

Chengdu Airlines General Conditions of Carriage for International Passengers and Baggage

(Revision EU02)

Chengdu Airlines Co., Ltd. formulates the conditions in accordance with the Civil Aviation Law of the PRC, Regulations on the Management of Passenger Service of Public Air Transport, Rules for the Operation Qualification of Public Air Transport Carriers, Regulations on the Management of Normal Flights and other relevant laws and regulations.

The Conditions serve as the purpose and criteria for ticket sales, ground service and other links of international passenger and baggage transportation of Chengdu Airlines Co., Ltd. All departments and personnel related to international passenger and baggage transportation, including business departments, offices and ground service agents, must implement it.

The issuance and implementation of the Conditions will improve the standardized, procedural and standardized management of ticket sales, check-in service and baggage transportation in the international passenger and baggage transportation of Chengdu Airlines, so as to realize safety first, normal flight and high-quality service. It mainly consists of the following contents:

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1 Definition

The following terms in the general conditions for international transportation of passengers and baggage of Chengdu Airlines (hereinafter referred to as "Conditions") have the following meanings, unless otherwise specified in the specific terms:

1.1 "International Air Transport" means, unless otherwise provided in the Convention, a transport in which the departure, the destination or one of the agreed stopovers is not within the territory of the People's Republic of China according to the transport contract, regardless of whether the transport is direct or connected.

1.2 The English name of the company is "CHENGDU AIRLINES CO., LTD ", hereinafter referred to as "Chengdu Airlines ", the two-letter code is "EU", and the official website of the company is "WWW.CDAL.COM.CN".

1.3 "Convention" refers to the Convention for the Unification of Certain rules of International Air Transport (hereinafter referred to as "Warsaw Convention") signed in Warsaw on October 12, 1929, the Protocol Amending the Convention for the Unification of Certain Rules of International Air Transport signed in Warsaw on October 12, 1929, signed in the Hague on September 28, 1955 (hereinafter referred to as the "Hague Protocol") and the Convention for the Unification of Certain Rules of International Air Transport (hereinafter referred to as the "Montreal Convention") signed in Montreal on May 28, 1999.

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

1.5 "Contracting carrier" refers to the carrier that signs an air transport contract with passengers using the ticket and ticket number of the enterprise.

1.6 "Actual carrier" refers to the carrier performing the relevant transportation according to the authorization of the contracting carrier. When there is a bilateral agreement, such as code sharing agreement, the actual carrier may not be the contracting carrier.

1.7 "Chengdu Airlines Regulations" refer to the regulations published by Chengdu Airlines for the management of the transportation of passengers and their baggage and effective on the date of issuing the ticket, including the effective applicable ticket price, in addition to the "Conditions".

1.8 "Air Sales Agent" refers to an enterprise established in accordance with the laws of the People's Republic of China, signing a sales agency agreement with the carrier and engaging in the sales of passenger services for public air transport, hereinafter referred to as "sales agent".

1.9 "Chengdu Airlines Sales Agent" refers to the air sales agent appointed by and on behalf of Chengdu Airlines to sell air passenger transportation for its flights and for flights of other air carriers after being authorized by Chengdu Airlines.

1.10 "Ground service agent" refers to an enterprise established in accordance with the laws of the People's Republic of China, signing a ground agency agreement with the carrier and engaging in public air transport ground service agency business at airports within the territory of the People's Republic of China.

- 1.11 "Chengdu Airlines Ground Service Agent" refers to the ground service agent designated by Chengdu Airlines to provide ground services for its flights.
- 1.12 "Passenger" refers to any person other than the crew who is carried or has been carried on the aircraft with the consent of the carrier.
- 1.13 "Group Passengers" refer to the passenger group with 10 or more people uniformly organized or the specific products of Chengdu Airlines with the provisions on the minimum group member number, on the same trip, boarding date, flight and class, and pay the ticket according to the same group fare.
- 1.14 "Child" refers to a person who has reached the age of two but less than twelve on the date of travel.
- 1.15 "Infant" refers to a person who has been born for 14 days or more on the date of travel, but is under the age of two.
- 1.16 "Seat Reservation" refers to the reservation of seats and class reserved for passengers or the weight and volume of baggage.
- 1.17 "Contract unit" refers to the unit that has signed a seat reservation and ticket purchase contract with Chengdu Airlines.
- 1.18 "Flight" refers to the regular flight according to the specified route, date and time.
- 1.19 "Passenger Reservation Form" refers to the business document that must be filled in by the passenger before purchasing the ticket for the carrier or its sales agent to handle the reservation and issue the ticket.
- 1.20 "Valid identity document" refers to the document required by the competent government department to prove the identity of passengers when purchasing tickets and boarding.
- 1.21 "Passenger ticket" is a kind of transportation voucher, including paper ticket and electronic ticket.
- 1.22 "E-ticket" refers to the effective transportation voucher in the form of electronic data sold by the carrier or its sales agent and endowed with transportation rights. It is an electronic substitute for paper ticket.
- 1.23 "Paper ticket" refers to the certificate called "passenger ticket" and baggage voucher issued by or on behalf of the carrier, including the conditions of the transportation contract, statements, notices, flight coupons and passenger coupons.
- 1.24 "Purchased ticket" refers to the state in which the air transport contract is established according to the law or the agreement of both parties.
- 1.25 "Air transport electronic ticket itinerary" (hereinafter referred to as "itinerary") is a payment voucher provided by public air transport enterprises and air transport sales agents to passengers when purchasing tickets. It is a document recording electronic ticket and freight rate information and used as passenger reimbursement vouchers, but not as vouchers for going through airport security inspection and boarding.
- 1.26 "Connecting ticket" refers to the ticket with two or more flights listed.
- 1.27 "Return ticket" refers to the ticket from the departure station to the destination and returning to the original station of departure according to the original trip.
- 1.28 "Continuous ticket" refers to the ticket issued to the passenger and connected with another ticket to form a single transportation contract.

- 1.29 "Day" refers to calendar day, and a week includes seven days. When used to send a notice, the date of sending the notice shall not be counted; when it is used to determine the validity period of the ticket, the ticket issuing date or the flight start date shall not be counted.
- 1.30 "Regular Ticket" refers to the ticket indicating the flight, boarding date and reserved seats.
- 1.31 "Open ticket" refers to a ticket that does not specify the flight, boarding date and reserved seats.
- 1.32 "Flight coupon" refers to the part marked "valid transportation" in the ticket. In the electronic ticket, it refers to the flight information stored in the airlines database in electronic data, indicating that the passenger has the right to take the flight between the places specified in the coupon.
- 1.33 "Passenger coupon" refers to the part marked "passenger coupon" in the ticket, which is always held by passengers.
- 1.34 "Ticket price" refers to the price of air transport services for the carrier to transport passengers from the airport of departure to the destination by civil aircraft, excluding taxes charged in accordance with national regulations.
- 1.35 "Common fare" refers to the highest fare among the sales fares of first-class, official and economic classes within the applicable period of fare.
- 1.36 "Special fare" refer to other fares that are not common fares, also known as discounted fares or preferential fares.
- 1.37 "Missing flight" means that the passenger fails to complete the check-in formalities at the specified time or fails to check-in because his identity card does not meet the requirements.
- 1.38 "Not taking flight" means that the passenger fails to take the flight listed in his ticket after completing the check-in formalities or when passing through the stopover.
- 1.39 "Taking wrong flight" means that a passenger takes a flight that is not listed in his ticket.
- 1.40 "Overbooking" refers to the behavior the carrier selling more seats than the actual available seats onboard in order to avoid seat waste.
- 1.41 "Overstaff" refers to the flight passenger "overflow" caused by the aircraft type change or flight merger because of mechanical, aircraft allocation and other reasons.
- 1.42 "Baggage" refers to the articles agreed to be transported by the carrier and carried by passengers during travel, including checked baggage and non-checked baggage.
- 1.43 "Checked baggage" refers to the baggage handed over by the passenger to the carrier for care and transportation, and the baggage transportation certificate is issued.
- 1.44 "Non-checked baggage" refers to the baggage that the passenger is responsible for taking care of.
- 1.45 "Baggage ticket" refers to the part of the ticket related to the transportation of passengers' checked baggage.
- 1.46 "Baggage tag identification sheet" refers to the certificate issued by the carrier to passengers for identifying checked baggage.

- 1.47 "Deadline for check-in" refers to the latest time required by each airport for passengers to complete check-in procedures.
- 1.48 "Departure time" refers to the time when the door is closed after passenger boarding.
- 1.49 "Stopover" refers to the place where passengers are scheduled to stop on the travel route in addition to the departure station and destination.
- 1.50 "Midway split place" refers to the place where the passenger intentionally arranges to stop the journey between the departure place and the destination with the prior consent of the carrier.
- 1.51 "Force majeure" refers to abnormal, unforeseeable and uncontrollable conditions, and its consequences cannot be avoided even if all possible measures are taken.
- 1.52 "Voluntary refund" refers to the refund requested by passengers for their own reasons.
- 1.53 "Involuntary refund" refers to the refund of passengers due to flight cancellation, delay, advance, trip change, class change or the carrier's inability to operate the original flight.
- 1.54 "Refund fee" refers to the fee charged by the carrier in accordance with the provisions when the passenger voluntarily refunds the ticket.
- 1.55 "Ticket change" refers to the change of ticket date, class, transfer, etc. (including the change of flight, date, booked class, trip, carrier, etc.).
- 1.56 "Voluntary change of ticket" means that the passenger requests to change the ticket for his own reasons.
- 1.57 "Involuntary change of ticket" refers to the situation that passengers change their tickets due to flight cancellation, delay, advance, trip change, class change or the carrier's inability to operate the original flight.
- 1.58 "Change fee" refers to the fee charged by Chengdu Airlines for passengers' voluntary request to change the original flight plan according to the applicable conditions of passenger ticket, class and fare, including the change fee for changing flights, dates, etc.
- 1.59 "Fare difference" refers to the fare difference of a passenger ticket from a low fare to a high fare.
- 1.60 "Carrier's reason" refers to the internal management reason of the carrier, including maintenance, flight allocation, crew allocation, etc.
- 1.61 "Non-carrier reasons" refer to other reasons unrelated to the internal management of the carrier, including weather, emergencies, air traffic control, security inspection, passengers and other factors.
- 1.62 "Conditions for ticket use" refers to the fare rules applicable to the designated seat class code or fare category; Including the General Rules for the Sale of Individual Tickets for International Flights of Chengdu Airlines and the conditions and relevant regulations for the use of international tickets of Chengdu Airlines.
- 1.63 "Ticket rescheduling" refers to the change of flight time and flight date of the same carrier listed in the ticket.
- 1.64 "Transfer" refers to the change of the carrier listed in the passenger ticket.

- 1.65 "Loss" refers to the personal injury or property loss of passengers caused by Chengdu Airlines during air transportation.
- 1.66 "Flight delay" refers to the situation that the actual arrival block time of a flight is more than 15 minutes later than the planned arrival time.
- 1.67 "Flight departure delay" refers to the situation that the actual departure block removal time of a flight is more than 15 minutes later than the planned departure time.
- 1.68 "Flight cancellation" refers to the situation where the flight plan is stopped due to the expected flight delay or the flight plan is stopped due to the delay.
- 1.69 "Onboard delay" refers to the situation when the time passengers wait in the aircraft is more than that of the ground taxiing time specified by the airport from the time of closing the cabin door to the time of taking off or from the time of landing to the time of opening the cabin door.
- 1.70 "Code sharing" means that the flight number (i.e. code) of one airlines can be used on the flight of another airlines. This means that even if the passenger has booked a flight with the name or airlines code of Chengdu Airlines (EU), he/she may take a civil aircraft actually operated by another carrier. In this case, Chengdu Airlines will inform passengers of the carrier actually operating the aircraft when passengers book seats.
- 1.71 "Damage" refers to: (1) loss caused by death or physical injury of passengers due to accidents occurring on the aircraft or during any operation of boarding or disembarking; (2) Loss arising from the destruction, loss or damage of checked baggage caused by events occurring during any period when the checked baggage is under the control of the carrier; (3) Loss of non-checked baggage in the care of the passenger due to the fault of the carrier or its authorized ground service agent.
- 1.72 "Special drawing right" refers to the special drawing right stipulated by the International Monetary Fund.

2 Scope of Application

2.1 Unless otherwise specified in Clauses 2.2, 2.3, 2.4 and 2.5, the Conditions are applicable to the international transportation for which Chengdu Airlines collects remuneration for transporting passengers and baggage by civil aircraft. The Conditions shall apply to the transportation in Hong Kong, Macao and Taiwan where Chengdu Airlines collects remuneration for transporting passengers and baggage by civil aircraft.

2.2 Unless otherwise specified in free transportation conditions, contracts and tickets, the Conditions are also applicable to free transportation.

2.3 According to the transportation provided by Chengdu Airlines charter contract, passengers and baggage transported by charter shall comply with the provisions of Chengdu Airlines charter contract. For contents not agreed in the charter contract, the conditions shall prevail.

2.4 If the Conditions contain provisions inconsistent with the currently applicable international conventions, national laws and administrative regulations, the

corresponding international conventions, national laws and administrative regulations shall prevail. Except for inconsistent terms, the remaining terms of the Conditions shall remain valid.

2.5 Unless otherwise agreed, if the Conditions contain provisions inconsistent with the latest regulations issued by Chengdu Airlines, the latest regulations issued by Chengdu Airlines shall prevail. Except for the inconsistent terms, the remaining terms of the Conditions shall remain valid.

3 Passenger Ticket

3.1 General Provisions

3.1.1 Chengdu Airlines ticket is the preliminary evidence of the transportation contract between Chengdu Airlines and the passengers named on the ticket. Chengdu Airlines only provides transportation to passengers holding tickets issued by Chengdu Airlines or its sales agents, or to passengers holding other transportation documents issued by Chengdu Airlines or its sales agents as proof of payment or partial payment. Chengdu Airlines ticket has always been the property of Chengdu Airlines. The contract conditions in Chengdu Airlines ticket are the summary of some clauses in the transportation general conditions of Chengdu Airlines.

3.1.2 The ticket are not transferable. The transferred ticket is invalid and the fare is non-refundable. If the ticket is not presented by the person who has the right to take the flight or refund, and Chengdu Airlines inadvertently provides transportation or refund to the person who presents the ticket, Chengdu Airlines shall not be liable to the person who has the right to take the flight or refund the original ticket.

3.1.3 Some tickets sold at preferential prices may be refunded partially or may not be refunded. Passengers should choose the fare most suitable for their own needs.

3.1.4 The ticket shall not be altered. The altered ticket is invalid and the fare is non-refundable.

3.1.5 Ticket use requirements

1) For e-ticket, the passenger shall have a valid e-ticket issued with the passenger's name and valid ID card, otherwise he/she has no right to take the flight. For paper ticket, if the passenger fails to show the valid tickets filled out in accordance with the regulations of Chengdu Airlines, which include the flight coupons of all flights and all other unused flight coupons and passenger coupons, he/she has no right to take the flight. A passenger who presents a damaged ticket or a ticket that has not been changed by the carrier or its sales agent is also not entitled to take the flight.

2) The flight coupons of the ticket must be used in sequence from the departure station according to the trip listed in the ticket. If the first flight coupon of the ticket is not used and the passenger starts traveling at the midway split point or the agreed stopover, the ticket is invalid and Chengdu Airlines will not accept it.

3) Each passenger ticket must list the cabin class, and can be accepted by Chengdu Airlines for transportation only after the seat and date are confirmed. For flight coupons for which seats have not been reserved, Chengdu Airlines or Chengdu

Airlines sales agent shall reserve seats for passengers according to the application of passengers and the applicable fare and seat availability of the applied flight.

4) Passengers shall complete all segments listed on the ticket within the validity period of the ticket. If the purchased preferential ticket has special provisions on the travel date, all the segments listed on the ticket must be completed within the specified time of the applicable freight rate.

5) The regular ticket is only applicable to the flight date and flight listed on the ticket.

6) Open tickets or tickets with unscheduled segments mean that passengers are allowed to set the reservation status of the whole ticket or a segment to OPEN according to their own needs and freight rate product rules. According to the rules of airline freight rate products, one or more items among the carrier, flight number, date and seat reservation status of the ticket can be in OPEN status at the time of purchase, but it can be accepted for transportation only after being confirmed by the carrier before actual transportation.

3.1.6 Abbreviation codes may be used for the name of the carrier on the ticket.

3.2 Validity of ticket

3.2.1 Unless otherwise specified in the ticket price, the ticket is valid for one year from the date of starting travelling; if the ticket is completely unused, the transportation is valid for one year from the date of issuing the ticket.

3.2.2 The validity period of the ticket with special fare shall be calculated according to the validity of special fares specified by Chengdu Airlines.

3.2.3 The validity period of a ticket shall be calculated from 0:00 on the next day when the travel starts or the ticket is issued to 0:00 on the next day when the validity expires.

3.2.4 Tickets with multi-segments are calculated from the date of starting the first segment of the trip.

3.2.5 After the change, the validity of the ticket shall still be subject to the validity of the original ticket.

3.2.6 Within the validity period of the ticket, the passenger shall complete all the segments listed in the ticket or go through the ticket change and refund procedures.

3.3 Extension of ticket validity

3.3.1 If a passenger holding one or more consecutive tickets fails to travel within the validity period of the ticket due to one of the following reasons of Chengdu Airlines, the validity period of the ticket will be extended to the earliest flight that Chengdu Airlines can provide with seats in the corresponding cabin class;

1) Cancel flights for which passengers have reserved seats;

2) The agreed stopover of the cancelled flight includes the passenger's departure station, destination or midway split point;

3) Failure to take the flight according to the schedule within a reasonable time limit;

4) Causing passenger to miss the connecting flight with reserved seats;

5) The cabin class has been changed;

6) Failure to provide seats which have been reserved.

3.3.2 A passenger holding a common fare ticket or a special fare ticket with the same validity period as the common fare ticket fails to travel within the validity period of the ticket because Chengdu Airlines fails to provide a seat corresponding to the class listed on the ticket when the passenger makes a reservation, the validity of the ticket can be extended until the first flight on which Chengdu Airlines can provide seats according to the class of the paid fare of the ticket.

3.3.3 If a passenger who has begun to travel cannot continue his/her travel due to illness within the validity period of his/her ticket, Chengdu Airlines may extend the validity period of the passenger's ticket until the date when the passenger is determined to be suitable for travel according to the doctor's diagnosis certificate, unless otherwise specified by Chengdu Airlines on the fare paid, or extend to the first flight when the passenger can resume his/her travel where Chengdu Airlines can provide seats according to the class of the passenger's paid ticket after the suitable travel date. If the unused flight coupon in the ticket includes one or more midway split points, the validity of the ticket shall not be extended for more than three months from the date of issuance of the doctor's diagnosis certificate. Chengdu Airlines can also extend the ticket validity of the accompanying personnel of sick passenger.

3.3.4 If a passenger or his immediate family member dies before or during the journey, after providing the death certificate and relationship certificate required by Chengdu Airlines, the passenger's ticket can be changed (free of change fee) or refunded in accordance with the provisions of involuntary refund. The extension of the validity of the ticket shall not exceed 45 days from the date of death.

3.4 Lost ticket

3.4.1 Report of lost ticket

1) Under certain circumstances, if the passenger uses a paper ticket, the ticket is lost or damaged in whole or in part, or the ticket presented by the passenger does not include the passenger coupon and all unused flight coupons, the passenger shall apply in written to Chengdu Airlines or the sales agent authorized by Chengdu Airlines for loss reporting.

2) When applying to report loss, the passenger must show his/her valid identity card. If the person applying for loss reporting is not himself/herself, he/she must show the valid identity card of the passenger and the person reporting the loss, and provide the date and place where the original ticket is purchased, the original ticket issuer's coupon or its copy, the certificate of the public security department in the place where the ticket is lost, and other materials or certificates sufficient to prove the loss of the ticket.

3) If all or part of the lost ticket has been falsely used or returned, Chengdu Airlines will not be liable.

3.4.2 If the passenger need to continue traveling after losing a ticket, he/she need to purchase a new ticket, and the lost ticket will not be refunded.

3.4.3 In case of refunding the lost ticket, the passenger shall timely apply for loss reporting to the original ticket office where the ticket was purchased according to the procedures specified in 3.4.1, and the ticket office shall timely notify all relevant carriers. If it is verified that the ticket has not been falsely used or returned, the refund

procedures shall be handled 30 days after the expiration of the ticket. The refund fee shall be calculated according to the time when the loss report application is submitted and the corresponding fare basis. If the passenger re-purchases a ticket, the refund fee for the original lost ticket will not be charged.

3.4.4 If the printed e-ticket is lost due to the passenger's reason, it will not be printed again according to the Management Measures for E-ticket Itinerary of Air Transport (provisional).

3.5 Sequence and use of ticket coupons

3.5.1 The ticket purchased by passengers is only applicable to the transportation from the departure station and the agreed stopover to the destination listed on the ticket. The fare paid by passengers is based on the carrier's tariff rules and the transportation listed on the ticket. Fare is the basic content of the transportation contract between the carrier and the passenger. The flight coupon of the ticket must be used in the order of the trip listed in the ticket, and shall not be used reversely. Unless otherwise specified in the ticket price, for flight coupons that are not used in sequence, they can be refunded according to the refund provisions of the reserved seats corresponding to the unused flight coupons within 12 months from the date of travel (if the first segment of the ticket is not used, it shall be from the issuing date of the ticket).

3.5.2 If passengers want to change any item of transportation, they should contact Chengdu Airlines in advance. Once the transportation is changed, the ticket price will be recalculated. Passengers can choose whether to accept the new fare or maintain the original transportation on the ticket. If the passenger needs to change any item of transportation due to force majeure, he shall contact Chengdu Airlines as soon as possible, and Chengdu Airlines will try its best to send the passenger to the next midway split point or final destination within a reasonable range.

3.5.3 If the passenger changes the transportation without the consent of Chengdu Airlines, Chengdu Airlines will determine the ticket price according to the actual travel of the passenger. The passenger shall pay the difference between the original fare and the applicable fare after the change of transportation, and the unused ticket coupon of the passenger's ticket will be invalid.

3.5.4 The change of some transportation items will lead to the increase of ticket price, such as the change of departure station or travel direction; many fares are valid only for flights on a specific date stated on the ticket and cannot be changed, or can be changed only after paying the corresponding fee.

3.5.5 Each flight coupon on the passenger ticket shall list the class, date and flight, and shall not be used for transportation until the seat is reserved.

3.5.6 If the ticket presented by the passenger is open ticket, the passenger can apply for reservation according to the tariff rules of Chengdu Airlines and the availability of flight seats.

3.6 Chengdu Airlines international flight transportation will not carry out overbooking business temporarily.

4 Fares and fees

4.1 Application of fare

4.1.2 The fares published by Chengdu Airlines are applicable to direct flight transportation. If the passenger requests to stop over at one station or transfer to other flights, the fare shall be calculated according to the actual flight segments. The ticket price is only applicable to the air transportation of passengers from the departure airport to destination, excluding the ground transportation expenses and various surcharges between airports or between airports and urban areas in the same city.

4.1.3 The passenger fare is the fare applicable on the date when the passenger starts boarding (excluding Civil Aviation Development Fund and fuel surcharge). After the ticket is sold, in case of fare adjustment, the ticket price will not be changed; if the passenger changes voluntarily, the changed fare shall be subject to the adjusted new fare.

4.1.4 Passengers using special fares shall abide by the conditions specified in the special fares.

4.2 Paying tickets

4.2.1 Passengers shall pay the ticket in the currency and payment method specified by the state. Unless otherwise agreed between Chengdu Airlines and passengers, the ticket shall be paid in cash.

4.2.2 When the ticket price charged is inconsistent with the applicable ticket price or the calculation is wrong, the passenger shall make up the insufficient ticket price or refund the overcharged ticket price by Chengdu Airlines in accordance with the regulations of Chengdu Airlines.

4.2.3 The face price of the ticket is the actually paid price, and the actually paid ticket price shall be filled in and rounded. The amount is in RMB 10, and the specific price shall be subject to the ticket price published by the reservation system; the change fee, refund fee and fare difference shall be calculated based on the face price of the actually reserved ticket, and the mantissa shall be rounded to an integer, and the unit shall be in RMB.

4.3 Fare for children and infants

4.3.1. Children can buy tickets for children or for adults. Chengdu Airlines provides seats which apply the corresponding fare rules.

4.3.2 The fare for children accompanied by adults shall be charged at 75% of the applicable price for adults; the fare for unaccompanied children shall be charged at 100% of the applicable price for adults.

4.3.3 Infants shall buy infant tickets according to 10% of the adult common fare of the same flight, and seats shall not be provided: if they need to occupy seats alone, they shall buy children's tickets. Each adult passenger can carry one infant. The additional infants shall buy children tickets.

4.3.4 Discount for infants occupying seats: as the children accompanied by adults, the infants shall be charged at 75% of the applicable price for adults booking seats, and the tax shall also be charged per the children's standard.

4.3.5 For passengers with round-trip infant tickets, if on the actual travel date, the infant exceeds the specified age due to the rescheduling of the return trip, the ticket for return trip shall be purchased per the age of the infant on the travel date.

4.3.6 Children and infants accompanied by adults shall purchase tickets with the same service class as their companions. If the adult tickets change and the ticket price changes, the ticket price of children/infants shall also be changed accordingly.

4.3.7 To ensure the safety of passenger in air transportation, each adult passenger can carry up to two passengers under the age of 12 (including children and infants). If the passenger carries more than one infant, the other infant must buy a children's ticket. Children and infants must be in the same physical class with at least one adult passenger, and cannot buy economy class, business class or first class tickets alone.

4.4 Cost

4.4.1 Taxes or fees collected by the government, other relevant authorities or airport operators shall be paid by passengers and collected by airlines. When passengers purchase tickets, Chengdu Airlines will inform passengers of the taxes and fees not included in the ticket price. Usually, most taxes and fees will be listed separately on the ticket.

4.4.2 When a passenger purchases a ticket, Chengdu Airlines will inform the passenger of the taxes and fees not included in the ticket price, and the taxes and fees will be listed separately on the ticket. Taxes or fees levied on air travel often change and may be levied after the ticket is sold. If the applicable taxes listed on the ticket are increased or a new tax is added after the ticket is sold, the passenger is obliged to make it up. Similarly, if the tax paid by the passenger when purchasing the ticket is cancelled or reduced and is no longer applicable to the passenger, the passenger has the right to apply for a refund, and Chengdu Airlines will refund it in accordance with the rules of relevant government departments.

4.4.3 "Passenger transport fuel surcharge and aviation insurance surcharge" shall be independently defined, issued and charged by the carrier according to relevant national or regional regulations. The infants not occupying seats who use the infant freight rate are free of fuel surcharge, and the seat-occupied infants and children are charged with fuel surcharge according to the adult standard.

4.5 Currency

Fares, taxes and fees shall be paid in the currency of the country where the ticket is issued, unless another currency is designated by Chengdu Airlines or its authorized agent when or before the passenger pays. Due to the non-convertibility of local currency, Chengdu Airlines can accept other currencies at its own discretion.

5 Seat reservation

5.1 Basic requirements for seat reservation

5.1.1 It shall not be deemed that the reservation has been confirmed without the record and approval of Chengdu Airlines or its sales agent; the seat reservation can be considered to have been completed or valid only after the passenger pays the ticket price according to the procedures within ticket purchase time limit specified by Chengdu Airlines, the ticket is issued by Chengdu Airlines or its sales agent, and the reservation is included in the relevant flight coupon of the ticket and handed over to the passenger, or the ticket price is successfully paid in any way.

5.1.2 According to the regulations of Chengdu Airlines, some special fares can be attached with conditions that restrict or refuse passengers' right to change or cancel their reservation.

5.1.3 Chengdu Airlines can suspend accepting reservations for a flight when necessary.

5.1.4 Before purchasing a ticket, passengers shall check the relevant entry-exit regulations of the departure, stopover or destination country of the flight, and ensure that they are aware of the ticket rate and the relevant rules for ticket refund and change.

5.2 Contract unit reservation

The contracted unit shall reserve seats according to the contract or agreement.

5.3 Ticket purchase time limit

For seats already reserved, passengers shall purchase tickets within the time limit specified or agreed in advance by Chengdu Airlines, otherwise the original seats will not be retained.

5.4 Personal data

5.4.1 The passenger acknowledges the personal data provided to Chengdu Airlines for the purpose of reserving seats and arranging relevant transportation services. Therefore, the passenger authorizes Chengdu Airlines to retain his personal data and transmit the data to relevant departments of Chengdu Airlines, other relevant carriers or relevant transportation service providers.

5.4.2 The passenger shall be responsible for the authenticity of his/her personal data, and Chengdu Airlines has no obligation to review it.

5.4.3 If the passenger refuses to provide personal data, Chengdu Airlines has the right to refuse to reserve a seat.

5.5 Reservation priority

5.5.1 If a passenger requests to reserve a seat with all or part of the flight coupons without reserved seats, or requests to change the reservation with all or part of the flight coupons with reserved seats, he/she has no right to request priority reservation.

5.5.2 For passengers who change their flight involuntarily, priority can be given to reserving seats when available.

5.6 Onboard seating arrangement

5.6.1 In addition to providing seats according to the reserved flight and class, Chengdu Airlines does not guarantee the passenger can get the onboard seats at specific positions required by him/her, and passengers shall accept the onboard seats that may be allocated according to the seat class in the ticket. Chengdu Airlines always reserves the right to allocate or reassign onboard seats for operational, safety or security needs, even after boarding.

5.6.2 The seats at the aircraft emergency exits must be designated and arranged by Chengdu Airlines.

5.7 Change or cancel the reservation

5.7.1 The passenger's change or cancellation of reservation shall be proposed within the time limit specified by Chengdu Airlines. If there are conditions attached to the ticket price, passengers who want to change or cancel their reservation shall comply

with the provisions of these conditions.

5.7.2 If the passenger does not use the reserved seats and does not inform Chengdu Airlines or its sales agent, Chengdu Airlines can cancel all the reserved seats for further and return flights.

6 Refusal and restriction of transportation

6.1 Refuse to transport

6.1.1 Chengdu Airlines has the right to refuse to transport passengers and their baggage under any of the following circumstances for safety reasons or according to its reasonable judgment:

- 1) In order to comply with the relevant laws, government regulations, transportation prohibition regulations and orders of the origin, stopover, destination or flying-over country..
- 2) Passengers or passengers' baggage refuse to accept security inspection.
- 3) Passengers fail to pay the fares, fees and taxes or fail to make the credit payment between him/her and Chengdu Airlines.
- 4) The ID card presented by the passenger when handling the check-in formalities is inconsistent with that used for purchasing the ticket.
- 5) The ticket presented by the passenger is illegally obtained or not purchased from the ticket issuing carrier or its sales agent, or has been reported lost or stolen, forged or altered.
- 6) If the person presenting the ticket cannot prove that he is the person listed in the "passenger name" column on the ticket.
- 7) Disobey the command of the crew.
- 8) Chengdu Airlines believes that the physical or mental conditions of the passenger may make it impossible for him/her to understand or implement the safety instructions without the help of flight attendants.
- 9) Whether intentionally or not, do any act that may endanger the safety of the aircraft or passengers on board.
- 10) The passenger refuses to comply with the instructions of the crew member or other authorized staff according to the exit seat restrictions.
- 11) Due to physical disability, the only seat suitable for the passenger is the exit seat.

6.1.2 Passengers who will not be carried include:

- 1) Those pregnant for 36 weeks or more, or uncertain due date but known has done multiple delivery or expected delivery complications.
- 2) Less than 7 days (inclusive) after delivery.
- 3) The expected date of delivery is within 4 weeks.
- 4) Infants born less than 14 days (inclusive) and premature infants born less than 90 days.
- 5) Unaccompanied children under the age of 5.
- 6) Signs of drunkenness or drug abuse.

- 7) Be or is like a poisoned person.
- 8) Require intravenous injection.
- 9) Passengers with unsound mind, whose behavior may cause danger to themselves, crew members or other passengers.
- 10) People with infectious diseases.
- 11) A mentally ill person who is prone to madness and may cause harm to other passengers or himself.
- 12) Prisoner

6.1.3 Passengers with the following diseases shall not be carried unless specially arranged with the consent of Chengdu Airlines:

- 1) Patients with extremely serious or critical heart disease, such as severe heart failure, cyanosis or myocardial infarction (those who had infarction within six weeks before travel).
- 2) Patients with severe tympanitis accompanied by eustachian tube obstruction.
- 3) Patients recently suffering spontaneous pneumothorax or patients with nervous system diseases who have recently undergone pneumothorax modeling.
- 4) Patients with large mediastinal tumor, large hernia or intestinal obstruction.
- 5) Those with head injury, increased intracranial pressure and skull fracture.
- 6) Those with mandibular fractures, which were recently connected with metal wires.
- 7) Patients with polio in the past 30 days; patients with bulbar poliomyelitis.
- 8) Patients with severe hemoptysis, hematemesis, bleeding, vomiting and groaning
- 9) Those who have recently suffered severe trauma or surgical operation due to major diseases with incomplete wound healing.
- 10) Patients with advanced cancer.
- 11) Passengers who need infusion or onboard medical oxygen service after boarding.
- 12) Prisoner

6.2 Arrangements for rejected passengers

6.2.1 Chengdu Airlines shall handle passengers who are rejected for transportation according to the following provisions:

- 1) During the operation of Chengdu Airlines, if passengers are refused to transport, the purchased tickets of the rejected passengers shall be handled according to the provisions of 10.5 Involuntary Refund with relevant certificates.
- 2) For passengers under the circumstances of Clause 3) in 6.1.1 of this chapter, the passenger shall make up the insufficient ticket price, fees and taxes according to the provisions of 4.2.2, or refund the ticket price paid by the passenger according to the provisions of 10.5 Involuntary Refund.
- 3) Chengdu Airlines reserves the right to detain the passenger's ticket under the circumstances of 5), 6) and 9) in 6.1.1 of this chapter, and report to the relevant competent authorities for handling if necessary.
- 4) If the passenger, who is refused to be transported, requires a written explanation, Chengdu Airlines will issue it in time unless otherwise stipulated by the state.

6.3 Restricted Transportation

6.3.1 No special passengers such as unaccompanied children, injured passengers, disabled passengers, pregnant women or suspect can only be carried with the prior consent of Chengdu Airlines and relevant carriers, and after making arrangements when necessary, provided that they meet the requirements of Chengdu Airlines and relevant carriers.

6.3.2 Chengdu Airlines has the right to update the list of passengers who are refused or restricted for transportation according to relevant regulations and actual operation. For the transportation standards of special passengers, see the **column of "Instructions to passengers - special passengers" on the official website of Chengdu Airlines or consult the service hotline of Chengdu Airlines.**

7 Ticket purchase

7.1 General provisions

7.1.1 Passengers can purchase tickets at the official website of Chengdu Airlines, from the ticket office directly under Chengdu Airlines or the sales agent authorized by Chengdu Airlines.

7.1.2 When purchasing tickets, passengers shall truthfully provide important information such as personal valid ID card and contact number. Passengers who purchase tickets at the ticket office directly under Chengdu Airlines or the ticket office of the sales agent authorized by Chengdu Airlines must fill in the Passenger Reservation Form.

7.1.3 Passengers shall ensure that the certificates used when purchasing tickets are the same as those used when handling check-in procedures.

7.1.4 Passengers shall be responsible for the authenticity and validity of the identity documents and contact information provided.

7.1.5 When purchasing child tickets and infant tickets, valid certificates of the birth date of the child and infant shall be provided.

7.1.6 Chengdu Airlines has the right to update the list of passengers who are refused or restricted for transportation according to relevant regulations and actual operation. For the transportation standards of special passengers, see the **column of "Instructions to passengers - special passengers" on the official website of Chengdu Airlines or consult the service hotline of Chengdu Airlines.**

7.1.7 Each passenger shall hold a separate ticket.

7.1.8 Infants and children under the age of 5 must be accompanied by adults over the age of 18 and with full civil capacity.

7.2 Chengdu Airlines or its sales agent shall sell one-way, connecting or return tickets according to the requirements of passengers.

7.3 In the ticket selling place of Chengdu Airlines or its sales agent, necessary information shall be provided, such as schedule, route map, air tariff table and passenger instructions, General Rules for Individual Ticket Sales of International

Flights of Chengdu Airlines, use conditions and relevant regulations of Chengdu Airlines international ticket, regulations on passengers carrying dangerous goods, etc.

7.4 If the passenger purchases a code sharing flight, Chengdu Airlines and its sales agent shall inform the passenger of the nature of the flight, the market carrier, the actual carrier and the boarding regulations of the actual carrier when reserving seats and purchasing tickets.

8 Cancellation and change of flight schedule

8.1 Flight schedule

8.1.1 Chengdu Airlines will try its best to transport passengers and their baggage within a reasonable period of time, and abide by the published schedule valid on the date of passenger travel.

8.1.2 Unless the loss is caused by the act or omission of Chengdu Airlines intentionally or recklessly knowing that it may cause loss, Chengdu Airlines shall not be liable for the errors or omissions in its schedule or other published flight schedules. The explanations given by employees, agents or representatives of Chengdu Airlines on the departure or arrival time, date or any flight are for reference only, and Chengdu Airlines shall not be liable for this.

8.1.3 Before accepting the passenger's reservation, Chengdu Airlines will inform the passenger of the reserved flight time and list it on the passenger's paper ticket or e-ticket coupon. Chengdu Airlines may change the flight schedule after the ticket is sold. If the passenger provides Chengdu Airlines with effective contact information, Chengdu Airlines shall notify the passenger of the change of flight time. After the passenger purchases a ticket, if Chengdu Airlines makes a major change to the flight schedule but the passenger cannot accept it, and Chengdu Airlines cannot arrange an acceptable alternative flight for the passenger, the ticket can be refunded in accordance with the provisions of Involuntary Refund.

8.2 Flight cancellation and change

8.2.1 Under any of the following circumstances, Chengdu Airlines may change the aircraft type or route, cancel, interrupt, postpone or delay the flight without prior notice:

- 1) In order to comply with national laws, government regulations and orders.
- 2) To ensure flight safety.
- 3) Other reasons beyond Chengdu Airlines' control or unforeseen.

8.3 Due to one of the reasons in Article 8.2, Chengdu Airlines cancels or delays the flight, so it fails to provide passengers with reserved seats (including cabin class), or fail to stop at the midway split point or destination of passengers, or cause passenger to miss the reserved connecting flights, Chengdu Airlines will consider the reasonable needs of passengers and take one of the following measures:

8.3.1 Arrange follow-up flights of Chengdu Airlines with available seats for passengers.

8.3.2 After obtaining the consent of passengers and relevant carriers, go through the transfer procedures.

8.3.3 Change the trip listed in the original ticket and arrange flights of Chengdu Airlines or other carriers to transport passengers to the destination or midway split point. The difference between ticket price, excess baggage fee and other service fees will be refunded and passengers don't have to make up the difference.

8.3.4 It shall be handled in accordance with the provisions of Involuntary Refund.

9 Ticket change

9.1 Ticket change includes passenger's voluntary change and passenger's involuntary change.

9.2 Voluntary change

9.2.1 Passengers who voluntarily change their tickets shall be handled in accordance with the applicable General Rules for the Sale of Individual Tickets for International Flights of Chengdu Airlines, the conditions for the use of international tickets of Chengdu Airlines and relevant regulations.

9.3 Involuntary change

Involuntary change of ticket refers to the situation in which a passenger changes his/her ticket due to flight cancellation, delay, advance, trip change, class change or the carrier's inability to operate the original flight.

9.3.1 If a passenger on Chengdu Airlines flight changes his ticket involuntarily due to reasons other than the carrier (i.e. reasons other than Chengdu Airlines), Chengdu Airlines or its sales agent will consider the reasonable needs of the passenger and take one of the following measures:

- 1) Give priority to Chengdu Airlines flights with available seats for passengers;
- 2) After obtaining the consent of passengers and relevant carriers, go through the transfer procedures.

9.3.2 If the passenger on Chengdu Airlines flight changes his/her ticket involuntarily due to the carrier (i.e. Chengdu Airlines), Chengdu Airlines or its sales agent will consider the reasonable needs of the passenger and take one of the following measures:

- 1) Give priority to Chengdu Airlines flights with available seats for passengers;
- 2) After obtaining the consent of passengers and relevant carriers, go through the transfer procedures.
- 3) Change the trip listed in the original ticket, arrange passengers to take flights of Chengdu Airlines or other carriers, or adopt other modes of transportation recognized by both parties to transport passengers to the destination or midway point. The difference between ticket price, excess baggage fee and other service fees will be refunded and passengers don't have to make up the difference.

9.3.3 If passengers voluntarily terminate their travel at the stopover of the flight, the unused ticket will not be refunded.

9.4 Change of carrier and transfer

9.4.1 If the passenger changes the carrier involuntarily, it shall be handled in accordance with 8.3.2 or 8.3.3 of the Conditions.

9.4.2 If the passenger voluntarily requests to change the carrier, Chengdu Airlines can transfer it when all the following conditions are met:

- 1) There is no transfer restriction on the ticket used by passengers;
- 2) The new carrier has a ticket settlement relationship with Chengdu Airlines, and the new carrier's flight has available seats.

9.4.3 The provisions on voluntary transfer shall be implemented in accordance with the applicable General Rules for the Sale of Individual Passenger Tickets for International Flights of Chengdu Airlines, the conditions for the use of international passenger tickets of Chengdu Airlines and relevant provisions.

9.4.4 Any passenger who does not meet the requirements of 9.4.2 but request to change the carrier shall be handled in accordance with the provisions of voluntary refund.

9.4.5 The sales agent of Chengdu Airlines shall not handle voluntary transfer for passengers without special authorization of Chengdu Airlines.

10 Refund tickets

10.1 General provisions

Involuntary refund refers to the refund of a passenger's ticket due to flight cancellation, delay, advance, trip change, class change or the carrier's inability to operate the original flight. Voluntary refund means that the passenger requests a refund for his own reasons.

10.1.1 Due to Chengdu Airlines ' failure to provide transportation in accordance with the transportation contract or passengers' requests to voluntarily change their travel arrangements, Chengdu Airlines will refund all or part of Chengdu Airlines ' tickets that passengers cannot use in accordance with the regulations.

10.1.2 If a passenger requests a refund, except for losing the ticket, he/she must present all the unused flight coupons, passenger coupons and payment vouchers of the paper ticket. If the ticket is a continuous ticket, a complete continuous ticket shall be provided before the refund can be handled. For e-ticket, the ticket status must be OPEN FOR USE; Passengers who have printed the itinerary must refund their tickets with the itinerary.

10.2 Refund payee

10.2.1 Chengdu Airlines has the right to refund the ticket to the passenger whose name is listed on the ticket.

10.2.2 When the passenger whose name is listed on the ticket is not the payer of the ticket and the refund restrictions have been listed on the ticket, Chengdu Airlines will refund the ticket to the payer or its designated person according to the refund restrictions listed.

10.2.3 Passengers shall show their valid ID card when refunding tickets; if the refund payee is not the passenger listed on the ticket, the valid identity documents of the

passenger and the refund payee, as well as the power of attorney of the passenger shall be presented.

10.2.4 If Chengdu Airlines refunds the ticket to the person who holds all or part of the unused flight coupon and passenger coupon and meets the provisions of 10.2.1, 10.2.2 or 10.2.3, it shall be deemed as a legitimate refund, and Chengdu Airlines shall be relieved of its responsibility immediately.

10.3 Refund period

If a passenger requests a refund, he/she shall submit it to Chengdu Airlines within the validity of his/her ticket, otherwise Chengdu Airlines has the right to refuse to handle it.

10.4 Refund place

10.4.1 Passengers shall apply for refund at the following places:

- 1) Passengers applying for voluntary refund can contact the original ticket issuing place for refund; passengers applying for involuntary refund can contact the original ticket issuing place or the ticket office directly under Chengdu Airlines ; unless there are restrictions on the place of refund for special product tickets.
- 2) If passengers holding open tickets request refund, it can only be handled at the ticket office where they originally purchased the tickets.

10.5 Involuntary refund

10.5.1 If the airlines fails to complete the transportation according to the transportation contract due to uncontrollable or unforeseen reasons such as weather and flight control, as well as maintenance and flight allocation, and the passenger applies for involuntary refund, it shall be handled according to the following provisions:

- 1) If the ticket is completely unused, the whole paid ticket will be refunded without refund fee.
- 2) If the flight is delayed or cancelled at the stopover, resulting in the passenger's ticket not being fully used, the corresponding discount ticket from the stopover to the destination shall be refunded according to the ticket purchase discount, which shall not exceed the original ticket price.
- 3) If the aircraft lands at a non-designated station, and if the passenger does not catch the following flight segment and the passenger requests a refund, the fare from the landing station to the destination shall be refunded, but shall not exceed the amount of the original ticket payment, and no refund fee shall be charged.
 - (1) If there is flight from the alternate to the destination, the refund shall be calculated at the same discount as the passenger's ticket purchase discount.
 - (2) If there is no flight from the alternate to the destination, refund according to ground transportation.
- 4) If the passenger has accepted the transportation arrangement of Chengdu Airlines or the passenger has agreed and received the "Transportation Compensation/Transportation Subsidy", it shall be deemed that Chengdu Airlines has completed the passenger transportation obligation and will not refund the ticket.

10.5.2 For involuntary refund except as specified in article 10.5.1, if all segments of the ticket are not used, all the original ticket payment shall be refunded; if the

passenger ticket has been partially used, the fare of the used segments shall be deducted and the remaining fare shall be refunded, but it shall not exceed the total amount of the original payment of the passenger ticket.

10.5.3 After the passenger voluntarily changes the flight and pays the change fee, if the changed ticket needs to be involuntarily refunded, it shall be handled in accordance with 10.5.1 and 10.5.2 of the Conditions, and the refund fee will not be charged, but the charged change fee will not be refunded.

10.6 Voluntary refund

10.6.1 If a passenger voluntarily requests for refund, it shall be handled in accordance with the applicable General Rules for the Sale of Individual Passenger Tickets on International Flights of Chengdu Airlines, the conditions for the use of international passenger tickets of Chengdu Airlines and relevant regulations.

10.6.2 If a passenger requests to refund a ticket due to illness, it shall be handled in accordance with the applicable General Rules for the Sale of Individual Passenger Tickets on International Flights of Chengdu Airlines, the conditions for the use of international passenger tickets of Chengdu Airlines and relevant regulations.

10.6.3 If a passenger voluntarily terminates his/her trip at the stopover, the unused segment of the ticket will not be refunded.

11 Group Passengers

11.1 Calculation of group passengers

Unless otherwise specified, group passengers refer to passengers who meet the definition in 1.13 of the Conditions.

11.2 Ticket purchase time limit

Group passengers who have reserved seats shall purchase tickets within the time limit specified or agreed in advance by Chengdu Airlines. Otherwise, the reserved seats will not be kept.

11.3 Voluntary change

After group passengers purchase tickets, if they voluntarily request to change the flight, date, cabin class or carrier, it shall be handled in accordance with the applicable General Rules for the Sale of Individual Passenger Tickets on International Flights of Chengdu Airlines, the conditions for the use of international passenger tickets of Chengdu Airlines and relevant regulations for group passengers.

11.4 Refund place

11.4.1 If the group passengers voluntarily refund, it can only be handled at the ticket office of the original place of purchase.

11.4.2 If the group passengers involuntarily refund, it can be handled at the refund place specified in 10.4.1.

11.5 Involuntarily change or refund or change or refund due to illness

Group passengers who request to change or refund tickets involuntarily or some members of group request to change or refund tickets due to illness, shall be handled in accordance with the provisions of 8.3, 10.5 or 10.6.2 respectively.

11.6 Voluntary refund for group passengers

11.6.1 The voluntary refund of group passengers shall be handled in accordance with the applicable Chengdu Airlines international ticket use conditions and relevant regulations.

12 Taking the flight

12.1 General provisions

12.1.1 Passengers shall arrive at the designated airport within the time limit specified by Chengdu Airlines and go through the check-in formalities such as ticket inspection, baggage checked-in and getting boarding pass on time with their ticket and their valid ID card.

12.1.2 If a passenger fails to arrive at the check-in counter or boarding gate of Chengdu Airlines on time, or fails to show his/her valid ID card and transportation certificate, or fails to be prepared for travel, Chengdu Airlines may cancel the passenger's reserved seat in order not to delay the flight. Chengdu Airlines shall not be liable for the losses and expenses incurred to the passenger.

12.1.3 Chengdu Airlines generally starts check-in no later than 120 minutes before the specified departure time of the flight listed in the ticket. The deadline for check-in at each airport is different. If passengers do not know the deadline for check-in at the departure airport of Chengdu Airlines, they should consult the sales personnel in advance. Passengers should reserve sufficient time to check in. If the passenger fails to check in before the deadline for check-in, Chengdu Airlines has the right to cancel the passenger's reservation.

12.1.4 Chengdu Airlines and its ground service agent shall open the check-in counter on time, accept the tickets issued by passengers according to regulations, and handle the check-in formalities quickly and accurately.

12.2 Before boarding, passengers and their baggage (including checked baggage and non-checked baggage) must go through security inspection.

12.3 Passengers missing flights

12.3.1 In case of missing a flight due to passenger's reason, it can be handled as voluntary change, voluntary transfer and voluntary refund at the ticket office directly under Chengdu Airlines, the original ticket issuing place and the ticket office of the local Chengdu Airlines sales agent specially authorized by Chengdu Airlines in accordance with the applicable General Rules for the Sale of Individual Tickets for International Flights of Chengdu Airlines and Chengdu Airlines international tickets use conditions and relevant regulations.

12.3.2 If a passenger misses the flight due to Chengdu Airlines' reason, Chengdu Airlines will arrange the passenger to take the follow-up flight as soon as possible. If the passenger requests a refund, it shall be handled in accordance with the relevant provisions of 10.5 involuntary refund of the Conditions.

12.4 Passengers do not taking flight

12.4.1 If a passenger does not take the flight due to his/her reasons, it shall be handled in accordance with the provisions of 12.3 passenger missing flight.

12.4.2 If a passenger does not take the flight due to Chengdu Airlines' reasons, Chengdu Airlines will arrange passengers to take follow-up flights as soon as possible. If a passenger requests refund, it shall be handled in accordance with the relevant provisions of 10.5 involuntary refund of the Conditions.

12.5 Passengers taking the wrong flight

12.5.1 If a passenger takes a wrong flight, Chengdu Airlines will arrange the passenger to take the follow-up flight to the destination listed on the passenger ticket as soon as possible, and the ticket will not be refunded. If the passenger requests to terminate the trip at the wrong destination, the ticket fee will not be refunded.

12.5.2 If a passenger takes a wrong flight due to Chengdu Airlines' reason, Chengdu Airlines will arrange the passenger to take follow-up flights to the destination listed on the passenger ticket as soon as possible, and the ticket will not be refunded. If the passenger requests a refund, it shall be handled as involuntary refund of the Conditions in accordance with the provisions of 10.5.

13 Baggage transportation

13.1 General provisions

13.1.1 Baggage scope

1) The baggage carried by Chengdu Airlines is limited to the items within the scope defined in 1.41 of the Conditions.

2) According to the transportation responsibility, the baggage carried by Chengdu Airlines is divided into "non-checked baggage" and "checked baggage".

13.1.2 Articles not allowed to be transported as baggage

The following items shall not be transported as baggage or included in checked baggage and non-checked baggage, nor shall they be transported into the cabin as free carry-on items:

1) For articles that may endanger the safety of aircraft, personnel or property on board, unless otherwise specified, the following prohibited articles listed in the Technical Rules for Safe Air Transport of Dangerous Goods of the International Civil Aviation Organization (ICAO), the Dangerous Goods Rules of the International Air Transport Association (IATA) and the Dangerous Goods Transport Manual of Chengdu Airlines (including but not limited to): explosives; gas (including flammable gas, non-flammable and non-toxic gas and toxic gas); flammable liquids; flammable solids, substances prone to spontaneous combustion, substances that release flammable gases in contact with water; oxidants and organic peroxides; toxic and infectious substances; radioactive substances; corrosive substances, miscellaneous dangerous goods.

2) Guns, ammunition (including main parts) and imitations of such articles for non-sports purposes, police and military purposes.

3) Controlled knife tools.

- 4) Fresh and perishable articles with obvious peculiar smell (such as seafood, durian, etc.).
- 5) Articles prohibited from leaving, entering or pass through the territory of a country;
- 6) Articles whose packaging, shape, weight, volume or nature are not suitable for transportation;
- 7) Other articles not suitable for transportation as baggage according to Chengdu Airlines regulations.

13.1.3 Articles that cannot be transported as checked baggage

The following items can only be placed in the non-checked baggage. If they are lost or damaged in the checked baggage, Chengdu Airlines shall be liable for compensation according to the general checked baggage. Chengdu Airlines may refuse to collect or terminate the transportation at any time if it finds the following items not allowed to be transported as checked baggage in the baggage or any of the following items in the checked baggage before collecting or during transportation.

- 1) Travel documents, medical certificates and X-ray film;
- 2) Fragile, perishable and easily damaged articles, antique calligraphy and painting;
- 3) Cash, jewelry, gold and silver and other similar valuables, as well as negotiable instruments, currencies, bills of exchange, securities and commercial documents;
- 4) Important documents and data;
- 5) Samples;
- 6) Out of print publications or manuscript;
- 7) Prescription drugs to be taken regularly.

13.1.4 Restricted articles

The following items can be transported only if they meet the transportation conditions of Chengdu Airlines and with the consent of Chengdu Airlines (the detailed transportation conditions shall be subject to the real-time regulations of Chengdu Airlines, **see the column of "Instructions to passengers - passenger baggage" on the official website of Chengdu Airlines or consult the service hotline of Chengdu Airlines**). Chengdu Airlines has the right to update and change the restrictions on baggage transportation. Any content inconsistent with the Conditions shall be subject to the publicity on the official website of Chengdu Airlines:

- 1) Dangerous goods allowed to be transported as baggage can be transported as baggage only if they meet the relevant transportation restrictions of Chengdu Airlines. For specific transportation restrictions, **see the column of "Instructions to passengers - Safety Instructions" on the official website of Chengdu Airlines or consult the service hotline of Chengdu Airlines.**
- 2) Sports equipment, including guns and ammunition (ammunition is limited to item 1.4S UN0012 or UN0014) carried by members of the competition team of the sports games, can be transported as checked baggage with the proof of the gun transportation license or the approval certificate of the sports administrative department of the State Council, but shall not be brought into the cabin as non-checked baggage; guns must be unloaded, secured and properly packed.

Ammunition must be firmly packed. The maximum gross weight per person can carry shall not exceed 5kg, excluding explosive or combustible projectiles. Ammunition carried by more than one person shall not be combined into one or more packages. Chengdu Airlines does not carry guns and ammunition other than those carried by team members of the sports games.

3) When guns and ammunition need to be transported because national security personnel take flights or national guarded personnel take flights, it can be transported only after Chengdu Airlines agrees and makes relevant arrangements.

4) Live animals (pets) transported as baggage

(1) Living animals (pets): refers to dogs, cats, birds or other pets kept at home. Wild animals and animals with strange shape or easy to hurt people (such as Tibetan mastiff, snake, etc.) do not belong to the scope of living animals and cannot be transported as baggage. The living animals shall not be transported as baggage if they are too small (e.g. turtles, rats, ornamental fish, etc.) or too large (cage packaging exceeds the maximum volume limit of the route).

(2) Pet transportation conditions

A The living animals carried by passengers must be checked in, except the service dogs carried by disabled passengers.

B Chengdu Airlines does not accept transportation of living animals unsuitable for transporting.

C Passengers who want to carry living animals on board must submit the application when booking seats or tickets, obtain the consent of Chengdu Airlines in advance, and handle it in accordance with the transportation regulations of Chengdu Airlines.

D Each passenger can only transport two pets at most, and each flight is limited to 10 pets.

E Pets need to be packaged separately. The total weight of each independently packaged pet and pet box (including food and water in the pet box) shall not exceed 32kg (inclusive), and the maximum size shall not exceed $40 \times 60 \times 100$ cm, the minimum not less than $5 \times 15 \times 20$ cm, those exceeding the size and weight standards shall be transported as goods.

Note: Service dogs are not subject to this restriction

F Passengers shall transport the living animals to the airport for check-in formalities on the day of taking the flight, no later than 120 minutes before departure time.

J If any airport has special requirements for the packaging of small animals, which are restricted than the Chengdu Airlines standard, it shall be implemented in accordance with the relevant station standards.

(3) Pets not suitable for air transportation

Pets born less than 6 months; pregnant pets or pets that have just given birth within 48 hours before departure; pets who are anxious, delicate, weak, sensitive to high temperature and high altitude environment or can't stay in the pet box for a long time; pets suffering from heart and respiratory diseases and having undergone surgery within 48 hours; pets with a foul or intolerable pungent smell; short nosed dogs and

short nosed cats (due to their respiratory defects, they are easy to suffocate and die in high altitude environment).

A Types of pets not suitable for air transportation:

a Short nosed dogs: all terriers, all boxers, all Bulldogs, all cats, all mastiffs, all Harpers/Pugs, all mastiffs, American staffolds, American Instrument dogs, Boston beagles, Brussels Griffins, Spanish hounds, British Toy hounds, King Charles Beagle / Knight King Charles hound Bulldog mastiff, Brussels hound, Affenpinscher , Lhasa, Tibetan hound, Chow Chow, Japanese dogs (Akita, Jiafei, Jizhou, Chai, Shikoku, Hokkaido), Pekingese / Jingba, Shar-pei, Shih Tzu, affenpinscher, Spanish Canary, Bully dogs, Yankee dog, etc.

b Short nosed cats: Myanmar cat, Himalayan cat, Persian cat, exotic short haired cat (Garfield cat), British short haired cat, Scottish folding ear cat, etc.

c Fighting dogs: bitches, tuzos, Brazilian fillers and their hybrids, Argentine Dogos, etc.

d Dogs that are not suitable for high temperature and high altitude environment: Samoye dogs;

(4) Transportation document requirements

A Animal Quarantine Certificate issued by animal health supervision department;

B Pet vaccine injection certificate.

(5) Pet box requirements

A It shall be an air pet check in box conforming to IATA (International Air Transport Association) standards. The box must be made of glass fiber or hard plastic, with fixed top and ventilation on at least three sides.

B The door of the pet box must have a centralized locking system, which can fix the locks at the top and bottom, and be made of solid metal. After the door is closed, it can effectively prevent pets from opening the door and escaping.

C All accessories of the pet box (including nuts, latches, rivets and locks) must be firm and in good performance. The bottom of the pet box is stable and can be fixed on a flat surface without sliding.

D If the selected pet box is with wheels, the wheels shall be fixed or removed in advance to ensure that the pet box does not slide during transportation.

E It should be convenient for small animals to eat and drink, and ensure that small animals can stand or sit down freely, turn around and lie down in a normal position in the box.

F The inside of the pet box needs to be covered with absorbent pads (such as towels and blankets) to prevent pet excreta from overflowing and polluting other baggage.

(6) Packing of pet box

A When transporting cats, dogs and other terrestrial animals, the protective net of the pet box shall be used. The pet box shall be packed with the protective net and bound firmly before packing.

B When packing with packing belt, the packing belt shall be packed in the outer layer of the protective net and evenly distributed, and the spacing between the packing belts is about 20-30cm.

C The side of the pet box shall not be packed horizontally, and the packing belts on the side shall be vertical and parallel. It is required to pass the packing belt through the box door grid and protective grid, extend in from one grid and out from the next grid with uniform spacing, so as to fix the box door, box and protective net bag together.

(7) Pet box tag

The pet box shall be hung with a checked-in baggage tag (the exemption item shall be checked on the back and signed by the passenger for confirmation), at the same time, the priority baggage tag shall be hung and the label of "fragile baggage" shall be pasted in a prominent position of the box.

(8) Charge

A The living animals, their containers and food carried by passengers shall be given to Chengdu Airlines for transportation, and the freight shall be paid according to the excess baggage. The weight of animals together with their containers and food shall be calculated together, and shall not be included in the passenger's free baggage allowance.

B Service dogs, containers and food carried by disabled passengers can be transported free of charge and are not included in the free baggage allowance.

C Living animals (including service dogs) cannot apply for value declaration.

(9) Transportation responsibility

Passengers shall be fully responsible for the small animals which are checked in as baggage. Chengdu Airlines is not responsible for the illness, injury and death of small animals during transportation except for those caused by Chengdu Airlines.

(10) Application

In principle, passengers should apply to Chengdu Airlines for pet transportation 24 hours before the day of taking flight.

5) Ash transportation

(1) Transport as checked baggage:

A The passenger must provide the death certificate issued by the hospital above the county level and the cremation certificate issued by the funeral department. The ashes shall be packed in closed plastic bags or other sealed containers, with wooden boxes outside, and the outermost layer shall be packed with cloth.

B Separate consignment: put the cinerary casket in a wooden box or carton, and the gap in the middle shall be protected by soft filler;

C Put it in the trunk for consignment: clothes or other soft objects can be used for filling and protection between the cinerary casket and the trunk.

(2) Transport as non-checked baggage

A If the outer packaging of the cinerary casket and the emotion of the passengers carrying the ashes will not cause the awareness and disgust of other passengers onboard, the passengers can carry it into the cabin

B Packaging requirements: the ashes shall be packed in a well-sealed and solid wooden box, and the outermost layer can be a suitcase.

C If the passenger needs to buy a seat occupying ticket to place the baggage with cinerary casket, it shall be handled according to the provisions on seat occupying baggage.

6) Fresh perishable articles

(1) Definition: refers to articles that are easy to die or deteriorate due to changes in temperature, humidity, air pressure or ground transportation time under general transportation conditions, such as aquatic products (fish, shrimp, crab, etc.); animals and animal products (such as meat, nereid, live red shellfish, dairy products, etc.); plants and plant products (such as flowers, fruits, vegetables, etc.); frozen food; drugs, etc.

(2) Generally, passengers should take special protective measures, such as cold storage (using dry ice as coolant), thermal insulation, etc., to keep them fresh or not deteriorated.

(3) Collection and transportation conditions

A Transportation documents: for fresh and perishable articles (such as seeds, seedlings and other plant propagation materials) that need to be quarantined according to the government, a quarantine certificate from the relevant department shall be issued.

For international transport, it shall also comply with the import, export and transit regulations of the countries concerned.

B Packaging requirements:

Fresh and perishable articles must be properly packaged, and the package shall not be filled with oxygen or liquid substances such as water, so as to ensure that passengers' luggage, aircraft facilities and equipment or other loads will not be damaged due to package damage or liquid overflow during transportation; for articles that are afraid of being crushed, the outer packaging shall be firm and crush resistant, and the packaging shall be able to withstand sudden changes in temperature and air pressure; for articles requiring ventilation, there shall be vent holes on the package; for the articles to be refrigerated and frozen, the container shall be tight, and the coolant shall comply with the provisions of air transportation.

C Items such as seafood, hairy crab, durian, must be properly packed as luggage, each weighing no more than 20kg. There should be no leakage and obvious odor during transportation, otherwise, they can be rejected.

a Seafood and hairy crabs without bad smell can be transported as checked-in baggage, but not allowed to be brought into the cabin as non-checked baggage; the package shall be kept fresh with coolant without liquid leakage. If the coolant is dry ice, the package must be able to release carbon dioxide gas; when packing seafood, the package should be packed in a strong, non-leaky plastic bag, and packed in cartons, foam boxes or plastic containers. The packing should be kept intact during transportation, preventing liquid overflow from polluting the cargo hold and other passengers' luggage. Fresh live hairy crabs can be packed in cartons, foam boxes or plastic boxes, with certain air holes left in the box.

b Durian is not allowed to be brought into the cabin as non-checked baggage; when it is checked in as baggage, only the whole durian without openings can be

consigned. The cartons, foam boxes or plastic boxes should be used and sealed tightly. The packing should be filled tightly with filling to ensure that there is no leakage and no obvious odor during transportation.

Note: If the restriction standard for consigning the above items at an airport is more stringent than that of Chengdu Airlines, it shall be implemented in accordance with the relevant station standards.

D Handling of abnormal transportation

During transportation and storage, the expenses incurred due to taking protective measures shall be borne by the passengers; Chengdu Airlines shall not be liable for compensation for the decay, deterioration and failure of such articles during transportation, except for those caused by Chengdu Airlines.

E Billing method.

It will be included in the passenger's free baggage allowance and combined with other baggage.

7) Bicycles

(1) Bicycles can only be transported as checked baggage, and only one bicycle per passenger can be included in the free baggage allowance; the excess part shall be charged as ordinary excess baggage.

(2) Bicycle refers to a single seat bicycle or racing bicycle. It is not an electric bicycle. The tire must be deflated before the bicycle is checked in.

(3) For non-foldable bicycles, the handle shall be rotated 90 degrees and fixed, and the foot pedal shall be cut off. If necessary, the wheel shall be removed and firmly tied to the body;

(4) Folding bicycles should be folded and tied firmly.

8) Seat occupying baggage

(1) Reserved seat occupying baggage refers to the item which is brought into the cabin by passengers and for which ticket is purchased. Generally, the item cannot be transported as checked-in baggage due to fragile, valuable and other reasons, and the volume is too large or heavy to be stored as non-checked baggage.

(2) Passengers must apply for seat occupying baggage at the time of making reservation, and it can only be transported with the consent of Chengdu Airlines and relevant carriers. Passengers shall reserve seats for the seat occupying baggage.

(3) The total weight of seat occupying baggage on each seat shall not exceed 75 kg and the total volume shall not exceed $40 \times 60 \times 100$ cm.

(4) There is no free baggage allowance for the ticket purchased for the seat occupying baggage.

(5) Passengers must place such baggage on the reserved seat.

9) Diplomatic letter bag

(1) The diplomatic letter bag shall be carried by the diplomatic courier and taken care of by himself/herself. Generally, the volume shall not exceed $20 \times 40 \times 55$ cm.

According to the requirements of diplomatic courier, Chengdu Airlines can also transport it as checked baggage, but Chengdu Airlines only undertakes its responsibility for general checked baggage.

(2) Diplomatic bags and luggage carried by diplomatic courier may be combined by weight or piece. The part exceeding the free baggage allowance shall be handled in accordance with the provisions on excess baggage.

(3) When the diplomatic bag needs to occupy seats, passengers must apply for and purchase tickets for the seat occupying baggage at the time of reserving seat, and it can only be transported with the consent of Chengdu Airlines and relevant carriers.

(4) The weight of diplomatic letter bag occupying each seat shall not exceed 75 kg and the volume shall not exceed 40×60×100 cm. There is no free baggage allowance for diplomatic bags occupying seats, and the freight shall be calculated according to the rate of excess baggage.

10) Precision instruments and electrical appliances

(1) Definition and classification of precision instruments and electrical appliances:

A Precision instruments include precision measuring instruments, precision astronomical observation instruments, precision remote sensing instruments, precision measurement and control instruments, precision medical instruments and other high-tech instruments with automation, digitization, intelligence, integration, multi-dimensional and dynamic measurement functions. The common precision instruments are: various water quality analysis instruments, environmental testing instruments, microscope, pipette, incubator, drying equipment, day balance, spectral analysis instrument, chromatogram analyzer, test box, laboratory consumables, experimental instruments, life science instruments, optical instruments, dehumidifying essence instruments, physical property measuring instruments, food testing instruments, and drug testing instruments. textile instruments, petroleum instruments, medical instruments, etc.

B "Electrical appliance" generally refers to all electrical appliances. From a professional point of view, it mainly refers to the electrical devices, equipment and components used to connect and disconnect the circuit and change the circuit parameters to realize the control, adjustment, switching, detection and protection of the circuit or electrical equipment. From an ordinary point of view, it mainly refers to some household electrical equipment commonly used to provide convenience for life, such as TV set, air conditioner, refrigerator, washing machine, computer (including desktop computer, laptop, tablet computer, etc.), various small household appliances, etc.

(2) Transportation Regulations:

Precision instruments, electrical appliances and other items shall be transported as goods. If the passenger insists on transporting it as checked baggage, the following requirements shall be met:

A Size requirements: the weight of a single piece shall not exceed 50kg, and the size of three sides shall not exceed 40×60×100 cm.

B Packaging requirements: precision instruments, electrical appliances and other items must have factory packaging or packaging that meets the requirements for checked baggage of Chengdu Airlines before consignment. Passengers are advised to pack the precision instruments in hard case and fill the case to prevent unnecessary damage caused by shaking during transportation.

C Charging requirements: the weight of precision instruments, electrical appliances and other items shall not be included in the free baggage allowance, and the transportation fee shall be charged according to the charging standard of excess baggage.

D Requirements for article characteristics: precision instruments and electrical appliances containing 9 categories of dangerous goods (explosives, gases, flammable liquids, flammable solids, spontaneous combustion substances, substances that release flammable gases in contact with water, oxidants and organic peroxides, toxic and infectious substances, radioactive substances, corrosive substances and miscellaneous dangerous goods) shall not be transported as baggage. For unknown or suspected dangerous goods, Chengdu Airlines and its authorized ground service agent have the right to require passengers to provide a test report issued by a dangerous goods identification agency or product manufacturer recognized by CAAC to prove that the baggage will not cause danger to air transportation. Chengdu Airlines has the right to refuse the consignment if the shipper is unable to provide the test report or the test report does not meet the requirements.

E No value declaration shall be made for precision instruments and electrical appliances.

11) Musical instruments

(1) Musical instruments refer to instruments that can produce music and recreate music and art. Musical instruments are divided into two categories: national musical instruments and western musical instruments.

(2) Chengdu Airlines accepts musical instruments not exceeding the size and/or weight limit as checked baggage or use cabin seat for transportation.

(3) For single piece volume not exceeding 20×40×55 cm, it can be brought into the cabin as non-checked baggage and included in the free baggage allowance. As non-checked baggage, musical instruments must be placed under the seat in front of passengers or in the overhead compartment. For single piece volume exceeding 20×40×55 cm, but not more than 40×60×100, with a weight no more than 50kg can be transported as checked baggage. When musical instruments are transported as checked baggage, they are not included in the free baggage allowance. The freight shall be calculated according to the charging standard of excess baggage.

(4) For checked baggage, passengers must put the musical instrument in a special hard edge or crush proof container.

(5) Chengdu Airlines assumes no responsibility for the damage or delay of musical instruments during transportation. Musical instrument transportation cannot purchase baggage declaration value.

(6) Charging requirements: when musical instruments are transported as checked baggage, they are not included in the free baggage allowance. The freight shall be calculated according to the charging standard of excess baggage charge.

12) Sports equipment

When sports equipment is transported as checked baggage, it shall not be included in the free baggage allowance, and the freight shall be calculated according to the charging standard of excess baggage fee.

(1) Archery equipment.

A Archery equipment should be properly packed in strong and hard shell containers.

B A set of archery equipment includes: 1 bow bag with bow, 1 arrow bag with arrow, and a box sufficient to protect parts from accidental damage. Chengdu Airlines is not responsible for the damage of archery equipment not packed in hard edged boxes.

(2) Water ski board

A When the water ski board does not exceed 107cm, Chengdu Airlines can collect one water ski board or a water ski bag containing up to 2 boards for transportation.

B Chengdu Airlines shall not be liable for the loss, damage or delay of the water ski board during transportation. The declared value of baggage cannot be purchased for water ski board transportation.

(3) Fishing tools.

A The fishing rod container shall not exceed 158 cm. Fishing rods, baskets, nets and boots must be properly packaged. The fishing tool box must be sealed or locked.

B Chengdu Airlines shall not be liable for the loss, damage or delay of fishing tools during transportation. You cannot purchase baggage declaration value for fishing tools transportation.

(4) Golf equipment.

Golf equipment can only be transported as checked baggage and is not included in the free baggage allowance. The freight shall be calculated according to the charging standard of excess baggage charge, and the exemption baggage tag shall be hung. Chengdu Airlines does not accept the golf equipment without envelope. Passengers are advised to use hard shell boxes for shipment.

13) Sharp tools, blunt tools and other articles other than controlled knives are prohibited to be carried onboard and shall be transported as checked baggage.

(1) Sharp tools: these articles have sharp edges or sharp tips, and are made of metal or other materials and strong enough to cause serious personal injury, mainly including daily knives, such as kitchen knives, fruit knives, scissors, art knives and paper cutting knives; professional knives, such as scalpel, slaughtering knife, carving knife and planer tool; knives, spears, swords, halberds, etc. used for martial arts artistic performances.

(2) Blunt tools: this kind of articles are made of metal or other materials without sharp edges or sharp tips, and are strong enough to cause serious personal injury, mainly including stick (including telescopic stick and nunchaku), bat, pool cue, cricket racket, hockey club, golf club, mountaineering stick, ski stick, knuckle copper sleeve (handnail), etc;

(3) Other articles: other articles that can cause personal injury or pose great harm to aviation safety and transportation order, mainly including: drilling rig (including drill bit), chisel, saw, bolt gun, nail gun, screwdriver, crowbar, hammer, welding gun, wrench, axe, short handle axe (hydrant hatchet), vernier caliper, ice pick, ice breaking hammer, dart, catapult, bow, arrow Buzzer, self-defense device, etc;

13.1.5 Passengers are not allowed to carry liquid goods on international flights

- 1) Passengers on international flights are prohibited from carrying liquid goods, but they can be consigned, and their packaging shall comply with the relevant provisions of civil aviation transportation.
- 2) Passengers shall carry a small amount of cosmetics for their own use. Each kind of cosmetics shall be limited to one piece, and its capacity shall not exceed 100ml. It shall be placed in a separate bag for bottle opening inspection.
- 3) For passengers who need to transfer to domestic flights at airports in China, the duty-free liquid goods brought into China shall be placed in a sealed transparent plastic bag with intact bag body, and the shopping voucher shall be presented. They can only be carried after being confirmed by security inspection.
- 4) Passengers with infants can make application to Chengdu Airlines when purchasing tickets, and Chengdu Airlines will provide liquid dairy products free of charge on board; when diabetes patients or other patients need to carry the necessary liquid medicine, after going through the safety inspection, they will be kept in the custody of the crew.
- 5) Passengers who violate the above provisions, resulting in missing flight and other consequences, shall bear the responsibility.

13.2 Baggage packaging and volume and weight restrictions

13.2.1 Check-in luggage

- 1) Checked baggage must be well packaged, well locked, well tied, firmly tied and able to withstand a certain pressure. It can be loaded/unloaded and transported safely under normal operating conditions, and shall meet the following conditions:
 - (1) Suitcases, bags and handbags must be locked;
 - (2) Two or more packages cannot be bundled into one;
 - (3) No other articles shall be inserted on the luggage;
 - (4) Bamboo baskets, net bags, straw ropes, straw bags, etc. shall not be used as baggage packages;
 - (5) The passenger's name, detailed address and telephone number shall be indicated on the baggage.
- 2) The volume limit and weight limit of checked baggage shall comply with local laws and regulations. If there is no explicit provision, the sum of three sides of a single checked baggage shall not exceed 300 cm (118 inches), and the maximum weight of a single checked baggage shall not exceed 45 kg (100 pounds). Baggage exceeding the above limits shall be transported as cargo.

13.2.2 Non-checked baggage

- 1) Passengers holding tickets for first class, business class and comfortable economy class are allowed to take 2 pieces of non-checked baggage. The weight of each non-checked baggage shall not exceed 5kg and the volume shall not exceed 20×40×55cm, which can be placed under the passenger's front seat or in the overhead compartment. Articles exceeding the above weight, number of pieces or volume limits shall be transported as checked baggage.
- 2) Only one piece of non-checked baggage can be brought into the cabin by the passenger holding economy class tickets. Its weight shall not exceed 5kg and its volume shall not exceed 20×40×55 cm, which can be placed under the passenger's

front seat or in the overhead compartment. Articles exceeding the above weight, number of pieces or volume limits shall be transported as checked baggage.

3) The free non-checked baggage allowance for passengers with children's tickets is equal to that of adult tickets, and there is no non-checked baggage allowance for passengers with infant tickets.

13.3 Free baggage allowance and excess baggage charge

13.3.1 Free baggage allowance

1) Each passenger can have the free checked baggage allowance according to the ticket class and relevant regulations. For details, please refer to the **column of "Instructions to passengers - passenger baggage" on the official website of Chengdu Airlines or consult the service hotline of Chengdu Airlines**; non-checked baggage that meets the requirement of article 13.2.2 of the Conditions can be transported free of charge.

2) For the domestic segment of Chengdu Airlines that constitutes international transportation under a single transportation contract, the applicable free baggage allowance for passengers shall be subject to the free baggage allowance indicated on the baggage ticket.

3) The free baggage allowance after a passenger voluntarily changes his trip shall be handled in accordance with the provisions of the free baggage allowance applicable to the ticket fare level after the change of trip. The free baggage allowance after a passenger involuntarily changes his/her trip shall be handled in accordance with the provisions of the free baggage allowance applicable to the original ticket fare level.

4) If two or more passengers traveling on the same airplane to the same destination or midway split point handle baggage check-in procedures at the same time and place, their free baggage allowance can be consolidated according to the standards specified in their respective fare levels.

5) Passengers with infant tickets have no free baggage allowance and can only check in one foldable stroller for free;

6) For passengers who purchase mixed class tickets, the free baggage allowance can be calculated separately according to the free baggage allowance specified in the fare level of each leg.

13.3.2 Excess baggage charges

1) The part of the checked baggage that exceeds the free checked baggage allowance is called excess baggage, and the excess baggage fee shall be paid.

2) To charge for excess baggage, an excess baggage ticket shall be filled out.

3) Unless otherwise specified, for baggage exceeding the free baggage allowance, the rate per kilogram shall be calculated and charged at 1.5% of the one-way direct adult normal maximum fare for economic class on the day of filling out the excess baggage ticket, and the mantissa shall be rounded.

4) For passengers who meet the provisions of 10.5.1, Involuntary Refund, the charged excess baggage fee will be refunded in full.

13.3.3 For each piece of baggage exceeding the free baggage allowance, the transportation fee shall be calculated according to relevant regulations.

13.4 Baggage declared value

13.4.1 If the value of checked baggage per kilogram is more than US \$20 or equivalent in other currencies, or the value is more than US \$400 or equivalent in other currencies, the declared value can be handled.

13.4.2 The declared value of checked baggage cannot exceed the actual value of the baggage itself. The maximum declared value of each passenger's luggage is US \$2500 or equivalent in other currencies. If Chengdu Airlines disagrees with the declared value and the passenger refuses to accept the inspection, Chengdu Airlines has the right to refuse to transport it.

13.4.3 For the declared value of checked baggage, Chengdu Airlines will charge a declared value surcharge at 0.5% of the value of the part exceeding the limit specified in paragraph 13.4.1.

13.4.4 Chengdu Airlines does not provide value declaration service for non-checked baggage, seat-occupying baggage, diplomatic bags and other special items (such as musical instruments).

13.4.5 Chengdu Airlines will not provide value declaration service for small animals carried by passengers.

13.4.6 If part of the transportation of baggage with declared value is undertaken by other carriers who do not provide baggage declared value service, Chengdu Airlines has the right to refuse to provide the declared value service for the checked baggage.

13.4.7 If the passenger voluntarily changes the trip or cancels the transportation, the excess baggage fee and baggage declared value surcharge shall be handled in accordance with the provisions of voluntary refund, but the carrier will not refund the baggage declared value surcharge for the baggage that has begun transportation.

13.5 Baggage collection and transportation

13.5.1 Right to refuse transportation

1) If the passenger's non-checked baggage belongs to or carries the items listed in 13.1.2 of the Conditions, Chengdu Airlines has the right to refuse to transport the baggage.

2) If the checked baggage of the passenger belongs to or carries the items listed in 13.1.2 of the Conditions, Chengdu Airlines has the right to refuse to accept the baggage as checked baggage.

3) If the passenger carries articles listed in 13.1.4 of the Conditions, Chengdu Airlines has the right to refuse to transport such articles if the passenger fails or refuses to comply with the restricted transportation conditions of Chengdu Airlines.

4) If the checked baggage and non-checked baggage of passengers do not meet the transportation conditions of Chengdu Airlines due to their shape, packaging, volume, weight or characteristics, Chengdu Airlines will ask passengers to improve them; if the passenger cannot or refuses to improve them, Chengdu Airlines has the right to refuse the transportation of the baggage.

13.5.2 Inspection right

Chengdu Airlines can check the luggage together with passengers for transportation safety; if necessary, the inspection can be conducted together with

relevant departments. If the passenger refuses to accept the inspection, Chengdu Airlines has the right to refuse the transportation of the baggage.

13.5.3 Collection and transportation requirements

- 1) Passengers must consign their luggage with a valid passenger ticket. Chengdu Airlines will fill in the quantity and weight of checked baggage on the ticket and its baggage ticket.
- 2) Chengdu Airlines generally collects and transports luggage when handling check-in procedures on the day of departure. If the passenger requests to check in the luggage in advance, they can make agreement in advance.
- 3) Chengdu Airlines shall hang a baggage tag on each baggage consigned by passengers and give the identification copy of the baggage tag to passengers.
- 4) When passengers consign baggage with transportation responsibility dispute, Chengdu Airlines shall hang a baggage exemption tag on the baggage with the written consent of passengers, so as to exempt Chengdu Airlines from corresponding transportation responsibilities.

13.5.4 Baggage transportation

- 1) The checked baggage of passengers shall be transported on the same airplane with passengers. If it cannot be transported on the same airplane under special circumstances, Chengdu Airlines will explain to passengers and give priority to transportation on subsequent flights with allowable load.
- 2) The excess baggage of the passenger shall be transported on the same airplane as the passenger if the aircraft capacity allows. If the load capacity is not allowed and the passenger refuses to transport it on subsequent available flights, Chengdu Airlines may refuse to accept the passengers' excess baggage.

13.5.5 Illegal baggage

- 1) In the checked baggage and non-checked baggage of passengers, if they carry prohibited articles, restricted articles or dangerous articles stipulated by the state, the whole baggage is called illegal baggage. For illegal baggage, Chengdu Airlines shall handle it according to the following provisions:
 - (1) If illegal baggage is found at the departure station, Chengdu Airlines has the right to refuse to transport it in accordance with the provisions of 13.5.1 and 13.5.2; Chengdu Airlines has the right to cancel the transportation if it has been accepted, or transport it after taking out the illegal articles, and the excess baggage fee will not be refunded.
 - (2) If illegal baggage is found at the stopover, Chengdu Airlines will stop the transportation immediately and the excess baggage charge will not be refunded.
 - (3) The prohibited articles, restricted articles or dangerous articles specified by the state which are carried in the illegal baggage shall be handed over to the relevant departments for disposal.

13.5.6 Baggage return

- 1) If a passenger requests to return his/her checked baggage at the departure station, he/she must make a request before the baggage is loaded. If a passenger refunds his/her ticket, the collected baggage must also be returned at the same time. For the above return, the excess baggage surcharge will be refunded.

- 2) If a passenger requests to return his/her checked baggage at the stopover, unless time is not allowed, it should be returned, but the excess baggage surcharge charged for the unused segments will not be refunded.
- 3) When returning baggage with declared value, the declared value surcharge shall be refunded at the departure station, and the declared value surcharge shall not be refunded at the stopover.
- 4) If it is necessary to arrange passengers to change to other flights due to the reason of Chengdu Airlines, baggage transportation shall be changed accordingly with passengers. The extra excess baggage surcharges which have been charged will be refunded but the passengers don not have to make up the less: declared value surcharges paid will not be refunded.

13.6 Baggage delivery

13.6.1 Baggage delivery

- 1) Passengers shall claim their baggage at the airport with the identification sheet of the baggage tag immediately after the flight arrives. If necessary, the passenger ticket shall be submitted for inspection.
- 2) If the passenger fails to claim the baggage immediately, Chengdu Airlines will charge the passenger a baggage storage fee from the next day after the arrival of the baggage. Chengdu Airlines has the right to dispose of perishable articles 24 hours after the arrival of luggage.
- 3) Chengdu Airlines shall deliver the baggage to the personnel who has the baggage identification sheet. Chengdu Airlines will not be responsible for the loss and expense caused by whether the person receiving the baggage is the passenger himself or not.
- 4) Chengdu Airlines will immediately notify passengers to collect their baggage after the delayed baggage arrives, or directly deliver it to passengers. No storage fee will be charged for delayed baggage.
- 5) If the passenger does not raise a written objection when claiming the baggage, it is considered that the baggage has been delivered in good condition in accordance with the transport contract.
- 6) After losing the identification sheet of baggage tag, the passenger shall report the loss to Chengdu Airlines immediately. If the passenger requests to claim baggage, he/she shall provide sufficient proof to Chengdu Airlines and issue a receipt when claiming baggage. If the baggage has been falsely claimed before reporting the loss, Chengdu Airlines will not be liable.

13.6.2 Undeliverable baggage

If the baggage is unclaimed for more than 90 days from the next day after its arrival, Chengdu Airlines can handle it in accordance with the relevant provisions on undeliverable baggage. Chengdu Airlines has the right to dispose of daily necessities, fresh, perishable or other articles in passengers' luggage 24 hours after its arrival; For items with strong odor (such as durian), Chengdu Airlines has no ability to store such items, and will not accept the storage and custody of such items.

13.6.3 Handling of abnormal baggage transportation

- 1) In case of delay, loss or damage to baggage during transportation, Chengdu Airlines or Chengdu Airlines ground agent shall fill in the Baggage Transportation Accident Record together with the passenger, find out the situation and causes as soon as possible, and reply the investigation results to the passenger and relevant units. In case of baggage compensation, it can be handled at departure station, stopover or destination.
- 2) If the checked baggage is delayed, lost or damaged during transportation, and the passenger requests to issue a baggage transportation accident certificate, Chengdu Airlines or Chengdu Airlines ground service agent will provide it in time.
- 3) If the checked baggage fails to arrive with the passenger due to Chengdu Airlines' reason, resulting in the inconvenience of the passenger's travel life, the passenger shall be given a compensation of RMB 100 for temporary daily necessities or other equivalent currencies.

13.7 Baggage compensation

13.7.1 Responsibilities of Chengdu Airlines

- 1) In principle, Chengdu Airlines shall be liable for any delay, loss or damage to passengers' checked baggage from the time of check-in to the time of delivery.
- 2) If Chengdu Airlines proves that it has taken all necessary measures or is impossible to take measures to avoid delay and loss, it will not be liable.
- 3) Chengdu Airlines shall not be liable for the loss of checked baggage caused solely by the natural attribute, quality or defect of the baggage itself.
- 4) Chengdu Airlines shall not be liable for the injury of the passenger or the damage to his luggage caused by the articles contained in the passenger's luggage. The passenger shall compensate Chengdu Airlines for all losses and all expenses incurred due to injury to others or damage to other people's articles or Chengdu Airlines' property caused by the articles contained in the passenger's luggage.
- 5) For the loss or damage of the articles in 13.1.3 of the Conditions carried in the checked baggage, Chengdu Airlines only treats them as general checked baggage and bear the liability for compensation for general checked baggage.
- 6) In the connecting transportation, Chengdu Airlines shall only be liable for the loss of baggage on the segment carried by Chengdu Airlines

14 Passenger service

14.1 General Services

14.1.1 Chengdu Airlines will take ensuring flight safety and normal flight, providing good service as the criterion, and earnestly provide services both in flight and on the ground for passenger with a civilized, polite, warm and thoughtful attitude.

14.1.2 Chengdu Airlines is not responsible for providing passengers with ground transportation within the airport area, between airports in the same city or between airports and urban areas. Chengdu Airlines shall not be liable for the acts or omissions of the ground transportation service provider or any help given by the sales agent for passengers to obtain such service.

14.1.3 The ground accommodation expenses of passengers at the connecting place of connecting flights shall be borne by the passengers themselves.

14.1.4 During air transportation, Chengdu Airlines will actively take measures and try its best to rescue passengers in case of illness. However, the passenger's personal injury or death is entirely caused by the passenger's own health status, and the expenses and responsibilities shall be borne by the passenger.

14.1.5 Unless otherwise specified, Chengdu Airlines will provide free drinks or meals to passengers in accordance with its regulations. Chengdu Airlines may charge corresponding fees for other services required by passengers exceeding the regulations.

15 Services for abnormal flight

15.1 General provisions on abnormal flight services

15.1.1 If the flight is delayed or cancelled at the departure station due to the reason of the carrier (i.e. Chengdu Airlines), Chengdu Airlines shall provide meals or accommodation to passengers according to its regulations.

15.1.2 If the flight is delayed or cancelled at the departure station due to reasons other than the carrier (i.e. non-Chengdu Airlines reasons), Chengdu Airlines shall assist the passenger in arranging meals or accommodation, and the expenses shall be borne by the passenger.

15.1.3 Chengdu Airlines will be responsible for providing meals or accommodation to the passengers whose international flight is delayed or cancelled at the stopover for any reason.

15.1.4 If the international flight lands at an alternate for any reason, Chengdu Airlines will provide meals or accommodation to the passengers.

15.1.5 In case of delay or cancellation of flight, Chengdu Airlines will give priority to providing services to passengers requiring special care, such as the disabled, the elderly, pregnant women, unaccompanied children, etc.

15.1.6 In case of flight delay or cancellation, Chengdu Airlines and its ground agent shall make explanation and inform passengers of flight delay or cancellation in a timely manner.

15.2 Meal standard for abnormal flight

15.2.1 If the flight is delayed for more than 2 hours, and it is not meal time, or the flight is delayed for 1 hour to 2 hours, Chengdu Airlines will provide snacks and drinking water to passengers.

15.2.2 If the flight is delayed for more than 2 hours, and it is meal time, Chengdu Airlines will provide meal for passengers.

15.2.3 Meal time regulations:

Breakfast 06:30—9:00

Lunch 11:30—13:30

Dinner 17:30—19:30

15.3 Accommodation service standards

15.3.1 If the flight is delayed for more than 4 hours, Chengdu Airlines shall handle or assist passengers in handling accommodation in accordance with the provisions of 15.1.

15.4 Transportation service standards

15.4.1 If the flight is delayed or cancelled due to the reason of the carrier (i.e. Chengdu Airlines), Chengdu Airlines will provide passengers with free transportation services.

15.4.2 If the flight is delayed or cancelled due to the reasons other than the carrier (i.e. non-Chengdu Airlines reasons), Chengdu Airlines will assist passengers to contact the vehicle at their own expense.

15.5 Economic compensation standard for abnormal flights

15.5.1 According to Article 126 of the Civil Aviation Law of the PRC "The carrier shall be liable for the loss of passengers, baggage or cargo caused by delay in the process of air transportation: however, if the carrier proves that he or his servants or agents have taken all necessary measures or it is impossible to take such measures in order to avoid the loss, he shall not be liable." therefore, what is given to passengers is "economic compensation", not "economic indemnification".

15.5.2 If the flight of Chengdu Airlines is delayed due to the reason of Chengdu Airlines, the staff of Chengdu Airlines can make economic compensation to the passengers who have been delayed for more than 4 hours and finally take the flight of Chengdu Airlines. If the current and subsequent flights are delayed for reasons other than Chengdu Airlines, no compensation will be made.

15.5.3 Compensation standard:

Flight delay, cancellation and make-up in the next day due to the reason of Chengdu Airlines. If the delay is 4 (inclusive) - 8 hours, the maximum compensation to passengers shall not exceed RMB 200/person or equivalent in other currencies; if the delay is more than 8 (inclusive) hours, the maximum compensation to passengers shall not exceed RMB 400/person or other equivalent in other currencies.

15.5.4 Children shall be compensated according to 50% of the adult compensation amount, and the infant compensation standard shall be 50 yuan / person or equivalent in other currencies.

15.5.5 Compensation methods: there are 3 ways to make compensation: using Chengdu Airlines WeChat official account to release on-line compensation, spot cash compensation and aft the event compensation. The aft the event compensation is compensated by bank transfer.

16 Behavior onboard

16.1 If the passenger's behavior on the aircraft endangers the safety of the aircraft or any person or property onboard, or hinders the crew from performing their duties, or fails to comply with the instructions of the crew, or there are behaviors that the other passenger has reason to object to, the captain may take such measures as he

deems necessary to prevent the continuation of the behavior, including controlling the passenger.

16.2 Passengers are not allowed to use mobile phones, walkie talkies, remote control toys and other remote control devices onboard, as well as other radio transmitting devices recognized by relevant departments and Chengdu Airlines to interfere with the safe operation of the aircraft. Without the permission of Chengdu Airlines, passengers are not allowed to use any electronic equipment on the aircraft except portable recorder, hearing aid and cardiac pacemaker.

17 Administrative procedures

17.1 General provisions

17.1.1 The passenger must fully comply with the laws, regulations, orders, requirements, travel regulations and the rules and requirements of the carrier at the origin, stopover, destination, and the flying-over country, and bear the responsibilities.

17.1.2 Passengers shall show valid certificates required by national laws, government regulations, orders, requirements, or travel conditions. Chengdu Airlines reserves the right to refuse to carry passengers who fail to comply with national laws, regulations, orders, requirements or travel conditions or whose documents do not meet the requirements.

17.1.3 When the relevant competent government department inspects the checked baggage or non-checked baggage of the passenger, the passenger shall be present. Chengdu Airlines shall not be liable for any loss caused by the passenger's failure to be present for inspection.

17.1.4 Chengdu Airlines shall not be liable for any help or information, whether in writing or in other forms, provided by its employees or agents to assist passengers in obtaining necessary certificates or visas or complying with the above laws, regulations, orders, requirements and travel regulations; Chengdu Airlines shall not be liable for the consequences of any passenger's failure to obtain the necessary certificates or visas or to comply with the above laws, regulations, orders, requirements and travel regulations.

17.2 Travel documents

17.2.1 The passenger must show the exit, transit, entry, health and other certificates required by relevant national laws, regulations, orders or rules, and the passenger must also allow Chengdu Airlines to keep their copies.

17.2.2 Chengdu Airlines reserves the right to refuse the transportation of the passenger who fails to comply with applicable laws, regulations, orders, requirements, regulations, or whose certificate is incomplete, or who does not allow Chengdu Airlines to keep the copy of his/her certificate.

17.3 Refusal of entry

17.3.1 Since the passenger is not allowed to transit or enter the destination country, when Chengdu Airlines returns the passenger to its origin or other places according to

the government order of relevant countries, the passenger shall pay the applicable fare according to the regulations of Chengdu Airlines.

17.3.2 Chengdu Airlines can use any money paid by the passenger to Chengdu Airlines for the unused leg or any funds in the hands of Chengdu Airlines to pay the above ticket.

17.3.3 Chengdu Airlines will not refund the ticket used for transportation to the place of refusal of entry or repatriation.

17.4 Fines, detention fees, etc.

17.4.1 If Chengdu Airlines pays or advances fines or assumes any expenses due to the passenger's failure to comply with relevant national laws, regulations, orders, requirements, travel regulations or fails to show the required documents, the passenger must fully repay any of the above payments and expenses paid or advanced by Chengdu Airlines.

17.4.2 Chengdu Airlines can use any money paid by passengers to unused segments of Chengdu Airlines, or any money paid by passengers in the charge of Chengdu Airlines, to cover the above expenses.

17.5 If Chengdu Airlines agrees to arrange additional services in the process of signing the air transport contract, Chengdu Airlines will not bear any responsibility for passengers unless it is caused by the fault of Chengdu Airlines in arranging such additional services.

18 Consecutive carriers

18.1 A carriage jointly undertaken by several consecutive carriers on the basis of one ticket or one ticket and a consecutive ticket issued in connection with it shall be regarded as a single carriage.

19 Complaints and suggestions

19.1 For passengers' suggestions, opinions and service quality complaints, you can contact Chengdu Airlines through the following channels:

19.1.1 Report by calling Chengdu Airlines service hotline 956028 / (028) 66668888.

19.1.2 Report by logging in to the official website of Chengdu Airlines www.cdal.com.cn.

19.1.3 Report by calling and writing to the management organization specially set up by Chengdu Airlines to manage and supervise internal and external services:

Tel: 028-65098999

Email: fwzl@cdal.com.cn

Postal Code: 610200

Mailing address: No. 1, Guangmu Road, Dongsheng Street, Shuangliu District, Chengdu

20 Loss liability and limit of compensation

20.1 Loss Liability

20.1.1 Chengdu Airlines shall be liable for passenger injuries and death on Chengdu Airlines Flights or in the process of boarding and disembarking; However, Chengdu Airlines shall not be responsible for the personal injury or death caused solely by the health status of passengers; Chengdu Airlines shall not be liable for any disease, injury, disability or death caused or aggravated to passengers due to their age, mental or health status during transportation.

20.1.2 Chengdu Airlines shall be liable for the destruction, loss or damage of checked baggage on the aircraft of Chengdu Airlines or during any period under the control of Chengdu Airlines. For non-checked baggage, including passengers' carry-on items, Chengdu Airlines shall be liable for losses caused by its fault or the fault of its employees or agents. However, Chengdu Airlines shall not be liable for the loss of baggage (including checked baggage, non-checked baggage and passengers' carry-on items) caused by inherent defects, quality or defects of baggage. In addition, Chengdu Airlines is not responsible for the external damage and normal wear of the baggage, for example, the damage of the external expenditure part of the baggage, such as the belt, pocket, pull rod, hook, wheel or other parts adhered to the baggage and the damage of oversized/overpackaged baggage.

20.1.3 Chengdu Airlines shall be liable for the loss of passengers or baggage caused by the delay of Chengdu Airlines during transportation. However, if Chengdu Airlines or its employees and agents have taken all necessary measures or it is impossible to take such measures in order to avoid losses, Chengdu Airlines shall not be liable. Passengers must declare the baggage loss and provide corresponding documents within the time specified by Chengdu Airlines, otherwise Chengdu Airlines will not be liable.

20.1.4 If Chengdu Airlines proves that the loss is caused by or contributed to the fault of the claimant or the person from whom the claimant obtains rights, Chengdu Airlines shall be exempted or mitigated accordingly according to the degree of fault causing or contributing to such loss. When a person other than the passenger makes a claim for compensation for the passenger's injury or death, if Chengdu Airlines proves that the injury or death is caused by or contributed to the passenger's own fault, Chengdu Airlines shall be exempted or mitigated accordingly according to the degree of fault causing or contributing to such losses.

20.2 Application of package limitation

20.2.1 If it belongs to "international transport" stipulated in the 1999 Montreal Convention, the provisions of the Convention on the limitation of liability shall prevail.

20.2.2 If it belongs to "international transport" stipulated in the Warsaw Convention of 1929 and the Hague Protocol of 1955, but it does not belong to "international transport" stipulated in the Montreal Convention of 1999, the provisions on liability limit of the Warsaw Convention and the Hague Protocol shall apply.

20.2.3 If it does not belong to the "international transport" to which the Convention applies, the relevant provisions of domestic laws, government regulations or orders such as bilateral treaties or the Civil Aviation Law of the PRC shall apply.

20.3 Provisions of the Convention on limits of liability

20.3.1 Warsaw Convention and Hague Protocol

- 1) The liability limit of Chengdu Airlines for passenger casualties shall not exceed 250000 French gold francs or equivalent currency.
- 2) The limit of liability of Chengdu Airlines for checked baggage shall not exceed 250 French gold francs per kilogram or equivalent currency; the limit of liability for non-checked baggage and carry-on items of passengers shall not exceed 5000 French gold francs or equivalent currency for each passenger. If there is no baggage weight record on the baggage ticket, the total weight of checked baggage is considered not to exceed the free baggage allowance applicable to the seat class. For checked baggage with declared value handled in accordance with the Conditions, the compensation for damage shall be limited to the declared value.

20.3.2 Montreal Convention, 1999

- 1) Chengdu Airlines shall apply the provisions of paragraph 1 of Article 21 and Article 20 of the applicable convention to the liability for casualties of passengers with no more than 100000 special drawing rights per passenger.
- 2) Chengdu Airlines shall apply the provisions of paragraph 2 of Article 21 and Article 20 of the convention to the liability for casualties of passengers with more than 100000 special drawing rights per passenger.
- 3) The liability limit of Chengdu Airlines for baggage (including checked baggage, non-checked baggage and passengers' carry-on items) shall not exceed 1131 SDR or equivalent currency per passenger. For checked baggage with declared value handled in accordance with Article 9 of Chapter 9 of the Conditions, the compensation for damage shall be limited to the declared value.

20.3.3 Subject to the foregoing provisions of the Conditions, whether the Convention specified in the Conditions is applicable to its international transportation or not, the following provisions shall apply:

- 1) Chengdu Airlines is only responsible for the transportation losses on the flights carried by the company; Chengdu Airlines can only act as the agent of the carrier and fulfill the obligation to inform passengers of the actual carrier when issuing tickets or handling baggage check-in for the transportation of other carrier flights (including code sharing flights).
- 2) For flights not actually carried by Chengdu Airlines (including code sharing flights), in case of flight change, delay, cancellation, overbooking, baggage damage or

loss, personal damage, etc., the actual carrier shall bear the corresponding liability for compensation, and Chengdu Airlines shall assist in contacting the actual carrier.

3) Chengdu Airlines shall not be liable for any loss arising from Chengdu Airlines' compliance with relevant laws or government regulations, orders or rules; Chengdu Airlines shall not be liable for any loss caused by passengers' failure to comply with the above laws or government regulations, orders or rules.

4) The liability of Chengdu Airlines shall not exceed the amount of direct loss which has been proven; Chengdu Airlines shall not be liable for indirect or consequential losses.

5) Chengdu Airlines shall not be liable for injury to passengers or damage to passengers' luggage caused by items in passengers' luggage; if the articles in the passenger's luggage cause injury to others or damage to others or Chengdu Airlines' property, the passenger shall compensate Chengdu Airlines for its losses and all expenses paid therefrom.

6) Chengdu Airlines shall not be liable for the loss of fragile and perishable articles, currency, jewelry, precious metals, gold and silver products, negotiable instruments, securities or other valuables, business documents, passports and other supporting documents or samples carried by passengers in checked baggage.

7) Chengdu Airlines shall not be liable for any illness, injury, disability or death caused or aggravated by the passenger's own age, mental or health status.

8) Any exemption or limitation of liability related to Chengdu Airlines in the Transport Conditions shall also apply to the agents, employees and representatives of Chengdu Airlines and any person who provides its aircraft to Chengdu Airlines and its agents, employees and representatives; the total amount of compensation paid by Chengdu Airlines and the above agents, employees and representatives, as well as any person using its aircraft and its agents, employees and representatives, shall not exceed the limit of liability applicable in accordance with the Conditions.

9) If the checked baggage is lost or damaged, the passenger shall claim compensation from Chengdu Airlines or Chengdu Airlines ground service agent within the period specified in 21.1.1 of the Conditions, and attach the passenger ticket (or photocopy), baggage tag identification sheet, Baggage Transportation Accident Record, evidence that can prove the content and price of baggage and other relevant certificates.

20.4 Unless expressly provided in these conditions, the Conditions do not exclude the application of any provisions of the Convention or applicable laws to exempt or limit the liability of Chengdu Airlines.

21 Time limit for objection and litigation

21.1 Objection time limit

21.1.1 In case of loss of checked baggage, the person entitled to claim the checked baggage must raise an objection to Chengdu Airlines immediately after discovering the loss, and raise it within seven days from the date of receiving or should receive the checked baggage at the latest; if the checked baggage is delayed, the objection shall

be raised within 21 days from the date of delivery of the checked baggage to the recipient for disposal at the latest;

21.1.2 Any objection must be raised or issued in writing within the period specified in the preceding paragraph;

21.1.3 If the person entitled to claim the checked baggage fails to raise an objection according to the above provisions, he/she shall not bring a lawsuit to Chengdu Airlines.

21.2 Time limit of litigation

21.2.1 The litigation shall be brought within three years from the date when the aircraft arrives at the destination, the date when it should arrive at the destination or the date of terminating transportation, otherwise the right to claim and sue for any loss will be lost. The calculation method of litigation period shall be determined according to the law of the place where the case is accepted.

22 Entry into force and revision

22.1 The Conditions shall come into force and be implemented as of November 1, 2021. The General Conditions for International Transport of Passengers and Baggage of Chengdu Airlines implemented by Chengdu Airlines in January 2019 shall be abolished at the same time.

22.2 Chengdu Airlines has the right to revise its transportation conditions, transportation regulations, fares and expenses in accordance with the procedures specified by the Civil Aviation Administration of China without prior notice to passengers, but such revision are not applicable to the transportation that has started before the revision.

22.3 No staff, sales representative or employee of Chengdu Airlines has the right to change or violate the applicable transportation conditions, transportation regulations, fares and expenses of Chengdu Airlines.

22.4 The transportation conditions are in Chinese and English versions. In case of any dispute, the Chinese version shall prevail.

22.5 Chengdu Airlines reserves the right to interpret the Conditions.