions are generally understood as:

- (1) Attempts to or actual hijacking of an aircraft illegally;
- (2) Damaging aircraft in use;
- (3) Detaining hostages on aircraft or in an airport;
- (4) Thrust in the aircraft, airport or aviation facilities;
- (5) Bringing weapons or dangerous devices into an aircraft or airport and attempting to commit criminal acts;
- (6) Use in-service aircraft to cause death, severe personal injury, or severe damage to the property or environment;
- (7) Spread false messages that may endanger the safety of passengers, flight crew, ground staff or public on aircraft in



air or on ground, at airport or civil facilities.

14.2.2 The Disturbance Act refers to those behaviors in which passenger(s) fails to follow the action specification, or fails to follow the instruction of flight crew members and therefore disturb the ‘natural order’ in the cabin, which mainly includes:

- (1) Occupy the passenger seat and overhead compartment by physical forces;
- (2) Fight or brawl, or pick quarrels and provoke incidents;
- (3) Act indecently towards women or children and exercise the sexual harassment;
- (4) Propaganda obscene objects and/or present unlawful (and inappropriate) printed materials;
- (5) The use of fire or smoke on board;
- (6) Violate the provision of the use of mobile phone or other electrical devices forbidden to be used by passengers;
- (7) Steal, intentionally damage or move aircraft facility or equipment, such as emergency cabin door(s);
- (8) Steal public or private property on board;
- (9) Other acts that endanger civil aviation safety and disorder the cabin.

14.2.3 Handling Procedures

In accordance with the national laws and civil aviation rules, if the Unlawful Interference and Disturbance Act finds that the actions of one or more passengers within the cabin causes a clear violation of applicable laws, CSN shall make every effort to humanely hold said passengers and present them to local police authority or judicial organ.



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- 14.3 Forbidden Use and Restrictions on Portable Electronic Devices (PED)
- 14.3.1 General Rules
- 14.3.1.1 The use of Portable Electrical Devices that meet the requirements is allowed during flights on CSN.
- 14.3.1.2 In course of flight, PED cellular mobile communication function (voice and data) must be OFF. Mobile phone (smartphone) provided with flight mode function, WIFI and Bluetooth function may be used, but flight mode shall be ON (i.e., Turn off cellular mobile communication function).
- 14.3.1.3 During flight, PIC and his authorized individuals shall be required to turn off portable electronic devices if electronic disruption has been found and doubted to be derived from the operated portable electronic device of such occupant. Cases of gross violation shall be immediately referred to local police authority or judicial organ after landing.
- 14.3.2 Requirements for the use of PED
- 14.3.2.1 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.
- 14.3.2.2 The PED devices that are prohibited for use in-flight, include but are not limited to the following:
- (1) Mobile phones not furnished with flight mode (device only



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- furnished with cellular mobility communication function such as voice and data, which also include watches provided with mobile phone functions);
- (2) Walkie-talkie.
 - (3) Remote control device (remote control toy and other electrical equipment with remote control device).
- 14.3.2.3 In following flight phases, it is forbidden to use other portable electrical device than those electrical devices that are allowed for use during the course of flight:
- (1) Within 20 minutes after aircraft takeoff, and within 30 minutes prior to landing.
 - (2) Flight phase in low visibility.
- 14.3.3 The Requirements of Storage, Safekeeping, and Emergency Operation on PED
- 14.3.3.1 Large PED devices (that have the sum of three edges including length, width and height) of its contour size which shall be above 31 cm. For example: portable computers, PADs, shall be safely stowed so that no risk is arisen in the turbulence, impact, or emergency evacuation.
- 14.3.3.2 Small PED devices (the sum of three edges include length, width, and height) of its contour size below 31 cm, for example, e-book and mobile phone) is just subject to appropriate securing method by the passenger(s).
- 14.3.3.3 PED accessory (for example: headset and recharge wire) shall be safely stowed during critical flight phase, such as aircraft taxi, takeoff, descent, and landing, and cannot obstruct emergency evacuation in emergency condition.
- 14.3.3.4 The electrical power of PED in personal baggage or



overhead compartment shall be turned off.

14.3.3.5 Lithium mobile power is prohibited for use throughout the flight.

14.4 Non-Smoking Flights

All CSN flights are non-smoking flights. Smoking is prohibited in all areas of the aircraft

14.5 Restriction on Alcoholic Drinks

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

14.6 Compulsory Use of Seat Belts

14.6.1 While seated on board the aircraft, passengers have the obligation to fasten his/her seat belt during the entire flight.

14.6.2 An infant may be carried by an adult or use an infant seatbelt.

Article 15 Passenger Services**15.1 General Rules**

15.1.1.1 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 urban areas. 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.

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

15.2 Additional Optional Services

15.2.1 Additional optional services, are those services, other than passenger air transportation, provided to a passenger for which there may or may not be a charge. In addition to the services that must be provided free of charge, on some routes or in different service scenarios, CSN provides passenger(s) with paid services, including but not limited to paid seat selection and meals. Passengers who are interested can purchase such additional products with cash or FFP mileage via CSN's effective distribution channels.

15.2.2 CSN will announce related content of additional optional services through public channels such as the official website prior to the new product launch. These include, but are not limited to: product types, standards, prices, applicable conditions, purchase and changes and other related information. Above content and information are subject to



- the final announcements published by CSN.
- 15.2.3 After a passenger(s) purchases additional optional services, CSN will provide the passenger(s) with following information, which includes, but not limited to: passenger name, flight number, date of travel, specified service and related information involved in the purchased service.
- 15.2.4 When purchasing additional optional service products, passenger(s) should provide true and valid contact information in order that they could receive notification SMS or phone calls from CSN under special circumstances.
- 15.2.5 At the time of check-in, passenger(s) should proactively present additional service confirmation via SMS, e-mail, purchased order details, or verbally inform the staff whether they wish to use the purchased additional service products.
- 15.2.6 If certain additional service rules are against laws or regulations, the corresponding laws and regulations shall prevail.
- 15.2.7 If passengers are unable to use their purchased additional service products due to CSN reasons, involuntary refunds would be proceeded after confirming that the additional service product has not been used.
- 15.2.8 If passengers are unable to use their purchased additional service product due to non-CSN reasons, rules regarding the additional service product would be apply after confirming that the additional service product has not been used.
- 15.2.9 If CSN arranges services for passengers other than air transportation that provided by a third party, or issues a ticket or voucher relating to such transportation or services as



ground transportation, hotel reservations or car rental that shall be provided by a third party (services other than carriage by air), in such cases CSN only performs as an agent of passengers and 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.

- 15.2.10 If CSN provides ground transportation to passengers, these Conditions shall not apply to such ground transportation.

Article 16 Administrative Formalities

The passenger(s) are required to check the relevant entry and exit regulations of the points of origin, transit and destination. Passenger(s) shall be solely responsible for complying with all laws, regulations, orders, demands and travel requirements of countries to be flown from, into or over, and with CSN's Regulations and instructions. **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.** CSN shall not be liable for any aid or information given by any agent or employee of CSN to any passenger in connection with obtaining necessary documents or visas or complying with such laws, regulations, orders, demands, and requirements; or for the consequences to any passenger resulting from his or her failure to obtain such documents or visas or to comply with such laws, regulations, orders, demands, requirements, rules or instructions.

- 16.1 Passenger(s) shall present all exits, entry, health and other documents required by laws, regulations, orders, demands or 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 has not complied with applicable laws, regulations, orders, demands or requirements or whose documents do not appear to be in order, or who does not permit CSN to take and retain copies thereof.**



- 16.2 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.
- 16.3 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.
- 16.4 If required, the passenger(s) shall attend inspection of his or her baggage, checked or unchecked, by customs or other government officials. CSN is not liable to passenger for any loss or damage suffered by the passenger(s) through failure to comply with this requirement.
- 16.4.1 Passenger(s) shall submit to any security checks by government or airport officials or by CSN. CSN may refuse to carry passenger(s) who has refused to submit to all security check and baggage without a security check.



Article 17 Liability for Damage and Compensation Limit

17.1 General Rules

17.1.1 International carriage is as defined in the Montreal Convention subject to the liability rules of the Montreal Convention. Where international carriage is not subject to the liability rules of the Montreal Convention, CSN's liability for any damage with respect to the carriage of passengers and baggage shall be as set forth in the Warsaw Convention.

17.1.2 In carriage which is not international carriage to which the Convention applies:

17.1.2.1 CSN shall be liable for damage to a passenger or his checked baggage only if such damage has been caused by CSN's acts or omissions done recklessly with intent to cause damage and with knowledge that such damage would probably result.

17.1.2.2 Except in the case of acts or omissions (done recklessly with intent to cause damage and with knowledge that such damage would probably result), the liability of CSN with respect to each passenger(s) for death, wounding or other bodily injury shall be limited to the applicable law.

17.1.3 In the case of transportation to which the Convention applies:

17.1.3.1 Carriage conducted by CSN and other carriers according to one ticket or consecutive tickets shall be regarded as a single carriage. Nevertheless, with respect to checked baggage, passenger(s) may make a claim against the first or last carrier shown on the ticket or baggage check.

In the case of a codeshare flight where CSN is the carrier



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- operating the flight, but does not issue the ticket, CSN is liable only for damage occurring on its own operating flight. If CSN issues the ticket for a codeshare flight, it is liable for baggage claims even in cases where the baggage is being carried by another operator. Except as provided above, CSN issuing a ticket or checking baggage over the lines of another carrier does so only as agent for such other carrier.
- 17.1.3.2 CSN is not liable for damage to unchecked baggage unless such damage is caused by CSN's fault, or the fault of CSN's servants or agents.
- 17.1.3.3 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.
- 17.1.3.4 CSN is not liable for any damage arising from its compliance with any laws or Government regulations, orders or requirements, or from failure of the passenger to comply with the same.
- 17.1.3.5 If the weight of the baggage is not recorded on the baggage check, it is presumed that the total weight of the checked baggage does not exceed the applicable free baggage allowance for the class of service concerned, as provided in these Conditions. If in the case of checked baggage a higher value is declared pursuant to 8.6.1, the liability of CSN shall be limited to such higher declared value.
- 17.1.3.6 CSN's liability shall not exceed the amount of the actual loss of the passenger(s). **CSN shall furthermore not be liable for indirect or consequential damages.**
- 17.1.3.7 CSN is not liable for injury to a passenger(s) or for damage



to a passenger(s) baggage caused by property contained in such passenger(s) baggage. Any passenger(s) whose property causes injury to another person or damage to another person's property or to the property of CSN shall indemnify CSN for all losses and expenses incurred by CSN as a result thereof.

17.1.3.8 If items attached to or within checked baggage as listed in Provision 9.1.4 are lost or damaged, CSN is only liable according to the limitation of damage for general checked baggage.

17.1.3.9 If a passenger(s) is carried whose age or mental or physical condition is such as to involve 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 for the aggravation of such condition, unless the illness, injury, or disability is the result of an "accident" which is defined by Article 17 of Montreal Convention.

17.2 Compensation for Baggage

17.2.1 Compensation Limit

17.2.1.1 According to Warsaw Convention, in the event of baggage destruction, loss, damage or delay that happens during international baggage carriage, the compensation limit for each kilo is 17 special drawing rights.

According to the Montreal Convention, in the event of baggage destruction, loss, damage or delay that happens during international baggage carriage, the compensation limit for each passenger is 1288 special drawing rights.

17.2.1.2 In the case of flights subject to the Warsaw Convention, if



the weight of the baggage is not recorded on the baggage check, it is presumed that the total weight of the checked baggage does not exceed the applicable free baggage allowance for the class of service concerned, as provided in CSN's Regulations.

17.2.2 Time Limitation on Claims and Actions

17.2.2.1 Notice of claims

(1) No action shall lie in the case of damage to checked baggage unless the person entitled to delivery complains to CSN forthwith after the discovery of the damage, and, at the latest, within seven working days from the date of receipt; and in the case of delay, unless the complaint is made at the latest within twenty-one working days from the date on which the baggage has been placed at his or her disposal. Every complaint must be made in writing and dispatched within the times aforesaid.

(2) Any claims should be raised in written form within time limit, or no compensation should be raised towards CSN.

17.2.2.2 Any right to damages shall be extinguished if an action is not brought within two years reckoned from the date of arrival at the destination or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

Article 18 Customer Service Complaints

18.1 Channels for Filing Complaints

Customer compliments and complaints may be made by calling a hotline (service hours: 7×24) or via e-mail to the following:

- Calls within Mainland China: 95539-1-9
- Calls outside Mainland China: +86 4008695539-1-9
- Email address: customerservice@csair.com



Article 19 Effectiveness and Modification

- 19.1 These Conditions shall come into force and apply from 01 September 2021, meanwhile The General Conditions of International Carriage for Passengers and Baggage of China Southern Airlines Company Limited issued on 15 January, 2020 is abolished.
- 19.2 CSN may modify these Conditions without notice according to the routing procedure of CAAC. This modification will not apply to the passengers who have purchased tickets before such modification.
- 19.3 No agent, employee or representative of CSN has authority to vary, modify or waive any provision of these Conditions.