

# 旅客、行李 国际运输总条件

General Conditions for international  
transportation of passenger and baggage



四川航空  
SICHUAN AIRLINES

## 总经理声明

《四川航空股份有限公司旅客、行李国际运输总条件》是依据《蒙特利尔公约》、《华沙公约》、《中华人民共和国民用航空法》、《公共航空运输旅客服务管理规定》、《大型飞机公共航空运输承运人运行合格审定规则》（CCAR-121部）、《危险品规则》等其他现行有效的相关法律、法规制订。

总条件是四川航空股份有限公司国际旅客运输合同的一部分，是川航公司级的法规性文件，它所阐述的公司国际旅客、行李运输的方针、政策、规定、标准是公司从事国际旅客运输的客票销售、地面服务等各环节工作人员及地面服务代理人，在航站运行时必须依据的宗旨和准则。每一个与国际旅客、行李运输相关的部门和人员、包括分公司、营业部、办事处及地面服务代理人必须严格遵守并贯彻执行。

总条件的颁发实施，将对公司国际旅客运输中的客票销售、值机服务、行李运输等各个方面的标准化、程序化、规范化管理起到指导和完善作用，从而确保公司的飞行运行在安全、正常、服务等方面都有不断的提高。

四川航空股份有限公司

总经理：\_\_\_\_\_



2024年4月22日

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## 1 定义

1.1 四川航空股份有限公司《旅客、行李国际运输总条件》（以下简称“条件”）中的下列用语，除具体条款中有其他要求或另有明确规定外，含义如下：

1.1.1 “川航”是四川航空股份有限公司的简称，在客票上，川航的两字代码为“3U”。

1.1.2 “公约”是指根据合同规定适用于该项运输的1929年10月12日在华沙签订的《统一国际航空运输某些规则的公约》（简称“华沙公约”）、1955年9月28日在海牙签订的《修改一九二九年十月十二日在华沙签订的统一国际航空运输某些规则的公约的议定书》（简称“海牙议定书”）以及1999年5月28日在蒙特利尔签订的《统一国际航空运输某些规则的公约》（简称“蒙特利尔公约”）。

1.1.3 “国际运输”是指根据当事人订立的航空运输合同，无论运输有无间断或者有无转运，运输的出发地点、约定经停地点和目的地点之一不在中华人民共和国境内的航空运输。

1.1.4 “川航规定”是指除本条件外，川航为对旅客及其行李的运输进行管理而公布的并于填开客票之日有效的规定，包括有效的适用票价。

1.1.5 “承运人”是指使用民用航空器运送旅客、行李的公共航空运输企业。

“实际承运人”是指供实际航空运输及其附带服务的航空公司。

1.1.6 “川航销售代理人”或“授权代理人”是指已被川航授权并代表川航，在约定的授权范围内代为销售航空客货运输产品及办理相关业务的企业。

“地面服务代理人”指依据中华人民共和国法律成立的，与承运人签订地面代理协议，在中华人民共和国境内机场从事公共航空运输地面服务代理业务的企业。

1.1.7 “旅客”是指除机组成员以外，经承运人同意在民用航空器上被载运或将被载运的任何人。

1.1.8 “儿童”是指在旅行开始之日，年龄满二周岁但不满十二周岁的人。

1.1.9 “无成人陪伴儿童”是指旅行开始之日年满五周岁但不满十二周岁，无家长或18岁以上有完全民事行为能力旅客陪伴，单独乘机的儿童。

1.1.10 “婴儿”是指在旅行开始之日，出生满十四天（含）以上，但年龄未满二周岁的人（出生不满14天的婴儿不予承运）。

1.1.11 “航班”是指飞机按规定的航线、日期及时刻飞行。

1.1.12 “联程航班”是指被列明在单一运输合同中的两个（含）以上的航班。

1.1.13 “代码共享航班”是指一家或多家航空公司通过协议在另一航空公司的航班上使用各自代码的航班。

1.1.14 “定座”是指对旅客预定的座位、舱位等级或对行李的重量、体积的预留。

“已购票”是指根据法律规定或者双方当事人约定，航空运输合同成立的状态。

1.1.15 “客票”是指承运人或其授权代理人销售或认可并赋予运输权利的有效文件，是运输凭证的一种，包括纸质客票和电子客票。

“纸质客票”：指由承运人或代表承运人所填开的被称为“客票及行李票”的凭证，包括运输合同条件、声明、通知以及乘机联和旅客联等内容。

“电子客票”：是指由承运人或其授权代理人销售并赋予运输权利的以电子数据形式体现的有效运输凭证。

除连续客票外，一个票号对应一本客票，构成一个单一运输合同。

1.1.16 “连续客票”是指使用同一承运人的两个或两个以上连续票号为一名旅客填开，并构成一个单一运输合同的客票。

1.1.17 “联程客票”是指列有联程航班的客票。

1.1.18 “定期客票”是指列明航班、乘机日期和定妥座位的客票。

1.1.19 “不定期客票”是指未列明航班、乘机日期和未定妥座位的客票。

1.1.20 “乘机联”是指纸质客票中标明“运输有效”的部分，在电子客票中指以电子数据形式存储在航空公司数据库的航班信息，表示旅客有权搭乘该联指定的地点之间的航班。

1.1.21 “旅客联”是指由川航或代表川航填开的纸质客票中标明“旅客联”，并始终由旅客持有的部分。

1.1.22 “航空运输电子客票行程单”（以下简称“行程单”）是指公共航空运输企业和航空运输销售代理企业在旅客购票时，向旅客提供的付款凭证。用作旅客报销凭证，不作为通过机场安检以及登机的凭证。

1.1.23 “日”是指日历日，一周包括七日。确定客票有效期限时，客票填开日或航班飞行开始日不计算在内。

- 1.1.24 “运价”是指航空公司公布的票价、费用和相关的运输条件。
- 1.1.25 “票价”是指承运人使用民用航空器将旅客由出发地机场运送至目的地机场的航空运输服务的价格，不包含按照国家规定收取的税费。
- 1.1.26 “普通票价”是指在票价适用期内的公务、经济各舱位等级中成人的最高票价，也包括与之相适应的儿童和婴儿票价。
- 1.1.27 “优惠票价”是指不属于普通票价的其它票价。
- 1.1.28 “客票使用条件”是指定座舱位代码或者票价种类所适用的票价规则。
- 1.1.29 “经停地点”是指除出发地点和目的地点以外，在客票或承运人的班期时刻表内列明作为旅客旅行路线上预定经停的地点。
- 1.1.30 “中途分程地”是指经承运人事先同意，旅客在出发地和目的地间旅行时有意安排在某个地点的旅程间断。
- 1.1.31 “超售”承运人为避免座位虚耗，在某一航班上销售座位数超过实际可利用座位数的行为。
- 1.1.32 “代码共享航班”指一家或多家航空公司通过协议在另一航空公司的航班上使用各自代码的航班。
- 1.1.33 “乘机登记截止时间”是指实际承运人规定的旅客应该办理完毕乘机登记手续的最晚时间。
- 1.1.34 “计划出港时间”指航班时刻管理部门批准的离港时间。  
“计划到港时间”指航班时刻管理部门批准的到港时间。
- 1.1.35 “误机”是指旅客未按规定的乘机登记截止时间办妥乘机手续或因身份证件不符合规定而未能乘机。
- 1.1.36 “漏乘”指旅客办妥乘机手续后或者在经停站过站时未能搭乘其客票列明的航班。
- 1.1.37 “错乘”指旅客搭乘了不是客票上列明的航班。
- 1.1.38 “客票变更”是指对客票改期、变更舱位等级、签转等情形。
- 1.1.39 “客票改期”是指客票列明同一承运人的航班时刻、航班日期的变更。
- 1.1.40 “舱位等级”是指按照飞机客舱布局划分的服务等级，包括公务舱、经济舱。
- 1.1.41 “变更费”是指根据客票使用条件，川航对旅客自愿提出要求更改原订航班计划而收取的费用，包括对航班、日期、舱位等的变更收费。

- 1.1.42 “签转”是指客票列明承运人的变更。
- 1.1.43 “出港延误”是指航班实际出港撤轮挡时间晚于计划出港时间超过 15 分钟的情况。
- 1.1.44 “川航原因”是指川航内部管理原因，包括机务维护、航班调配、机组调配等。
- 1.1.45 “非川航原因”是指与川航内部管理无关的其他原因，包括天气、突发事件、空中交通管制、安检、旅客等因素。
- 1.1.46 “行李”承运人同意运输的、旅客在旅行中携带的物品。包括旅客的托运行李和非托运行李。
- 1.1.47 “行李票”是指客票中与运输旅客的托运行李有关的部分。
- 1.1.48 “托运行李”是指旅客交由承运人负责照管的行李，并出具行李运输凭证的行李。
- 1.1.49 “非托运行李”是指由旅客自行负责照管的行李。
- 1.1.50 “行李牌识别联”是指由承运人专为识别托运行李出具给旅客的凭据。
- 1.1.51 “损失”是指在承运人提供运输或与运输有关的服务时发生的损失，包括死亡、受伤、延误、丢失、部分损失或其他损坏。
- 1.1.52 “不可抗力”是指非正常的、无法预见的，并且在无法控制的情况下，即使采取一切可能的措施，仍不能避免其后果的发生。
- 1.1.53 本规定以工作日计算的时限均不包括当日，从次日起计算。

## 2 适用范围

### 2.1 一般规定

2.1.1 除 2.2、2.3、2.4 中另有规定外，本条件适用于川航以民用航空器运输旅客、行李并收取费用的国际运输。

2.1.2 除免费运输和优惠票价运输条件、合同、票证另有规定外，本条件亦适用于免费和优惠票价运输。在二者不一致的情况下，免费运输和运价、合同、票证的特殊规定优先于本条件。

2.1.3 除政府法规及有关合同、票证另有规定外，内地与香港、澳门特别行政区，以及中国大陆与台湾地区之间特殊管理的国内航空运输依照本条件执行。

### 2.2 包机运输

根据川航包机合同提供的运输，本条件仅适用于该包机合同和包机客票的条款中所涉及的范围。

### 2.3 代码共享

川航的运输总条件也将适用于由其它承运人实际运营的代码共享航班。但是，每个代码共享航班的实际承运人都有各自的关于其航班运营的运输总条件或运输条款，而且可能部分内容与川航的运输总条件有所差异。实际承运人的这些差异条款与条件，在代码共享航班中将视为川航运输总条件的组成部分，并在由实际承运人运营的代码共享航班上取代川航运输总条件所对应的内容得到优先适用。川航与代码共享航班实际承运人之间可能存在差异的条款和条件，包括但不限于：

2.3.1 乘机登记手续截止办理时间；

2.3.2 拒绝运输与限制运输；

2.3.3 行李运输,包括但不限于免费托运行李、随身携带物品的额度及超限额行李收费标准等；

2.3.4 拒绝登机 and 航班延误的补偿；

2.3.5 航班禁烟。

### 2.4 法律的优先适用

如本条件中含有与现行适用的国际公约、国家法律、行政法规不一致的条款，优先适用相应的国际公约、国家法律、行政法规。除不一致的条款外，本条件的其余条款仍然有效。

## 3 客票

### 3.1 一般规定

3.1.1 川航客票是川航和客票上所列姓名的旅客之间运输凭证。川航只向持有川航或与川航签有联运协议的航空公司票证的旅客提供运输。

3.1.2 旅客购买多本客票，即与川航订立多个相互独立的运输合同。旅客购买一本联程客票，即与川航订立一个单一运输合同。根据相关法律法规及本条件的规定，购买多本客票或购买一本联程客票，将产生不同的法律效果。除另有规定外，本条件约定的川航与旅客的权利义务关系仅适用于一个单一运输合同，不牵连至其他运输合同。旅客应对此有充分认识并根据自身实际情况进行选择

购买。

3.1.3 旅客购买的客票，仅适用于客票上所列明的自出发地点、约定的经停地点至目的地点的运输。

3.1.4 客票不得转让。如果客票不是由有权乘机或退票的人出示，而川航按规定向出示该客票的人提供了运输或退款，川航对原客票有权乘机或退票的人，不承担责任。

3.1.5 某些以优惠票价销售的客票，可能适用特殊的退改签政策，包括退票仅能退还部分票款或不予退票、改签等，旅客应选择最适合自身需要的票价进行购买。

3.1.6 每张电子客票应按照其所列明的座位等级和已定妥座位的航班及日期由川航接受运输。对未定妥座位的电子客票，川航或其授权销售代理人应按旅客申请，根据适用票价和所申请航班座位可利用情况为旅客定座。

3.1.7 对于电子客票，如果旅客要求乘坐的航段的电子票联不是未使用的有效客票状态，川航有权拒绝承运。

3.1.8 客票上的旅客信息应与旅客提供的真实身份信息相符，否则川航有权拒绝承运。

3.1.9 旅客应在客票有效期内，完成客票上列明的全部航程。如果购买的优惠客票对旅行日期有特殊规定的，必须在该适用运价的规定时间内完成客票列明的全部航程。

3.1.10 某些优惠票价对旅客在一地的最短停留时间和/或最长停留时间有严格的限制，旅客须在规定的时限内完成旅行。

## 3.2 客票的有效期

### 3.2.1 一般规定

除客票上、本条件或者适用的运价另有规定外，客票有效期自旅行开始之日起，一年内运输有效；如果客票第一航段未使用或不定期的客票，自填开客票之日起计算，一年内运输有效。

若客票的第一航段已使用，则自旅行之日开始计算的一年有效期，对整本客票或连续客票有效，而不管以后改变航程或换开客票，原有效期不变。

若原客票完全未使用，客票换开后，新客票的有效期自旅行开始之日起，一年内运输有效。换开后客票第一航段未使用，或为不定期的客票，自客票换

开之日起，一年内运输有效。

3.2.2 客票有效期的计算，自旅行开始或者填开客票之日的次日零时起至有效期满之日的次日零时止。。

### 3.3 客票有效期的延长

3.3.1 川航由于下列原因之一，造成旅客未能在客票有效期内旅行的，其客票有效期将延长到川航能够按照该客票已付票价的舱位等级提供座位的最早航班为止：

(1) 川航取消旅客已定妥座位的航班；

(2) 川航未在航班经停地点降停，而该经停地点是旅客的出发地点、目的地或者中途分程地点；

(3) 川航未能合理地按照班期时刻进行航班飞行；

(4) 川航造成旅客已定妥座位的航班衔接错失；

(5) 川航更换了旅客的舱位等级；

(6) 川航未能提供事先已定妥的座位。

### 3.4 票联的顺序和使用

3.4.1 客票的乘机联必须按照客票所列明的航程顺序使用，不得颠倒使用，且航程的第一航段必须首先使用，否则川航可以不接受承运。航程的第一航段，是指以一张客票或多张连续客票销售的同一运输合同的第一航段。未按顺序使用的客票，办理未使用航段退票时，按自愿退票规定办理。。

3.4.2 如果旅客要改变运输合同的任何一项内容，应当事先与川航联系，并遵循客票使用条件限制。运输合同一经改变，将按新的运输合同重新计算票价。旅客可自行选择接受新票价还是维持客票上原来的运输。如果因为不可抗力，旅客需要改变运输的任何一项内容，应当尽早与川航联系，川航将在合理的范围内尽力将旅客运送至下一个中途分程地点或者最终目的地点。

3.4.3 某些运输内容的变更将导致票价的提高，如出发地点的变更或旅行日期的变更；很多票价仅对客票上载明的特定日期的航班有效，并且不得变更，或者是在支付相应的费用后方可变更。

3.4.4 每张客票票联应按照其所列明的定座舱位、乘机日期及航班，在定妥座位后由川航接受运输。

3.4.5 定期客票只适用于客票上列明的乘机日期和航班。

3.4.6 不定期客票或者含有不定期航段的客票，是指旅客在购票时根据自身需求和运价产品规则，允许整张客票或某一航段的航班号、日期、定座状态中的一项或多项在购买时均可未定妥状态，但在实际承运前必须确认方可接收运输。

3.4.7 如果旅客出具的客票是不定期的，旅客可根据川航的运价通告和航班座位可利用情况申请定座。此类客票在客票使用条件和运输合同允许的范围内，在实际承运前，首次免费确认客票上未定妥的事项可以免去变更费用（即变更手续费），只需补收定妥座位时新航程与原未定妥客票的运价差。

确认之后再次变更或确认未定妥事项时造成原客票已定妥内容的改变，均须按照运价使用条件的要求重新计算全航程票价并收取因此带来的票款差额和相应的变更费用。

3.4.8 如果旅客不搭乘已定妥座位的航班，且未预先通知川航，川航可以取消旅客客票上列明的续程或回程航班定座。

### 3.5 电子客票行程单

3.5.1 电子客票行程单最迟应在航班起飞后 26 天内打印。

3.5.2 由于旅客原因造成已打印电子客票行程单遗失，按《航空运输电子客票行程单管理办法（暂行）》规定，不再补打印。

## 4 票价和费用

### 4.1 票价的适用

4.1.1 客票价只适用于旅客由出发地机场至目的地机场的航空运输，不包括同一城市的机场与机场之间或机场与市区之间的地面运输费用和各项附加费。

4.1.2 适用票价是旅客购票时所适用的有效运价，适用于客票上所载明的特定日期和航程等运输内容，是川航与旅客之间运输合同的基本内容。

4.1.3 客票售出后，如票价调整，票款不作变动。如果由于旅客原因提出变更航程或者旅行日期等运输内容，将可能影响其应支付的票价。

4.1.4 使用普通票价及优惠票价的客票，应符合该票价规定的使用条件。

### 4.2 路线

票价只适用于与票价相关而公布的路线。票价适用于多条旅行路线的，旅客可在出票前指定路线；旅客未指定路线的，由川航或其授权代理人确定。

### 4.3 税款和费用

4.3.1 政府和其他有关当局或机场经营人，因向旅客提供服务设施而按规定征收的税款或收取的费用，均不包括在适用票价之内。该项税款或费用，应由旅客支付，由航空公司代为收取。

4.3.2 旅客购买机票时，承运人将告知旅客未包括在票价中的税款和费用，税费会在客票上分别列明。对航空旅行征收的税款或费用常有变动，而且有可能在客票售出以后征收。如果客票上列明适用的税费有所增加或在客票售出后新增税费，旅客有义务补交。同样，如果旅客在购买机票时支付的税费因被取消或减少而不再适用于旅客，旅客有权申请退款，航空公司将根据政府相关部门规则进行退还。

4.3.3 “旅客运输燃油附加费和航空保险附加费”由承运人根据国家或地区有关规定自主定义发布并收取。使用婴儿运价的不占座婴儿免燃油附加费，占座婴儿和儿童按成人标准收取燃油附加费。

#### 4.4 付款方式

旅客应使用川航可接受的货币交付票款和费用。除川航与旅客另有协议外，票款一律现付。

## 5 购票和定座

### 5.1 一般规定

5.1.1 旅客可在川航官方直销渠道及川航认可的授权销售渠道进行咨询和购票。旅客购票时应提供本人有效身份证件或公安机关出具的其它有效身份证件信息，并提供真实有效的联系方式。

5.1.2 旅客在购票前应自行查阅航班始发地、经停地或者目的地国的出入境相关规定，并确保知晓客票运价及退改签相关规则。

5.1.3 购买儿童票、婴儿票，应提供包含儿童、婴儿出生日期的有效证件或证明。

5.1.4 每位旅客应单独持有客票。

5.1.5 只有在旅客按照川航规定的手续和购票时限交付票款，经川航或其授权代理人认可并填开客票，经出票后才能认为座位已经定妥和有效。

5.1.6 川航可以在必要时暂停接受某一航班的定座。

5.1.7 旅客更改或者取消定座，应当在川航规定的时限内提出。运价有特殊规定

的，旅客更改或者取消定座，应当符合运价相关规定。

5.1.8 如旅客未按川航规定使用已定妥的座位，或旅客未在川航规定的购票时限内交付票款，川航有权取消其定座。

5.1.9 对于虚假购票、恶意占座的旅客，川航有权视情况限制其定座和购票。

5.1.10 出于运行、安全或安保的需要，需监护人员陪伴同行的旅客（如儿童、婴儿、老人、病残人员、押解人员等）所定服务等级舱位必须与同行监护人员一致。

## 5.2 个人资料

5.2.1 旅客向川航提供的个人资料旨在用于定座及安排相关运输服务。为此，旅客授权川航保留其个人资料且可将资料传送给川航有关部门、或其他相关承运人、或相关运输服务的提供者、或法律、法规许可的机构。

5.2.2 旅客个人资料的真实性及有效性由旅客本人负责，并承担由于其提供资料不真实或不满足有效期所产生的一切后果。

5.2.3 旅客如拒绝提供个人资料，川航有权不予定座。

## 5.3 机上座位安排

5.3.1 川航将尽力满足旅客预先申请机上座位的要求。但川航不能保证提供任何指定的座位，只负责按旅客客票的物理舱位等级提供座位。出于运行、安全或安保的需要，承运人始终保留分配或者重新分配机上座位的权利，即使是在登机之后。

5.3.2 根据航空安全要求，飞机应急出口处的座位必须由川航指定安排。

# 6 班期时刻、航班取消及变更

## 6.1 班期时刻

6.1.1 川航将尽力按照公布的在旅客旅行之日有效的班期时刻，合理的运送旅客及其行李。

6.1.2 除非损失是由于川航的故意或明知可能造成损失而轻率地作为或不作为所造成的，川航对其班期时刻表或其他公布的航班时刻中的差错或遗漏不承担责任。川航雇员、代理人或川航的代表就始发或到达时间、日期或任何航班飞行所作的解释仅作为参考，川航对此不承担责任。

6.1.3 航班时刻表中载明的航班时刻或机型，在其公布之日与旅客实际开始旅行

之日期间将可能发生变动,川航对该航班时刻或机型不予保证,而且该航班时刻或机型也不构成川航与旅客之间运输合同的组成部分。

6.1.4 川航在接受旅客订票之前,将告知旅客当时有效的预订航班时刻,并在旅客的纸质客票或电子客票联上列明。在客票售出后,川航可能会更改航班时刻。如果旅客给川航提供了有效联系方式,川航将通知旅客航班时刻的变更。在旅客购票之后,如果川航航班计划出港时间/计划到港时间延后超过 15 分钟、计划出港时间提前,可按照本条件非自愿变更或非自愿退票规定办理。办理客票的非自愿变更时,旅客在确认替代航班后,由于旅客原因再次提出变更或退票的,按照自愿变更或退票的相关规定办理。

## 6.2 航班取消及变更

6.2.1 有下列情况之一的,川航可以不经事先通知,取消、终止、变更、延期或者推迟航班飞行:

- (1) 为了遵守国家的法律、政府规章和命令;
- (2) 为了保证飞行安全;
- (3) 其他无法控制或不能预见的原因。

6.2.2 由于 6.2.1 原因之一者,造成川航航班取消或延误,因而未能合理按照班期时刻飞行,或未能向旅客提供已定妥的座位(包括舱位等级),或未能在旅客的中途分程地点或目的地点停留,或造成旅客已定妥座位的航班衔接错失,川航将考虑旅客的合理需要并根据本条件非自愿变更或非自愿退票规定办理。

6.2.3 本条件 6.2.2 条所列的补救措施是旅客可选择的全部补救措施。除法律、行政法规和公约另有规定外,川航不再承担其他责任。

6.2.4 川航将采取一切必要的措施来避免旅客以及旅客的行李延误。如川航已经采取了一切必要的措施或不可能采取该措施的,川航不承担责任。

6.3 本条所称“延误”是指航班实际出港撤轮挡时间晚于计划出港时间超过 15 分钟的情况,不包括因航班飞行计划调整所致的航班出港时间晚于原计划出港时间的情况。

本条所称“取消”是指因预计航班延误而停止飞行计划或者因延误而导致停止飞行计划的情况,不包括因其他原因所导致的飞行计划变更或停止的情形。

## 7 客票变更

## 7.1 自愿变更

7.1.1 自愿变更客票，是指旅客因其自身原因要求变更客票。

7.1.2 旅客购票后要求自愿变更客票，川航及川航授权代理人可在航班有可利用座位和时间允许的条件下，按照客票使用条件办理，旅客须承担由此造成的票款差额和其它相关费用。

7.1.3 旅客购票后要求自愿变更承运人，按自愿退票的规定办理。

7.1.4 除运价另有规定外，使用儿童运价的儿童和占座婴儿按成人标准扣除变更费用，使用婴儿运价的不占座婴儿不收取变更费。

## 7.2 非自愿变更

非自愿变更客票，指因航班取消、出港延误、提前、航程改变、舱位等级变更或者承运人无法运行原航班等情形，导致旅客变更客票的情形。

7.2.1 由于非川航原因导致旅客非自愿变更客票的，川航应当考虑旅客的合理需要并采取以下措施之一：

(1) 为旅客优先安排有可利用座位的川航后续直达航班；

(2) 变更原客票列明的航程，安排川航航班将旅客运达目的地或中途分程地点。

7.2.2 由于川航原因导致旅客非自愿变更客票的，川航应当考虑旅客的合理需要并采取以下措施之一：

(1) 为旅客优先安排有可利用座位的川航后续直达航班；

(2) 变更原客票列明的航程，安排川航和/或其他承运人航班，将旅客运达目的地或中途分程地点；

(3) 征得旅客及有关承运人的同意后，办理签转手续。

7.2.3 旅客非自愿变更，如不接受航空公司统一安排的，允许免费变更一次，变更航班的日期范围可选择原购航班日期提前 15 天（含）或推后 15 天（含）范围内的航班。若以上日期范围内无可利用航班，则允许免费变更至最近的可利用的航班，免费变更次数限一次。超过此范围的，按非自愿退票或自愿变更处理。

## 8 退票

### 8.1 一般规定

8.1.1 由于川航未能按照运输合同提供运输或旅客自愿改变其旅行安排，对旅客未能使用的全部或部分客票，川航将按规定办理退票。

8.1.2 旅客要求退款，最迟应在开始旅行之日起（客票完全未使用的，在填开之日起）十三个月内提出。完全未使用的客票换开后，旅客要求对新客票退款，最迟应在开始旅行之日（换开后第一航段仍未使用的，从换开之日）起十三个月内办理。对于超出上述期限范围的退款申请，川航不予受理。

8.1.3 办理退票时，客票上状态为“OPEN FOR USE”的航段才予以办理退票。

8.1.4 旅客在航班的经停地自动终止旅行，该航班未使用航段的票款不退。

8.1.5 如旅客已打印电子客票行程单，退票时必须提供已打印的行程单。

## 8.2 退票受款人

8.2.1 川航有权向客票上列明姓名的旅客本人办理退票。

8.2.2 当客票上列明姓名的旅客不是该客票的付款人，并且在客票上已列明了退票限制条件，川航按所列明的限制条件将票款退给付款人或者指定人。

8.2.3 旅客或付款人申请退票应出示本人有效身份证件；如申请退票人不是客票上所列明的旅客本人或付款人本人，应出示申请退票人的有效身份证件及旅客或付款人的有效身份证件及退款授权书。

8.2.4 川航按 8.1 规定将票款退给符合 8.2.1、8.2.2、8.2.3 规定的人，视为正当退票；川航也随即解除责任。

## 8.3 退票地点

8.3.1 旅客要求退票原则上应在原付款地办理退款，换开过的客票也可在换开地办理退款。旅客非自愿退票，可在原购票地、航班始发地、经停地、终止旅行地的川航售票处或川航直销服务热线办理。

8.3.2 持不定期客票的旅客要求退票，只限在原购票的售票处办理。

## 8.4 货币

旅客要求退票，必须符合原购票地点和退票地点国家的法律及其它有关规定。川航可按原收取票款的货币退款，也可按川航规定的其它货币退款。

## 8.5 自愿退票

8.5.1 自愿退票，是指旅客因其自身原因要求退票。

8.5.2 自愿退票，按下列规定办理：

(1) 客票全部未使用，须全程一起办理退票，从已付票款中扣除退票手续

费，退还余额。

(2) 客票已部分使用，退票时所有未使用航段应同时办理，从已付票款中扣除已使用航段的适用票价、税费和燃油附加费，以及退票手续费，如有余额，退还旅客。

(3) 除运价另有规定外，使用儿童运价的儿童和占座婴儿按成人标准扣除退票费用，使用婴儿运价的不占座婴儿不收取退票费。

(4) 对于某些使用优惠票价的客票或产品客票可能对退票有特殊规定，包括但不限于不能退票，不退燃油附加费等，退票应按对应运价规定办理。

## 8.6 非自愿退票

8.6.1 非自愿退票，是指因航班取消、出港延误、提前、航程改变、舱位等级变更或者承运人无法运行原航班等情形，导致旅客退票的情形。

8.6.2 非自愿退票，按下列规定办理：

(1) 客票全部未使用，退还全部已付票款（含税款），不收取退票手续费。

(2) 如客票已部分使用，从原付票款中扣除已使用航段相应票价及已使用的税费和燃油附加费，余额退还旅客，不收取退票手续费，但所退金额不得超过原付票款金额。

(3) 如班机在非客票所列经停点的其他航站降落或经停地取消，旅客要求退票，按降落站至目的地航程所占原客票航程的比例退还对应的原实付票价，所退金额不得超过原实付票款金额。

(4) 旅客自愿变更客票并支付变更费用后，变更后的航班发生不正常时，旅客要求退票，不收退票费，但已付变更费不退。

## 8.7 退款至信用卡或借记卡

如果旅客购票时使用信用卡或借记卡支付票款，则票款只能被退还到原卡帐户上。川航将根据本条规则以旅客原支付的客票金额与币种为基础计算退款额。由于货币兑换产生的差额，旅客无权向川航提出索赔。

## 8.8 拒绝退票：

8.8.1 除了非自愿退票外，有以下任何一种或一种以上情况的，有关单位应拒绝退票：

(1) 逾期未提出退票申请；

(2) 申请时未能出示有效证件或票证；

(3) 已使用部分的票价等于或高于全程票价时，剩余的乘机联，不能退款。

(4) 客票上注明不得退票。

## 8.9 退回税款

退票时须一并退还旅客购票时缴交的尚未发生的税款。无余款可退或不得退票的客票，也可单独退还，且不扣除手续费，但需在退款期限内办理。

8.10 川航在收到旅客有效退款申请（含退款所需票证证明）之日起7个工作日内办理完成退款时间（上述时间不含金融机构处理时间）。

# 9 乘机

## 9.1 一般规定

9.1.1 旅客应在川航规定的时限内到达机场，在川航或川航地面服务代理人停止办理乘机手续前，凭与购票时一致的有效身份证件按时办理客票查验、托运行李、获取纸质或者电子登机凭证等乘机手续。

9.1.2 如旅客因非川航原因未能按时到达乘机登记柜台，或未在规定的登机口关闭时间之前到达登机口，或未能出示其有效身份证件及运输凭证，川航为不延误航班可取消旅客已定妥的座位。对旅客因此而产生的损失和费用，川航不承担责任。如果旅客提出退票，按自愿退票规定办理。

9.1.3 川航或川航地面服务代理人应将旅客姓名、航班号、乘机日期、登机时间、登机口、航程等已确定信息准确、清晰地显示在纸质或者电子登机凭证上。登机口、登机时间发生变更的，川航或川航地面服务代理人应及时告知旅客。

9.1.4 各机场的截止办理乘机手续时间并不一致，如旅客对川航航班出港机场截止办理乘机手续时间不了解，应提前向销售人员进行咨询或登录川航官方网站 <http://www.sichuanair.com> 查询。旅客应预留充足的时间办理乘机登机手续。如果旅客未在规定的航班截止办理乘机手续时间之前办理乘机手续，川航有权取消旅客的定座。

9.1.5 川航及川航地面服务代理人应按时开放乘机登记柜台，按规定接受旅客出具的客票，快速、准确地办理乘机登记手续。

9.1.6 乘机前，旅客及其行李和免费随身携带物品必须经过安全检查。

9.1.7 在关舱门滑出后，除不可抗力以及旅客突发急病或威胁到生命的情况外，不允许机上旅客中止行程。

## 9.2 旅客漏乘

9.2.1 由于非川航原因发生漏乘，按自愿变更或自愿退票的规定办理。

9.2.2 由于川航原因造成旅客漏乘，川航应尽早安排旅客乘坐后续航班成行，如旅客要求退票，按非自愿退票的有关规定办理。

## 9.3 旅客错乘

9.3.1 若旅客发生错乘，川航将尽早安排旅客搭乘后续航班飞往旅客客票上列明的目的地点。如旅客在错乘到达站要求退票，按非自愿退票的规定办理。

## 9.4 旅客误机

9.4.1 由于旅客原因导致误机后要求客票变更或退票的，川航按自愿变更或自愿退票有关规定办理。

9.4.2 由于川航原因导致旅客误机后要求客票变更，在后续航班有空余座位的情况下，川航将积极予以安排，按照本条件 7.2 “非自愿变更”有关规定办理；旅客要求退票的，按本条件 8.6 “非自愿退票”有关规定办理。

# 10 超售

## 10.1 超售信息告知

10.1.1 按照国际航空运输行业通行的做法，为减少因部分旅客临时取消出行计划而造成的航班座位虚耗，川航可能在某些航班上进行适当的超售，以满足更多旅客的出行需求。

10.1.2 因川航超售原因导致实际乘机旅客人数超过实际可利用座位数，而造成少数超售旅客不能按原定航班成行的，川航或者其地面服务代理人将根据征集自愿者程序，寻找自愿放弃行程的旅客，并按协商标准进行赔偿和服务。在无法征集到足够自愿者的情况下，川航将使用优先登机规则拒绝部分旅客登机，并提供超售赔偿和后续服务，按旅客需要出具因超售而放弃行程或者被拒绝登机的证明。

## 10.2 适用范围

川航超售处理程序适用于川航实际承运的航班

## 10.3 征集自愿者程序

### 10.3.1 适用旅客

在航班因超售导致部分旅客可能无法成行时，川航将在已发生实际超售航

班的旅客中征集自愿者

- (1) 已购买并定妥该航班座位；
- (2) 持有有效机票；
- (3) 具备川航规定的的乘机条件；
- (4) 在规定停止办理值机手续前到达值机柜台；
- (5) 接受川航相关补偿条件，放弃原定座位。

#### 10.3.2 征集程序

(1) 川航在机场现场发布航班超售公告并征募超售航班上自愿放弃行程的旅客；

(2) 征得自愿者同意后，川航将为旅客办理补偿手续。

(3) 如自愿者未能当班成行，川航将按双方协商标准进行赔偿并提供后续服务保障；如原航班起飞前仍有空余座位，川航将为自愿者办理乘机手续。

#### 10.4 优先登机规则

在川航无法征集足够自愿者的情况下，会拒绝部分旅客登机。川航对于以下旅客将给予优先登机：

##### 10.4.1 经济舱旅客座位的优先保障顺序如下：

- (1) 执行国家紧急公务的旅客；
- (2) 携带人体捐献器官的人体器官获取组织工作人员（OP0）；
- (3) 经川航同意并事先做出安排的、有特殊服务需求的老、弱、病、残、孕以及无成人陪伴儿童/青少年等特殊旅客；
- (4) 持有有效身份证件现役军人、警察及消防救援人员；
- (5) 已定妥后续联程航班，且不可通过前序航班的变更衔接后续航班或到达站转机衔接时间短的中转联程旅客；
- (6) 证明有特殊困难急于成行的旅客；
- (7) 持公司贵宾卡、金熊猫终身白金卡、白金卡、金卡的旅客；
- (8) 集团客户（有多重身份者按高身份保障）；
- (9) 金熊猫银卡旅客；
- (10) 团体旅客；
- (11) 三人（含）以上同行的散客（同一 PNR 中）；
- (12) 金熊猫普卡旅客；

(13) 已定座的持公司免票人员。

#### 10.4.2 公务舱旅客座位的优先保障顺序如下：

- (1) 执行国家紧急公务的旅客；
- (2) 携带人体捐献器官的人体器官获取组织工作人员（OP0）；
- (3) 经川航同意并事先做出安排的、有特殊服务需求的老、弱、病、残、孕以及无成人陪伴儿童/青少年等特殊旅客；
- (4) 持有有效身份证件现役军人、警察及消防救援人员；
- (5) 已定妥后续联程航班，且不可通过前序航班的变更衔接后续航班或到达站转机衔接时间短的中转联程旅客；
- (6) 证明有特殊困难急于成行的旅客；
- (7) 持公司贵宾卡、金熊猫终身白金卡、白金卡、金卡的旅客；
- (8) 舱位优先顺序（C>I>J>P）；
- (9) 集团客户（有多重身份者按高身份保障）；
- (10) 持金熊猫银卡、普卡的旅客；
- (11) 持公司公/商务升舱单的旅客；
- (12) A 舱旅客；
- (13) 混舱旅客。

#### 10.5 超售服务及赔偿

10.5.1 因超售导致旅客自愿放弃行程或者被拒绝登机时，川航将优先安排旅客乘坐最早的航班以确保旅客成行，或为旅客按非自愿规定办理非自愿退票并按照 10.5.2 的标准进行额外补偿。

10.5.2 旅客可在川航补票窗口或各营业部指定售票处办理退票手续，并且按照以下标准提供额外补偿：

航班类别	赔偿标准
中国境内	300 元
中国内地-地区航线	800 元
中国-亚洲国家、中东区域	1500 元
中国-美洲、大洋洲、欧洲、非洲（中东区域除外）	2500 元

10.5.3 对于根据自愿者征集程序自愿放弃行程的旅客，川航将根据双方协商标

准进行赔偿及提供相应后续保障服务。

10.5.4 对于因优先登机规则被拒绝登机的旅客，川航将根据超售航班的类别，按以下标准给予赔偿：

#### 国际及地区航班

航班类别	后续航班等待时间	赔偿标准
中国内地-地区航线	当天可签转	800 元
中国-亚洲国家、中东区域		800 元
中国-美洲、大洋洲、欧洲、非洲（中东区域除外）		800 元
中国内地-地区航线	隔天可签转	800 元
中国-亚洲国家、中东区域		2500 元
中国-美洲、大洋洲、欧洲、非洲（中东区域除外）		2500 元

针对无法安排当天航班成行的旅客，川航将免费为旅客提供食宿，并对需要在绕道点过夜的国际/地区航班旅客再按一晚 500 元/人标准提供食宿交通补偿，由旅客在绕道点自行安排食宿交通。

10.5.5 超售服务和赔偿标准如与适用的强制性法律法规不一致，可按相应法律法规执行。

## 11 行李运输

### 11.1 一般规定

川航承运的行李，按照运输责任分为托运行李和非托运行李。

乘坐国际/地区航班旅客的行李应符合相关国家或地区的法律及海关规定。

#### 11.1.1 禁止随身携带和托运的物品

具体详见川航官网-出行帮助-行李服务-航空行李运输限制规定-禁止随身携带和托运的物品。

#### 11.1.2 不得作为托运行李的物品

(1) 下列物品不得作为托运行李或在托运行李中夹带，对托运行李中放置或夹带下述物品的遗失和损坏，川航按一般托运行李承担责任，损害赔偿参见本条件 11.7.4:

- a. 易碎或易损坏物品;
- b. 易腐物品;
- c. 现金、流通票证、有价证券、汇票;
- d. 珠宝;
- e. 贵重金属及其制品、金银制品;
- f. 古玩字画、绝版视频、绝版印刷品或手稿样品等贵重物品;
- g. 电脑及配件、个人通讯设备及配件、个人电子数码设备及配件等需要专人照管的物品;
- h. 样品等贵重物品;
- i. 重要文件和资料;
- j. 旅行证件、医疗证明、X光片;
- k. 个人需定时服用的处方药。

(2) 如果在旅客的行李中夹带了本条件第 11.1.1 款禁止携带或运输物品，如果由于政府有关部门、机场管理机构、安全检查机构实施的与行李检查有关的行为造成的此类物品的遗失及损坏，对此类物品的任何遗失、损坏或没收，川航不承担责任。

#### 11.1.3 特殊行李/限制运输的物品

特殊行李是指：形状、长度、重量特殊或本身性质存在特殊性的行李，特殊行李包括作为行李托运的小动物、竞技体育比赛中使用的各种器械装备及用品、小型电器、仪器及媒体设备、渔具、无法放置在一般托运行李包装中需单独包装运输的乐器及水产品等。

特殊行李/限制运输的物品只有在符合川航所规定的限制条件、数量和包装要求的情况下，并经川航同意，方可接受作为托运行李运输：

具体详见川航官网-出行帮助-行李服务-航空行李运输限制规定。

#### 11.1.4 拒绝运输权

根据川航的判断，川航可以在通知旅客后拒绝承运旅客或旅客的行李。遇此种情形，旅客有权退票。由于下列原因之一，川航也有权拒绝承运旅客或旅客的行李：

(1) 旅客的非托运行李，如属于或夹带有 11.1.1 所列物品，或者托运行李内夹带 11.1.2 所列的物品，川航应当拒绝收运或者终止运输，并通知旅客。

(2) 事先未与川航联系作好安排的逾重(超限)行李,将有可能不作为与旅客随机的行李运输,而使用可利用后续航班运送。

(3) 如果旅客的托运行李的外包装或内装物品不符合运输要求,川航有权拒绝接受该行李的运输。

(4) 承运旅客或旅客的行李,违反了任何始发地、目的地、经停地或飞越地国家适用的法律、法规或命令。

(5) 承运旅客或旅客的行李,可能危及或者影响其他旅客或者机组人员的安全、健康、便利或舒适。

#### 11.1.5 检查权

川航为了运输安全,有权要求旅客接受对其行李进行安全检查;必要时,也可以在旅客没有在场的情况下对其行李进行检查。如旅客不接受此种检查,川航有权拒绝运输。

#### 11.2 行李托运

##### 11.2.1 旅客托运行李必须符合下列要求:

(1) 旅客必须凭有效客票托运行李。川航应将旅客托运的行李件数和重量准确录入离港系统中,每个旅客的行李须登记在其本人的记录上。如旅客持纸质客票,还应填写在客票的相应位置。

(2) 旅客应当在承运人指定的地点和时间内办理行李托运手续。

(3) 川航对旅客托运的每件行李应拴挂行李牌,并将行李牌识别联交给旅客。

(4) 托运行李的重量和体积不得超过川航的规定,超过规定的托运行李应事先征得川航的同意。

(5) 旅客应在行李托运以前贴、挂上姓名或便于识别的其他个人标记。

(6) 托运行李必须包装完善、锁扣完好、捆扎牢固,能承受一定的压力,能够在正常的操作条件下安全装卸和运输。对包装不符合要求的行李,川航可拒绝收运或不承担损坏、破损的赔偿责任。托运行李应符合下列条件:

- a. 旅行箱、旅行袋和手提包等必须加锁;
- b. 两件(含)以上的包件,不能捆为一件;
- c. 行李上不能附插其它物品;
- d. 竹篮、网兜、草绳、草袋等不能作为行李的外包装物;

(7) 对易碎、包装不符、易腐、旅客晚交运行李，超过托运行李尺寸、重量和交运时有破损的行李应拴挂免除责任行李牌，以免除川航相应的赔偿责任，同时：

- a. 应明确告知旅客所免除责任的项目；
- b. 应在所免除责任的项目上做标记；
- c. 旅客应在“旅客签字”栏内签字。

(8) 托运行李应当与旅客同机运输。如果在特殊情况下（由于安全、安保或运行方面的原因），收运的行李无法与旅客同机运输，川航及时通知旅客，在确保安全的情况下，可优先安排该行李在后续的航班上运送，并由川航交付旅客，除非法律要求旅客须亲自到场办理海关手续。

(9) 旅客的行李应符合相关国家或地区的法律及海关规定。

### 11.3 免费行李额

#### 11.3.1 免费行李额

(1) 所有国际及地区航线均采用计件制或计重制行李运输规则；

a. 不占座位的婴儿旅客可免费托运 1 件行李，重量不超过 10 千克（22 磅），体积（三边之和）不超过 115 厘米（45 英寸）。携带婴儿的旅客可以免费携带在航班上喂食婴儿的食品、婴儿使用的纸尿裤；一辆可带入客舱的便携式可折叠婴儿车。婴儿车折叠后长、宽、高分别不超过 55 厘米（22 英寸）、40 厘米（16 英寸）、20 厘米（8 英寸），超过上述尺寸的婴儿车可额外免费作为托运行李运输。

b. 团队旅客免费行李额与散客的标准一致。

c. 搭乘同一航班前往同一目的地的两个（含）以上的同行旅客，如在同一时间、同一地点办理行李托运手续，其免费行李额可以按照各自所购舱位等级标准合并计算。

d. 构成国际运输的国内航段，每位旅客的免费行李额按适用的国际航线免费行李额计算。

e. 购买混合等级客票的旅客，其免费行李额按各该航段级别规定的免费行李额分别计算。

f. 旅客自愿改变舱位等级，应按照新购票的票价等级享受免费行李额；旅客非自愿改变舱位等级，应按照原票价等级享受免费行李额。

g. 航程出现中途分程时，全航程行李额应按可享受的较高免费行李额予以执行。

h. 当主航段的航班是川航代码共享航班时，免费行李额按承运方规则执行。

(2) 国际/地区航线免费行李额标准，按照川航在官网上及时更新和公布的标准执行。

### (3) 托运行李的体积限制

a. 托运行李的体积限制应遵循当地法律规定，无明确规定的，单件托运行李的三边之和不得超过 300 厘米（118 英寸），且符合当地机场安保要求。

b. 超过上述体积限制的行李，不得作为行李运输，应按照川航相关规定执行。

c. 特殊行李（例如滑雪用具、钓鱼用具等）托运体积应按照相关规定执行。

### (4) 托运行李的重量限制

a. 对于涉及英国或英联邦国家（例如加拿大、澳大利亚等）航线，单件托运行李的最大重量不得超过 32 千克（70 磅）。

b. 其他航线，应遵循当地法律规定，无明确规定的，单件托运行李的最大重量不得超过 45 千克（100 磅）。

c. 超过上述重量限制的行李，不得作为行李运输，应按照川航相关规定执行。

## 11.3.2 非托运行李的限制

### (1) 非托运行李（包含手提行李和随身携带物品）

a. 川航限定手提行李的重量，持公务舱客票的旅客，每人可随身携带两件手提行李；持经济舱客票的旅客，每人只能随身携带一件手提行李。每件手提行李的三边分别不得超过 20 × 40 × 55 厘米，每件手提行李的重量不超过 8 公斤。

b. 乘坐川航航班的旅客，除了上述手提行李额度外，每位旅客不用另付费，可以携带限于自己照管，仅在上机、下机或在航班上所用的私人物品。（具体详见川航官网-出行帮助-行李服务-非托运行李）

c. 超过上述重量、件数或体积限制的行李和物品，应作为托运行李运输。

### (2) 大件行李

如旅客的行李物品不适合作为托运行李装在货舱内运输（如精致的乐器），并且不符合 11.3.2（1）的规定，需事先征得川航的同意并且交付相应费用后，可作为占座行李带入客舱并由旅客自行保管。

11.3.3 旅客的托运行李和非托运行李均应在办理乘机手续时交川航计重或计件，并将重量和件数填入“客票及行李票”的相应栏内。托运行李在运输期间由川航负责照顾，非托运行李在运输期间由旅客自行照管。

#### 11.4 逾重（超限）行李

11.4.1 旅客的托运行李超过其免费行李额的部分，称为逾重（超限）行李，应当支付逾重（超限）行李费。

11.4.2 收取逾重（超限）行李费，应填开逾重（超限）行李票。

11.4.3 逾重（超限）行李的收费，应分别按照超出件数、超出重量、超出尺寸三个方面的标准进行累计收费。

11.4.4 逾重行李费率和计算方法，按照川航在官网上及时更新和公布的标准执行。

11.4.5 收费标准默认货币为人民币，特殊情况下（如旅客无人民币等），收取旅客目的地货币时，参照目的地始发行李收费标准执行。

#### 11.5 行李声明价值

##### 11.5.1 一般规定

（1）旅客的托运行李，每公斤价值超过 30 美元或等值的其他货币时，可办理行李声明价值，并支付行李声明价值附加费。

（2）托运行李的声明价值不能超过行李本身的实际价值。每一旅客的行李声明价值最高限额为 5000 美元（或等值人民币及其它货币金额）。如川航对声明价值有异议而旅客又拒绝接受检查时，川航有权拒绝收运。

（3）旅客托运的小动物不办理声明价值。

（4）川航按照旅客声明的价值中超过 11.5.1(1)规定限额部分的价值值的 5% 收取声明价值附加费。

11.5.2 如果声明价值行李的部分运输由不提供行李声明价值服务的其他承运人承担时，川航有权拒绝提供托运行李的声明价值服务。

#### 11.6 小动物、服务犬

11.6.1 小动物是指旅客托运的小型动物，包括家庭饲养的狗、猫或其他类别的

小动物。野生动物和具有形体怪异或者具有攻击性、易于伤人等特性的动物，如蛇、藏獒、斗牛犬等，不属于小动物范围，不能作为行李运输。不适合航空旅行的小动物（包括具有攻击性特性、易于伤人特性、易发生呼吸问题及短鼻系列的猫、犬及其杂交品种、对高温高空环境不适的猫、犬等）不得作为行李运输。如动物的体形过小（例如：乌龟、鼠类、观赏鱼等）或体形过大（笼体包装超过该航线最大体积限制），不得作为行李运输。承运人有权决定小动物是否属于可运输的范围及宠物运输的方式，并且有权限制一架飞机运输宠物的数量。

11.6.2 旅客携带小动物，应符合下列规定：

（1）旅客托运小动物必须在定座时提出，装入质量与尺寸符合托运标准的容器，并随附有效的检疫合格证明和疫苗接种证明，经川航同意后方可托运。

（2）必须具备中华人民共和国以及运输过程中有关国家运输动物出、入境和过境所需的有效证件；

（3）旅客应在乘机当日，不晚于离站时间前 90 分钟，将活体动物自行运至机场办理托运手续。

（4）宠物需要分开独立包装（一对小鸟可装入同一个笼内），每个独立包装的宠物和宠物箱的合计重量(含宠物箱内的食物和水)不得超过 32kg（含）。最大不能超过 40×60 ×100 厘米，最小不能小于 5×15×20 厘米，超过（或低于）尺寸和重量标准应作为货物运输。

（5）事先经川航和有关连续承运人同意，并按照川航及相关承运人的运输规定的办理。

11.6.3 旅客携带的小动物及容器和食物，应当作为托运行李交川航，并按逾重（超限）行李交付运费。除经川航特许外，不能带入客舱。

11.6.4 服务犬运输

（1）服务犬是指为残疾人生活和工作提供协助的特种犬，包括辅助犬、导听犬、导盲犬。

（2）川航接受精神服务犬、导听犬、导盲犬作为服务犬进入客舱，不接受情感辅助犬作为服务犬进入客舱。情感辅助犬可作为宠物，按照川航宠物运输的相关规定执行。

（3）川航遵照民航主管部门残疾人航空运输相关法律法规，为符合条件的

乘机人及服务犬提供运输。

(4) 旅客携带服务犬乘机，原则上不晚于航班预计起飞时间前 48 小时提出申请，在符合川航运输条件并经川航同意后，可由残疾旅客本人带入客舱运输。服务犬连同其容器和食物可以免费运输，不计算在免费行李额内。

(5) 服务犬的运输限制及标准，具体详见四川航空官网。

11.6.5 除非川航有过失，川航对运输途中小动物的受伤、丢失、延误、患病或者死亡不承担责任。旅客应对运输上述小动物（包括服务犬）承担全部责任。如小动物因被拒绝入境或者过境而造成的受伤、丢失、延误、患病或者死亡，川航不承担责任。

#### 11.6.6 运输责任

(1) 旅客应对小动物可能对其他旅客或机组造成的所有损害或伤害承担全部责任。

(2) 如果小动物没有入境或经停国家或地区要求的所有必须的出境、入境、健康和其它有效文件，川航将不承担责任。携带该小动物的人必须赔偿因所需文件的缺失或不完整给川航造成的任何罚款、费用、损失或负债。

(3) 在不适宜运输活体动物的某种型号的飞机上，川航可以不接受运输。

#### 11.7 行李交付

##### 11.7.1 行李交付

(1) 旅客应在“客票及行李票”上载明的目的点或者中途分程地点凭行李牌识别联领取行李。必要时，应交验“客票及行李票”。

(2) 经川航同意旅客可在中途经停地点领取托运行李，但对已开始运输的逾重（超限）行李，未使用航段的已付运费不予退还。

(3) 若旅客未立即领取行李，川航从行李到达的次日起向旅客收取行李保管费。对于旅客行李中的易腐物品，川航有权在行李到达 24 小时后予以处理。

(4) 川航凭行李牌识别联交付行李，对于领取行李的人是否确系旅客本人，以及由此造成的损失及费用，不承担责任。

(5) 旅客未交验行李牌识别联而要求领取托运行李，领取行李人应当提供川航认可的证明，必要时填写川航规定的声明书，声明同意赔偿由此可能造成川航的损失。

(6) 旅客在领取托运行李时未提出书面异议，即为该托运行李已完好交付

并与运输凭证相符的初步证据。

#### 11.7.2 无人认领的行李

行李自到达的次日起，超过 180 日仍无人认领，川航可按照无法交付行李的有关规定处理。对于旅客行李中的鲜活、易腐物品，不受上述时间限制。

#### 11.7.3 行李不正常运输的处理

(1) 托运行李运输发生延误、丢失或损坏，旅客要求出具行李运输事故凭证，川航或川航地面代理人应会同旅客填写《行李运输事故记录》，尽快查明情况和原因，并将调查结果答复旅客和有关单位。如发生行李赔偿，可在始发地点，经停地点或目的地点办理。

(2) 旅客的托运行李延误到达的，承运人应当及时通知旅客领取。除国家另有规定外，由于非旅客原因导致托运行李延误到达，旅客要求直接送达的，川航应免费将托运行李直接送达旅客或者与旅客协商解决方案。

#### 11.7.4 行李赔偿

##### (1) 赔偿限额

a. 如果客票内未记录托运行李的重量，则用于计算赔偿额的行李重量不得高于该旅客相应舱位等级所享受的免费行李额。

b. 按前述规定已办理声明价值的托运行李按所声明价值赔偿。如果所声明价值超过行李的实际价值，则按行李的实际价值赔偿。

##### c. 适用于《蒙特利尔公约》的航线

——没有购物发票等充分证据证明的情况下，每名旅客托运行李和非托运行李的最高限额为每公斤 30 美元。

——如证据充分，则每名旅客托运行李和非托运行李的最高限额为 1288 特别提款权。

##### d. 适用于《华沙公约》的航线

——赔偿限额为：每公斤 17 特别提款权。

——非托运行李的赔偿限额为 332 特别提款权。

e. 特别提款权是指由国际货币基金组织规定的特别提款权，它的比价是浮动的，川航以实际承运旅客日期汇率折算等价货币。

##### (2) 索赔和诉讼的时限

##### a. 提出异议时限

——旅客在发现托运行李发生损失的情况下，须立即（书面）向川航提出异议，最迟不超过从收到行李之日起七天以内；在行李延误的情况下，任何异议最迟不得超过从行李应交付收件人保管之日起二十一天以内提出。

——任何异议必须以书面形式在上述规定的时限内提出，否则不能向川航提出索赔和诉讼。

b. 索赔诉讼应在飞机到达的目的地之日起，或从飞机应该到达之日起，或从运输终止之日起二年以内提出。

### （3）临时生活用品补偿费

因川航原因使旅客的托运行李未能同机到达，造成旅客旅途生活不便，经停站/目的站可给予旅客适当的临时生活补偿费。

a. 公务舱旅客临时生活费标准为 100 美元，在此基础上，每多延误一天增加补偿 50 美元，临时生活费补偿总额以 200 美元为限额。

b. 经济舱旅客临时生活费标准为 50 美元，在此基础上，每多延误一天增加补偿 25 美元，临时生活费补偿总额以 100 美元为限额。

如果迟运行李找到并交付行李，则临时生活费不退还川航。如行李没有找到，临时生活费用的赔偿计入行李丢失赔偿额内。

## 12 航空器上的行为

12.1 如果旅客在飞机上的行为危及到飞机或飞机上任何人或财产的安全，或妨碍机组人员履行职责，或不遵守机组的指示，或有其他旅客有理由反对的行为，川航可以采取其认为必要的措施，以阻止该行为的继续，包括对旅客实施管束。旅客有可能在任何地点被要求下机并被拒绝续运，而且有可能因机舱内的不当行为被起诉。

### 12.2 便携式电子设备的禁用和限制

全程禁止旅客在机上使用锂电池移动电源（充电宝），有关便携式电子设备的禁用和使用限制详见四川航空官网。

### 12.3 航班禁烟

川航所有的航班均已禁烟，机上所有区域均不允许吸烟。吸电子烟和合成蒸汽吸烟装置也在禁止之列。

### 12.4 酒精饮料限制

飞机上，除川航供应的含酒精饮料外，不得饮用其他含酒精饮料。

## 12.5 安全带

当旅客在机上就座时，应按要求系好安全带。

## 13 拒绝运输和限制运输

13.1 川航出于安全原因或根据自己合理的判断，认为属下列情形之一的，有权拒绝运输旅客及其行李：

13.1.1 依据始发地、经停地、目的地或者飞越国家的有关规定禁止运输的旅客或者物品；

13.1.2 拒绝接受安全检查的旅客；

13.1.3 未经安全检查的行李；

13.1.4 办理乘机登记手续时未能出示有效身份证件，或出具的身份证件与购票时身份证件不一致的旅客；

13.1.5 国家规定的其他情况；

13.1.6 除前款规定外，旅客的行为有可能危及飞行安全或者公共秩序的，川航有权拒绝运输：

(1) 旅客不遵守国家的法律、政策规定和命令，或不遵守川航的规定。

(2) 旅客为陌生人携带任何行李或物品。

(3) 旅客未能或拒绝遵守机组人员的指示。

(4) 旅客以前在航空运输过程中有过不良行为，并且川航有理由相信此种不良行为仍有可能再次发生。

(5) 旅客未支付适用的票价、费用及税款或未承兑其与川航有关承运人之间的信用付款。

(6) 旅客出示的纸质客票是非法获得或不是在出票承运人或其销售代理人处购买的，或属已挂失或被盗的、或是伪造的、或不是由承运人或其销售代理人更改的乘机联或乘机联被涂改的；或旅客无有效的电子客票记录；或其电子客票状态不为“OPEN FOR USE”

(7) 出示纸质客票或宣称持有电子客票的人不能证明本人既是客票“旅客姓名”栏内列明的人；

(8) 旅客拒绝遵守川航有关安全或安保方面的指令、扰乱客舱秩序。

(9) 被限制乘坐民用航空器的特定严重失信人及被执行人;

(10) 其他川航规定的拒绝运输的旅客, 包括但不限于:

a. 旅客的精神或身体状况(包括受酒精或药物的影响), 可能对其本人、其他旅客、机组人员人身或财产造成危险或危害, 或可能危及或者影响其他旅客或者机组人员的安全、健康、便利或舒适;

b. 不能提供川航规定的证明文件的患病旅客;

c. 各类不适宜乘机旅行的患病旅客等。

### 13.2 被拒绝运输后的客票处置

旅客因本规定 13.1 被拒绝运输而要求出具书面说明的, 除国家另有规定外, 川航将及时出具; 旅客要求变更客票或者退票的, 川航可以按照所适用的运输总条件、客票使用条件办理。

### 13.3 限制运输

除残疾人运动会及政府有关文件规定之外, 无自理能力人、婴儿、孕妇、残疾人、患病旅客或押解犯罪嫌疑人等需要特殊服务的旅客, 必须在定座时提出申请, 只有在符合川航规定的条件下, 经川航预先同意并做出安排后方给予承运。

#### 13.3.1 婴儿/儿童的承运

(1) 川航承运的婴儿是指旅行之日出生已满 14 天(出生次日开始计算第 14 天), 但不满 2 周岁的婴儿和出生不足 90 天的早产婴儿(胎龄满 28 周不满 37 周)不予承运。

(2) “儿童”是指在旅行开始之日, 年龄满 2 周岁但不满 12 周岁的旅客。

(3) 旅行开始之日年满 5 周岁但未满 12 周岁的儿童, 如需单独乘机, 必须申请无成人陪伴儿童服务。

(4) 不满 5 周岁的儿童和婴儿, 以及年满 5 周岁却未申请无陪服务的 12 周岁以下儿童乘机, 必须有一位同等物理舱位、年满 18 周岁具有完全民事行为能力及陪护能力的成人陪同, 具体要求如下:

a. 每位成年旅客可携带的未满 12 周岁儿童及婴儿的总数量不超过 8 名, 其中未满 5 周岁儿童及婴儿总数不得超过 3 名(婴儿不超过 1 名)。如成人需携带的 5 岁以上儿童超过 8 名的总数量限制时, 可按儿童团队向川航进行申请购票。

b. 每位成年旅客只可携带 1 名（在紧急撤离时需要协助的）患病或残疾的儿童或婴儿，且不能再携带其他儿童或婴儿。

c. 携带儿童或婴儿的成人必须拥有照料儿童及婴儿的能力，已经申请了担架、轮椅、无陪老人等特殊服务的成人不允许再携带儿童或婴儿。

d. 对于涉美航线，应按照当地的法律、法规执行，本条 b、c 款不适用。

e. 有成人陪伴儿童原则上应与陪伴的成人旅客同时办理乘机手续，儿童旅客座位应安排在携带该儿童的成人旅客的座位旁，或者是该成人方便照顾所携带儿童的前后排座位处。

(5) 持婴儿票的旅客不提供座位；如需单独占座，应购买儿童票。

(6) 已满 5 周岁，但不满 12 周岁的儿童旅客乘机，如无已满 18 周岁且具有完全民事行为能力成人陪伴同行，应事先向川航申请办理无成人陪伴儿童服务。每一航班承运的无成人陪伴儿童有数量限制，超出数量川航有权拒绝运输。

### 13.3.2 青少年的承运

已满 12 周岁不满 18 周岁的青少年旅客单独旅行，可自愿申请无成人陪伴青少年服务。

### 13.3.3 孕妇的承运

(1) 怀孕不足 32 周（含）的孕妇旅客乘机，除医生诊断不适宜乘机者外，川航将作为一般旅客承运。

(2) 怀孕超过 32 周但不足 36 周的孕妇乘机，应在乘机前 72 小时内填开诊断证明书，并有县、市级（或相当于这一级）的医疗单位盖章和该院医生签字方能生效，

(3) 怀孕超过 36 周（含）的孕妇，或预产期在 4 周（含）以内，或预产期不确定但已知为多胎分娩或预计有分娩并发症者，或产后不足 7 天者，或有先兆流产反应的孕妇，川航不提供航空运输服务。

### 13.3.4 受伤或患病旅客的承运

(1) 具有下列情况之一的旅客，川航将要求其出具有医生签署的“医疗证明”，并且本人须填写“特殊旅客乘机申请书”：

a. 重病旅客，或在飞行过程中没有额外的医疗协助无法安全地完成航空旅行的病伤旅客；

- b. 需用早产婴儿保育箱者；
- c. 要求在空中使用医用氧气者；（川航暂不提供）
- d. 可能在空中有生命危险或要求医疗性护理者；
- e. 已知有传染性疾病但采取措施可以预防者；
- f. 担架旅客；
- g. 患有艾滋病的旅客（身体无任何外伤）；
- h. 其他川航认为必须填写“特殊旅客乘机申请书”的旅客。

（2）患有下列疾病的伤病旅客，除为了挽救生命，经川航同意并作出特殊安排外，川航不提供航空运输服务：

- a. 处于严重或危急状态的心脏病患者，如严重的心力衰竭、出现紫绀症状或心肌梗塞（在旅行前六周内曾发生过梗塞）者；
- b. 严重的中耳炎，伴随有咽鼓管塞症的患者；
- c. 近期患自发性气胸的病人或近期做过气胸整形手术的患者；
- d. 大纵膈肿瘤、特大疝肿及肠梗阻病人；
- e. 头部损伤造成颅内压增高及颅骨骨折者；
- f. 下颌骨骨折近期使用过金属线连接者；
- g. 在过去 30 天内患过脊髓灰质炎的病人，延髓形脊髓灰质炎患者；
- h. 带有严重咳血、吐血或者呕吐症状的病人；
- i. 近期遭受过严重外伤或进行过重大外科手术，伤口尚未完全愈合者。

（3）“医疗证明”在航班预计起飞时间前 4 天内填开的方为有效，病情严重的旅客，则应具备航班预计起飞时间前 2 天内填开的“医疗证明”，具体详见四川航空官网。

## 14 附加服务安排

14.1 如果我们为您安排由第三方提供的航空运输之外的服务，或者我们为您出具地面运输、旅馆预订或者车辆租赁等由第三方提供的（非航空的）运输或者服务的票证或者收款凭证，在安排上述附加服务时，我们仅作为您的代理，而对于您能否得到此类服务及其服务质量不承担责任。第三方服务提供者的条款和条件适用于该服务。

14.2 如果我们也向您提供地面运输，本条件不适用于该地面运输。

## 15 行政手续

15.1 旅客须自行查阅并遵守出发地国家、过境国、到达地国家的所有法律、规定、命令、要求、旅行条件以及川航有关规定，若因旅客未遵守有关规定而导致无法乘机或无法到达目的地的，川航不承担因此而造成的损失。对于任何川航的授权代理人或雇员向旅客为获得必要的文件和签证，或为遵守上述法律、规定、命令、要求和条件而提供的任何帮助或信息，川航不承担责任；对于因此导致旅客不能获得此类文件或签证，或因此未能遵守有关法律、规定、命令、要求、条件或规则，川航也不承担任何责任。

15.2 旅客应出示有关国家的法律、规定、命令、要求或条件所要求的出境、入境、健康和其他必要文件，并允许川航持有和保留其副本。对于未遵守国家法律、规定、命令、要求或条件的旅客；或其证件不符合要求的；或不允许川航持有和保留其证件副本的旅客，川航保留拒绝运输的权利。

15.3 川航遵照政府的命令将被拒绝过境或入境的旅客运回至始发地点或其它地点时，该旅客应支付所产生的费用。川航可用已付给川航的未被使用的航段票款，或旅客已支付给川航的任何资金来抵付此费用。已收取用于运送至拒绝入境点或遣返点的费用，川航将不予退还。

15.4 如果由于旅客未能遵守有关国家的法律、规定、命令、要求和旅行条件或未能出具所要求的文件，导致川航被要求支付或抵押罚金或负担任何的开支，旅客应按川航的要求偿还川航已付的费用或抵押金和全部因此而产生的费用。为支付这些费用川航可以使用旅客已支付给川航的未使用航段票款或该旅客已支付给川航的任何资金。

15.5 旅客应接受政府或机场官员或川航的任何安全检查。对于拒绝接受安全检查的旅客，及未经安全检查的行李，川航将拒绝运输。

15.6 为了运输安全，川航有权要求旅客接受对其行李进行安全检查；必要时，也可以在旅客没有在场的情况下对其行李进行检查。如旅客不接受此种检查，川航有权拒绝运输。

15.7 海关和其他政府官员需要检查旅客的行李时，旅客应当到场。对旅客因此而遭受的任何损失，川航不承担责任。

## 16 旅客服务

川航以保证飞行安全和航班正常，提供良好服务为准则，以文明礼貌、热情周到的服务态度，认真做好空中和地面的旅客运输的各项服务工作。

16.1 除另有规定外，空中飞行过程中，川航应按其规定向旅客免费提供饮料或餐食，但川航不能保证提供超过规定的品种和数量的餐食服务。

16.2 除非另有规定，川航不为旅客提供机场区域内、机场与机场之间或机场与市区之间等地面运输。对于此项服务提供者的行为，或任何川航代理人或代表为旅客取得此项服务给予的任何的帮助，川航不承担责任。

16.3 旅客在联程航班衔接地点的地面膳宿费用，应由旅客自理。

16.4 在航空运输过程中，旅客发生疾病时，川航应积极采取措施，尽力救护。但是旅客的人身伤亡完全是由于旅客本人的健康状况造成的，费用由旅客承担。

16.5 不正常航班的服务和延误补偿条件及标准。

#### 16.5.1 信息通告

在航班状态发生变化之后的 30 分钟内，川航应通过各种渠道及时、准确地向旅客发布航班出港延误或者取消信息，包括航班出港延误或者取消原因及航班动态。

#### 16.5.2 服务要求

航班出港延误或者取消时，川航及航空销售代理人或者地面服务代理人应按照本条件，做好旅客服务工作：

(1) 在航班出港延误或者取消时，应当优先为残疾人、老年人、孕妇、无成人陪伴儿童等需特别照料的旅客提供服务。

(2) 航班出港延误或者取消时，为旅客妥善办理退票或者改签手续。

(3) 及时为旅客提供航班延误或者取消的书面证明。

#### 16.5.3 服务标准

(1) 由于川航机务维护、航班调配、机组等原因，造成航班在始发地点延误或取消，川航应按其规定向旅客提供餐食或住宿等服务。

(2) 由于非川航原因包括但不限于天气、突发事件、空中交通管制、机场原因以及旅客等原因，造成航班在始发地点延误或取消，川航应协助旅客安排餐食或住宿，费用由旅客自理。

(3) 航班在经停地点延误或取消，无论何种原因，川航均应负责向经停旅客提供膳宿服务。

(4) 航班延误或取消时，川航及川航地面服务代理人应做好解释工作，并迅速及时将航班延误或取消等信息通知旅客。

(5) 航班发生备降，无论何种原因，川航均应当向备降旅客提供餐食或者住宿服务。

#### 16.5.4 机上延误处置

(1) 发生机上延误后，应每 30 分钟向旅客通告延误原因、预计延误时间等航班动态信息。

(2) 机上延误期间，在不影响航空安全的前提下，应保证盥洗设备的正常使用。

(3) 机上延误超过 2 小时（含）的，应当为机上旅客提供饮用水和食品。

(4) 机上延误超过 3 个小时（含）且无明确起飞时间的，应在不违反航空安全、安全保卫规定的情况下，安排旅客下飞机等待。

16.5.5 由于机务维护、航班调配、机组等航空公司的原因，造成航班延误，川航将根据为旅客改签、变道及绕道的实际延误时间进行补偿：

(1) 承运人原因航班延误、取消补班（包括备降地、经停地），延误 4 小时（含）以上不超过 8 小时，向旅客补偿人民币 200 元。延误 8 小时（含）以上，向旅客补偿人民币 400 元。

(2) 儿童客票的经济补偿按照成人补偿金计算；婴儿客票的经济补偿按照成人补偿金的 10% 计算。

#### 16.6 川航受理旅客投诉的电子邮件和电话

中国境内投诉受理电子邮件地址：fuwu@sichuanair.com

中国境内投诉受理电话：95378

## 17 损失赔偿责任

17.1 川航对旅客的运输责任受本运输条件约束，与旅客航程有关的其它承运人对旅客的运输责任受其各自的运输条件约束。

17.2 川航办理的运输，属于蒙特利尔公约界定的国际运输，应当适用蒙特利尔公约的责任规则。不属于蒙特利尔公约界定的国际运输，对由于运输造成的旅客和行李的任何损害，川航按照华沙公约的相关规定承担赔偿责任。

17.3 对于公约中适用的国际运输以外的运输：

除非是由于川航故意或明知有可能产生损失而轻率地作为或者不作为，川航对旅客人身伤亡，行李及货物的毁灭、遗失或者损坏，以及延误造成损失所承担的责任应依照适用的法律及其规定的责任限额。

17.4 在公约适用于该运输的情况下：

17.4.1 川航和其它承运人依据一本客票或者连续客票履行的运输，应当被视为一个单一的运输。但是，对于托运行李，旅客可以向客票或行李票上列明的第一或者最后承运人索赔。在川航承运代码共享航班但不是出票承运人的情况下，川航仅对发生在川航承运的航班上的损失承担责任。对于川航客票上的川航代码共享航班，即使行李由其他承运人承运，川航应对行李索赔承担责任。除上述规定外，川航为其他承运人的航班填开客票或办理行李托运时，只作为该其他承运人的代理人。

17.4.2 除非是由于川航、川航的雇员或代理人的过错所造成的，否则川航对旅客随身携带行李的损失不承担责任。

17.4.3 对于因川航遵守适用的法律、政府规则 and 规定，或由于旅客不遵守上述法律、政府规则 and 规定而给旅客造成的损害，川航不承担责任。

17.4.4 除本条件另有规定外，按照适用公约的规定，川航对旅客可补偿的损害仅限于且不高于经证实的实际损失和费用。川航对间接的或随之引发的损失不承担责任

17.4.5 如果损害是由于旅客的过错造成或者促成的，应当按照适用的法律，相应免除或者减轻川航对损失承担的赔偿责任。

17.4.6 川航的运输合同，包括本条件以及免除或限制责任的条款，同样适用于川航的授权代理人 and 受雇人。在任何情况下，从川航及川航的授权代理人 and 受雇人获取的赔偿总额不得超过川航的责任限额。

17.4.7 除非有明确规定，本条件不应使川航放弃适用根据公约或适用法律的任何免除或限制川航责任的规定。

17.4.8 川航对因旅客的行李或内装物品导致的任何损害不承担责任。旅客的行李或内装物品对他人、他人的财产包括其它行李或其内装物品和川航的财产造成损害的，旅客应当承担责任。

17.4.9 川航对于根据本条件第 11.1.2 所规定的不允许放在托运行李中的物品，无论其损害如何，均不承担责任。

17.4.10 旅客在运输过程中由于其年龄、精神、或健康状况对本人形成危害和危险，并由此造成或加重其本人的任何疾病、受伤、残疾或死亡，川航不承担责任。

## 18 生效与修改

18.1 本条件 2024 年 4 月 22 日起生效并实施。

18.2 川航有权依照中国民航局规定的程序，不经预先通知修改本条件中的任何条款。但此修改不适用于修改前已经开始的运输。

18.3 川航的代理人、雇员或代表均无权变更、修改或放弃本条件中的任何条款。

18.4 川航不得将本条件限制旅客权力或者增加旅客义务的修改内容适用于修改前已购票的旅客，但是国家另有规定的除外。

18.5 如需了解本条件未能详尽说明的其他内容，可登录四川航空官网查询。

# **General Conditions of International Carriage for Passengers and Baggage**



**四川航空**  
**SICHUAN AIRLINES**

## Statement of the General Manager

General Conditions of International Carriage for Passengers and Baggage of Sichuan Airlines is developed in accordance with Montreal Convention, Warsaw Convention, Civil Aviation Law of the People's Republic of China, Management Provisions on Passenger Services of Air Transportation for the Public, Operation Certification: Large Airplanes Air Carrier (CCAR-121), Dangerous Goods Regulations and other current applicable laws, rules and regulations.

General Conditions are one part of the contract of international carriage for passengers of Sichuan Airlines, the regulatory document at company level of Sichuan Airlines, and the described guidelines, policies, provisions and standards of international carriage of passengers and baggage are the tenet and criteria all staff and ground service agent must abide by in ticketing and ground service of international carriage for passengers. Each department and person engaged in international carriage for passengers and baggage, including branch, sales department, representative office and ground agent, must strictly follow and carry out the General Conditions.

The issuance of General Conditions will instruct and improve the standardization, normalization and programming of ticketing, check-in service, and baggage transportation etc. in the international passenger carriage of Sichuan Airlines, and ensure constant improvement of flight operation safety, regularity and service of Sichuan Airlines.

Sichuan Airlines

General Manager: \_\_\_\_\_



**22/04/2024**

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## 1 Definitions

1.1 The following terms used in General Conditions of International Carriage for Passengers and Baggage of Sichuan Airlines Co., Ltd (hereafter referred to as “the Conditions”) are defined as follows unless otherwise specified:

1.1.1 SCAL refers to Sichuan Airlines Co., Ltd. On the ticket, the word code of Sichuan Airlines is 3U.

1.1.2 Convention refers to whichever of the following instruments that is applicable: The Convention for the Unification of Certain Rules Relating to International Carriage by Air (“Warsaw Convention” for short), signed at Warsaw, 12 October 1929; The Warsaw Convention as amended at The Hague (“Hague Protocol” for short) on 28 September 1955; and The Convention for the Unification of Certain Rules for International Carriage by Air (“Montreal Convention” for short), done at Montreal on 28 May 1999.

1.1.3 International Carriage refers to air carriage in accordance with air carriage contract between SCAL and the passenger, whether there is a break or transfer in the transportation or not, of which the origin, appointed stopover or destination is not located in the People’s Republic of China.

1.1.4 SCAL’s Regulations refers to rules, other than the Conditions, published by SCAL and in effect on date of publication, governing carriage of passengers and/or baggage and shall include any applicable tariffs in force.

1.1.5 Carrier refers to the public air carriage enterprise that operates the civil aircraft to transport the passenger and their baggage.

"Actual Carrier" refers to the airlines that provides actual air transportation and their attached services.

1.1.6 The term "SCAL Sales Agent" or "Authorized Agent" refers to an enterprise that has been authorized by SCAL and represents SCAL to sell air passenger and cargo transportation products and handle related business within the agreed scope of authorization.

Ground Service Agent refers to the enterprise that has been founded in accordance

with the Laws of the People's Republic of China and signs the ground agent agreement with air carrier, and undertakes the ground service agent business of air transportation for the public at the airport of the People's Republic of China.

1.1.7 Passenger refers to all the individuals (except for flight crew members) that are carried or will be carried in the civil aircraft as agreed by air carrier.

1.1.8 Child refers to any person with the age from 2 to 11 years old on the date of commencement of travel.

1.1.9 Child Without Adult Company refers to the child between 5 and 12 years old on the date of commencement of travel, taking the flight alone without the company of the parents or passenger over 18 years old with full capacity for civil conduct.

1.1.10 Infant refers to any person with no less than 14 days after birth, but is under the age of 2 on the date of commencement of travel (do not transport the infant within 14 days after birth).

1.1.11 Flight refers that the aircraft is flown according to required route, date and time.

1.1.12 Connection Flight refers to more than two flights (included) that are specified in the single transportation contract.

1.1.13 Code-Share Flight refers to the flight of one or more airlines that use respective (airlines) code on the flight of another airlines through corresponding agreement.

1.1.14 Reservation refers to the reservation of passenger seat and cabin class or baggage weight and volume pre-defined by the passenger.

Already Bought refers to the state that the air transportation contract has been established according to lawful provision or the agreement by both parties of ticket business.

1.1.15 Ticket refers to a valid document sold or recognized by the carrier or its authorized agent and granting transportation rights and it is a kind of transportation certificate, including the passenger ticket in paper format and in electronic format.

A Paper Ticket refers to the “Passenger Ticket and Baggage Check” issue by the

carrier or on behalf of the carrier, and includes the conditions of contract, statement and notices and the flight and passenger coupons contained therein.

An Electronic Ticket refers to the entitled carriage document issue by the carrier or its authorized agent in electronic data form and grants the transportation right.

Except for conjunction tickets, one ticket number corresponds to one ticket, forming a single transportation contract.

1.1.16 Conjunction Ticket refers to a ticket issued by one carrier in conjunction with two or more successive ticket numbers for one passenger which together constitutes a single contract of carriage.

1.1.17 A 'connecting ticket' refers to a ticket that lists connecting flights.

1.1.18 Regular Ticket refers to the ticket on which the information of flight, flight date, and seat is specified.

1.1.19 Open-Date Ticket refers to the ticket on which the information of flight, flight date, and seat are not specified.

1.1.20 Flight Coupon refers to that portion of the ticket that bears the notation "good for passage", or in the case of an electronic ticket, refers to flight information stored in the airlines database in the form of electronic data, and indicates the particular places between which you are entitled to be carried.

1.1.21 Passenger Coupon refers to the portion of ticket issued by or on behalf of SCAL and which is so marked and ultimately to be retained by the passenger.

1.1.22 The "electronic air transport ticket itinerary" (hereinafter referred to as the "itinerary") refers to the payment voucher provided by public air transport enterprises and air transport sales agents to passengers when they purchase tickets. Used as a passenger reimbursement voucher, not as a proof of passing airport security checks or boarding.

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

commenced, shall not be counted.

1.1.24 Tariffs mean the fares, charges and relevant carriage rules published by carriers.

1.1.25 Fare refers to the price of air transportation service that air carrier operates the civil aircraft to transport the passengers from the departure airport to the destination airport, and excludes the tariff collected as per applicable national provision.

1.1.26 Normal Fare refers to the highest fare established for a business, premium economy class, and economy class of valid adult fare. Children's fare and infants' fare that are established as a percentage of a normal fare are also considered to be normal fares.

1.1.27 Special Fare refers to any fare other than a normal fare.

1.1.28 Ticket Service Condition refers to the rules of ticket fares that the cabin class is designated or the type of ticket fare is applicable.

1.1.29 Stop-Over Location refers to the location that serves as the pre-determined stop-over spot in passenger travel route, which are listed on the ticket or carrier's schedule, in addition to the departure airport and the destination airport.

1.1.30 Mid-Way Travel Termination Airport refers to the case that after prior agreement of air carrier, when the passenger travels between departure airport and destination airport, he/she intentionally arranges at certain location to terminate this travel.

1.1.31 Over-Booking is the action that the number of sold seats in certain flight exceeds actual usable seat number, as taken by air carrier in order to avoid any seat un-occupancy.

1.1.32 Code-Share Flight refers to the flight of one or more airlines that use respective (airlines) code on the flight of another airlines through corresponding agreement.

1.1.33 Deadline Time for Check-In refers to the latest time that is defined by actual air carrier and the passenger shall completely handle the boarding registration formality.

1.1.34 Scheduled Departure Time refers to the departure time approved by flight schedule management authority.

Scheduled Arrival Time refers to the arrival time approved by flight schedule management authority.

1.1.35 Miss flight refers to the case that the passenger fails to properly handle boarding formality as per the deadline time for check-in or fails to board on the aircraft because his/her national citizenship identity card fails to meet relevant provisions.

1.1.36 Mis-Catch refers to the case that the passenger has properly handled the boarding formality or that during the stop-over at the stop-over airport, he/she does not board on the flight specified in his/her ticket.

1.1.37 Wrong Boarding refers to the case that the passenger takes a flight that is not specified in his/her ticket.

1.1.38 Ticket Change refers to such circumstance as the change of ticket date, the change of cabin class, or endorsement, etc.

1.1.39 The Change of Ticket Date refers to the change of flight schedule and flight date of the same air carrier specified in the ticket.

1.1.40 "Class level "refers to the service level divided according to the aircraft cabin layout, including business class and economy class.

1.1.41 The "change fee" refers to the fee charged by SCAL to passengers who voluntarily request to change their original flight plan based on the ticket usage conditions, including fees for changes in flight, date, cabin, etc.

1.1.42 Endorsement refers to the change of air carrier specified in the ticket.

1.1.43 "Departure delay" refers to the situation where the actual departure time of a flight is more than 15 minutes later than the planned departure time.

1.1.44 SCAL Related Reasons refer to the internal management circumstances of SCAL, including the engineer's maintenance, flight re-allocation, and crew re-allocation, etc.

1.1.45 Other Circumstance Than SCAL Related Reasons refers to other reason not

associated with internal management of SCAL, including such circumstance as the weather, contingency event, ATC, security check, and passenger, etc.

1.1.46 Baggage refers to the article that is agreed by air carrier for air transportation and is carried by the passenger in air transportation, and includes the checked baggage and non-checked baggage of the passenger.

1.1.47 Baggage Check refers to those portions of the ticket, which relate to the carriage of the passenger's check-in baggage.

1.1.48 Checked Baggage refers to the baggage of which carrier takes sole custody from passengers with a baggage check and for which carrier has issued a baggage identification label.

1.1.49 Unchecked Baggage refers to the baggage of the passenger which is under custody of the passenger himself/herself.

1.1.50 Baggage Tag refers to a document issued by carrier solely for identification of checked baggage.

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

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

1.1.53 The time limit calculated in working days in this regulation does not include the current day, and it is calculated from the next day.

## **2 Applicability**

### **2.1 General Rules**

2.1.1 Except as provided in 2.2, 2.3 and 2.4 of this article, these conditions apply to all international transport of passengers and baggage with civil aviation aircraft operated by SCAL for charges.

2.1.2 These conditions also apply to gratuitous and reduced fare carriage except to the

extent that SCAL has provided otherwise in its Regulations or in the relevant contracts, passes or tickets. In the case of discordance between the two mentioned above, gratuitous carriage and the special regulations of tariffs, contracts, passes or tickets shall prevail.

2.1.3 These conditions also apply to the domestic air transport between Mainland China and Hong Kong SAR, Macao SAR, and Taiwan region, which are given specific management, except that government has provided applicable regulations, or that SCAL has provided otherwise in the relevant contracts, passes or tickets.

## 2.2 Charter Flight Transport

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

## 2.3 Code Sharing

SCAL transport general conditions also apply to the code-sharing flight actually operated by other carriers, but the carrier actually operating each code-sharing flight has its own transport general conditions or articles on its flight, of which part of contents may vary from SCAL transport general conditions. In this case, the different articles and conditions of actual carrier shall be considered as a component of SCAL transport general conditions, and shall be preferentially applied in place of the corresponding contents in SCAL transport general conditions on the code-sharing flight operated by the actual carrier. The articles and conditions which may possibly vary between SCAL and the actual carrier of code-sharing flight include but are not limited to:

2.3.1 Deadline time for check in;

2.3.2 Refusal of transport and limitations on transport;

2.3.3 Baggage transport, including but is not limited to the checked baggage free of charge, the limitations of carry-on baggage and over-size baggage charging standards, etc.;

2.3.4 The compensation for refusal of boarding and flight delay;

2.3.5 Non-smoking flight.

## 2.4 Prior Applicability of Laws

If this condition includes any article that conflicts with applicable international convention, national law, and administrative rule in current stage, corresponding international convention, national law, and administrative rule should be preferentially followed. Except for such conflicting article, other articles in this condition remains valid.

# 3 Tickets

## 3.1 General Rules

3.1.1 The ticket constitutes the transport voucher between SCAL and the passenger named on the ticket. SCAL will provide carriage only to the passenger holding such ticket issued by SCAL or the airlines that have signed interline agreement with SCAL. SCAL can request passengers to present corresponding effective identification certificate. The conditions of contract contained in the ticket are a summary of some of the provisions of these conditions of SCAL.

3.1.2 The passenger purchases several tickets, i.e. this passenger has signed several independent transportation contract with SCAL. The passenger purchases one connection flight, i.e. this passenger has signed a single transportation contract with SCAL. According to applicable law and provision and the provisions of this condition, when the passenger purchases one or more tickets, this would generate different lawful efficiency. Unless otherwise specified, those rights and liabilities of SCAL and passengers agreed in this condition are only applicable for one single transportation contract, and are not involved with other transportation contract. The passenger should establish adequate awareness of such characteristics and should select and purchase the ticket as per his/her actual personal circumstances.

3.1.3 The ticket purchased by the passenger is only applicable for the transportation from the departure location, or contracted stop-over location to the destination location, as specified in the ticket.

3.1.4 A ticket is not transferable. If a ticket is presented by someone other than the person entitled to be carried there under or to a refund in connection therewith, SCAL shall not be liable to the person so entitled if in good faith it provides carriage or makes a refund to the person presenting the ticket.

3.1.5 Some tickets are sold at Special fares which may be applicable to special policies of ticket changes, endorsement and refunds, including partially or completely non-refundable or cannot be refunded or endorsed. You shall choose the fare that best suits to your needs.

3.1.6 For each ticket in electronic format, SCAL accepts the air transportation in accordance with the seat class specified in the ticket and the flight and the date that corresponding seat has been properly reserved. For any electronic ticket that the seat has not been properly reserved, SCAL or the sales agent authorized by SCAL should follow the passenger's request, applicable fare, and the information on usable seat of requested flight to reserve the seat for the passenger.

3.1.7 For electronic ticket, if the electronic ticket coupon of flight leg taken as requested by the passenger is not in active ticket status of an unused ticket, SCAL is authorized to reject this carriage.

3.1.8 The passenger information on the ticket should match the true identity information provided by the passenger, otherwise Sichuan Airlines has the right to refuse transportation.

3.1.9 Passengers should complete all the flights listed on the ticket within its validity period. If the discounted ticket purchased has special regulations on the travel date, all the flights listed on the ticket must be completed within the specified time of the applicable fare.

3.1.10 Some discounted fares have strict restrictions on the minimum and/or maximum stay time for passengers in a certain location, and passengers must complete their travel within the specified time limit.

## 3.2 Period of Validity

### 3.2.1 General Rules

Unless otherwise specified in tickets, these conditions or applicable tariffs , a ticket is valid for carriage for one year from the date of commencement of travel; if the first segment of ticket has not been used or it is an open-date ticket, the ticket is valid for carriage for one year from the date of issuance thereof.

If the first segment of the ticket has been used, for one year from the date of commencement of travel, it's valid for the whole series of tickets or consecutive tickets. Its original validity remains the same regardless of changes of flight or tickets afterwards.

If the original ticket has not been used at all, after re-issuance of ticket, the new ticket is valid for carriage for one year from the date of commencement of travel. If the first segment of the new ticket has not been used, or it is an open-date ticket, it's valid for carriage for one year from the date of issuance thereof.

3.2.2 The calculation of the validity period of a passenger ticket starts from 0:00 on the day following the start of the trip or the day when the ticket is filled out and ends at 0:00 on the day after the expiration of the validity period

### 3.3 Extension of Ticket Validity

3.3.1 If a passenger is prevented from traveling within the period of validity of the ticket because of one of the following reason by SCAL, the validity of such passengers' ticket will be extended until SCAL's first flight on which space is available in the class of service for which the fare has been paid.

- (1) SCAL cancels the flight on which the passenger holds a reservation;
- (2) SCAL omits a scheduled stop, being the passenger's place of departure, place of destination or a stopover;
- (3) SCAL fails to operate a flight reasonably according to schedule;
- (4) SCAL causes the passenger to miss a connection of reserved flight;
- (5) SCAL changes the class of service;
- (6) SCAL is unable to provide previous reserved seat.

### 3.4 Sequence and Usage of Coupons

3.4.1 The flight coupon of the ticket shall be used according to the flight sequence

listed in the ticket, and the sequence shall not be reversed, and the first leg of the flight shall be used first, otherwise Sichuan Airlines may not accept the carriage. The first leg of a flight refers to the first leg of the same transport contract sold with one or more consecutive tickets. For the tickets that are not used in sequence, when the passenger proceeds with the formality the ticket refunding for any unused flight leg, this passenger should proceed with this procedure in accordance with that for voluntary ticket refunding.

3.4.2 If the passenger intends to change the information of any item in transportation contract, they should previously contact with SCAL and follow the ticket service condition limitation. Whenever the transportation contract is changed, the ticket fare is re-calculated in accordance with new transportation contract. The passenger can select and accept or keep original transportation specified in the ticket at his/her own discretion. If, due to force majeure, the passenger needs to change the information of any item in the transportation, he should contact with SCAL as early as possible. SCAL would try maximum efforts to transport this passenger to next mid-way travel termination airport or final destination within the rational range.

3.4.3 Some changes on the content of transportation such as the changes of origins or travel dates; many fares are valid only on the dates and for the flights shown on the ticket and may not be changed at all, or only upon payment of an additional fee.

3.4.4 Each ticket coupon should be transported by SCAL according to the specified booking class, flight date, and flight schedule. After the seat is booked, the transportation will be accepted by SCAL.

3.4.5 Regular tickets are only applicable to the tickets of which the flight date and number are listed.

3.4.6 Open-date tickets or the tickets containing open-date segments, refer to the case that when passengers are booking tickets, according to their needs and tariff product rules, the reservation status of the whole ticket or a certain segment is allowed to be OPEN. According to the rules of line tariff product, during ticket booking, one or more item of carrier, flight number, date, reservation status can be OPEN, but

confirmation must be made before acceptance of transportation in actual carriage.

3.4.7 When a ticket issued to the passenger is open-date, the passenger can apply for seat reservation according to SCAL tariff bulletin and seat availability of this flight. For such tickets, within the scope of ticket use conditions and transport contract permissions, before actual carriage, the first confirmation for the uncertain items on the ticket shall be free of change fees (change formalities fees). Only the tariff difference between the original OPEN ticket and the new flight shall be charged when the seat is reserved.

For the second change or the change of checked items of original ticket due to confirmation on uncertain items, it's required to recalculate the fare of the whole flight according to the requirements of tariff use conditions and shall charge fees of the fare difference and corresponding change fees thereof.

3.4.8 If passenger does not show up for any flight, for which he/she is holding a reservation, without advising SCAL in advance, SCAL may cancel passenger's return or onward reservations as shown in the ticket.

### 3.5 E-ticket Itinerary

3.5.1 E-ticket itinerary should be printed no later than 26 days after the departure of the flight.

3.5.2 If E-ticket Itinerary has been lost due to passenger circumstances, follow those provisions specified in "The Management Rules on E-ticket Itinerary for Air Transportation" and no remedial printing is required.

## **4 Fares, Fees and Charges**

### 4.1 Application of Fares

4.1.1 Fares apply only for carriage from the airport at the point of origin to the airport at the point of destination. Fares do not include fees for ground transport service (transport between airports in one city or between airport and downtown) and additional services.

4.1.2 Applicable fare is active tariff when the passenger purchases the ticket, and is

applicable for such transportation information as specific date and range specified on the ticket, etc., and is the basic information of transportation contract between the passenger and SCAL.

4.1.3 Once the ticket is issued, if the fare is adjusted, the payment remains the same. For changes on transport contents of flight or date due to passenger factors, the fare to be charged may be affected.

4.1.4 A normal fare ticket and special fare ticket is subject to the use conditions specified thereof.

#### 4.2 Routing

Fares apply only to routings published in connection therewith. If there is more than one routing at the same fare, the passenger may specify the routing prior to issue of the ticket. If no routing is specified, SCAL or its authorized agent may determine the routing.

#### 4.3 Taxes, Fees and Charges

4.3.1 Any tax, fee or charge imposed by government or other authority, or by the operator of an airport, in respect of a passenger or the use by a passenger of any services or facilities will be in addition to the published fares and charges and shall be paid by the passenger and collected by airlines at the time of ticket issuance. For details, refer to SCAL official website.

4.3.2 On purchasing a ticket, passenger will be advised of taxes, fees and charges not included in the fare, most of which will normally be shown separately on the ticket. The taxes, fees and charges imposed on air travel are constantly changing and can be imposed after the date of ticket issuance. If there is an increase in the applicable tax or a new tax, fee or charge is imposed after ticket issuance, passenger will be obliged to pay it. Similarly, if the taxes, fees and charges paid by passengers when booking tickets are canceled or reduced, which are no longer applicable to passengers, passengers are obliged to apply for refunding. Airlines shall make refunding according to the regulations of relevant government departments.

4.3.3 Fuel surcharge and air insurance surcharge, defined by the carrier, are published

and charged by the carrier according to relevant regulations of the State or region. Infants that do not occupy a seat using infant tariff are exempt from fuel surcharge; infants occupying a seat and children are charged the same amount of fuel surcharge as adults.

#### 4.4 Payment

Fares and charges are payable in any currency acceptable to SCAL. When the currency paid is not the currency of published fare, passenger shall pay according to the exchange rate specified by SCAL. Unless otherwise agreed by SCAL and passenger, fares and charges are all paid in cash.

## **5 Ticketing and Seat Reservation**

### 5.1 General Rules

5.1.1 Passenger can conduct the consultation and ticket purchase in SCAL official direct sale channel and authorized sale agent channel accepted by SCAL. When the passenger purchases the ticket, he/she should provide his/her personal valid ID card or other valid ID card information issued by public security agent, and provide real and active contact numbers.

5.1.2 Before the passenger purchases the ticket, he should discretionally consult applicable provisions for exit & entry of origin airport, stop-over airport or destination airport of corresponding country, and should ensure that he/she is aware of the ticket tariffs and applicable rules for refunding and endorsement. For details, refer to SCAL official website.

5.1.3 For the purchasing of child ticket or infant ticket, valid pass or certification letter of the birthday of this child or infant should be provided.

5.1.4 Each passenger should individually hold the ticket.

5.1.5 Only when the passenger pays off the fare according to the formality and ticket purchase time limit defined by SCAL, after this passenger has been accepted by SCAL or the agent authorized by SCAL and the passenger ticket has been issued, after the ticket has been delivered, it can be concluded that this seat has been properly

reserved and remains valid.

5.1.6 SCAL can temporarily suspend the seat reservation of certain flight when necessary.

5.1.7 When the passenger changes or cancels the seat reservation, this passenger should propose this request within the time limit defined by SCAL. If special provision for the tariff is available, when the passenger changes or cancels the seat reservation, this should meet relevant provision of such tariff.

5.1.8 If the passenger fails to use the reserved seat as per SCAL provision, or the passenger does not pay off the fare within the time limit of ticket purchase defined by SCAL, SCAL is authorized to cancel his/her seat reservation.

5.1.9 For the passenger who spuriously purchases the ticket in or occupies the seat maliciously, SCAL is authorized to restrict his/her seat reservation and ticket purchase as dictated by current circumstances.

5.1.10 Due to the demand for the operation, safety or security, the service cabin class defined for those passengers who need the supervision personnel (for example, the child, the infant, the senior, the sick or disabled, the escorted personnel, etc.) must be identical to that of accompanying supervision personnel.

## 5.2 Personal Data

5.2.1 The personal data provided to SCAL by the passenger aims for seat reservation and the scheduling of relevant transport services. Therefore, the passenger authorizes SCAL to retain personal data and can transfer the data to relevant SCAL departments or other relevant carrier, or the provider of relevant transport at services, or the institutions accepted by the laws and the rules.

5.2.2 The passenger is personally responsible for the truth and the validity of personal passenger data, and for bearing all the consequences resulted from the data that is not real as provided by this passenger or fails to satisfy the validity period.

5.2.3 If the passenger rejects to provide personal data, SCAL is authorized not to provide the seat reservation to this passenger.

## 5.3 On-Board Seat Arrangement

5.3.1 SCAL will try maximum efforts to satisfy the preliminary passenger application for on-board seat. However, SCAL cannot ensure that any designated seat can be provided, and SCAL is only responsible for providing the seat according to physical cabin class of passenger ticket. Due to the demand for the operation, safety or security, even if after the passenger has boarded on the aircraft, air carrier should permanently keep the right to distribute or re-distribute the on-board passenger seats.

5.3.2 According to aviation safety requirement, the seat at the aircraft emergency exit must be designated and arranged by SCAL.

## **6 Schedule Time, Flight Cancellation and Change**

### **6.1 Scheduled Time**

6.1.1 SCAL will try maximum efforts to rationally transport the passengers and their baggage in accordance with valid flight schedule time on the day of passenger travel.

6.1.2 Unless relevant loss or damage is resulted from any intended action taken by SCAL or from any reckless action or no action taken when SCAL knows that such loss or damage may be potentially caused, SCAL does not bear the responsibility for any error or miss in her flight schedule time table or other published flight schedule time. The explanation on departure time or date or the operation of any flight offered by SCAL employee, agent or SCAL representative only serves as the reference, and SCAL does not bear any responsibility for such explanation.

6.1.3 The flight schedule time or aircraft type specified in the flight schedule time table would be possibly changed during the period from the publishing day of such information to the day when the passenger actually starts his/her travel. SCAL does not guarantee such flight schedule or aircraft type, and such flight schedule time or aircraft type would not also constitute any composition of transportation contract between SCAL and the passengers.

6.1.4 Before accepting the passenger ticket booking, SCAL would notify the passenger about current and active flight schedule time for the ticket booking, and specify such time schedule on passenger ticket in paper format or in electronic format.

After this ticket has been sold out, SCAL possibly changes the flight schedule time. If the passenger has provided active contact number to SCAL, SCAL will notify the passenger about the change of his/her flight schedule time. After the passenger has purchased the ticket, if the planned departure/arrival time of Sichuan Airlines flights is delayed by more than 15 minutes or the planned departure time is advanced, they can be processed in accordance with the provisions of these conditions for involuntary changes or involuntary refunds. When handling involuntary changes to a ticket, if the passenger requests a change or refund again due to reasons attributable to the passenger after confirming the replacement flight, the relevant regulations for voluntary changes or refunds shall be followed.

## 6.2 Flight Cancellation and Change

6.2.1 In the occurrence of following conditions, SCAL can cancel, terminate, change, postpone or delay the scheduled flight without any prior notice:

- (1) Follow the national law, government regulation and order;
- (2) Guarantee the flight safety;
- (3) Other uncontrollable or unpredictable circumstances.

6.2.2 Due to one of the reasons specified in 6.2.1, SCAL flight has been cancelled or delayed so that SCAL cannot follow the flight schedule time for the flight, or SCAL cannot provide the passenger with the passenger seat that has been properly reserved (including the cabin class), or SCAL aircraft cannot park at mid-way travel termination airport or destination airport, or SCAL causes into any miss of connection flights that his/her seat has been properly reserved, SCAL will consider the rational demand of the passenger and proceed with relevant formality in accordance with non-voluntary change or refunding of this condition.

6.2.3 The remedial measures listed in 6.2.2 of this condition are all the remedial measures that can be selected by the passenger. Except for the law, administrative rules and convention otherwise, SCAL does not bear other responsibility.

6.2.4 SCAL will take all the necessary measures to protect from any delay of the passenger and his/her baggage. If SCAL has taken all the necessary measures or

impossibly takes these measures, SCAL would not bear the responsibility.

6.3 The term "delay" referred to in this article refers to the situation that the actual block removal time is 15 minutes later than the planned departure time, excluding situations that the departure time of a flight is later than the original planned departure time due to flight plan adjustments.

The term "cancellation" referred to in this article refers to the cessation of a flight plan due to expected flight delay or the cessation of a flight plan due to actual delay, excluding changes or cessation of a flight plan caused by other reasons.

## **7 Ticket Change**

### **7.1 Voluntary Ticket Change**

7.1.1 Voluntary change of ticket refers to a passenger requesting a change of ticket due to their own reasons.

7.1.2 After the passenger purchases the ticket, they request to voluntarily change the ticket. Sichuan Airlines and its authorized agents can handle the ticket according to the ticket usage conditions, provided that there are available seats and time on the flight. The passenger must bear the resulting fare difference and other related expenses.

7.1.3 After the passenger purchases the ticket, he/she requests to voluntarily change the air carrier and to proceed with relevant formality in accordance with voluntary ticket refunding provision.

7.1.4 Unless otherwise specified for the tariffs, for the child and the seat-occupying infant that the child tariff is used, the fee of change is deducted as per the adult standard. For the infant that does not occupy the seat and uses the infant tariff, no fee of change is charged.

### **7.2 Non-Voluntary Ticket Change**

Involuntary ticket change refers to the situation where a passenger changes their ticket due to flight cancellation, departure delay, advance, change in the flight trip, change in cabin class, or inability of the carrier to operate the original flight.

7.2.1 If the passenger does not voluntarily change the ticket due to other circumstance than SCAL circumstance, SCAL should consider the rational demand of the passenger and take one of following actions:

(1) Preferentially arrange subsequent SCAL direct-to flight with usable passenger seat for the passenger;

(2) Change the flight trip specified in original passenger ticket, and schedule the SCAL flight to transport the passenger to the destination airport or mid-way travel termination location.

7.2.2 If the passenger does not voluntarily change the ticket due to SCAL circumstance, SCAL should consider the rational demand of the passenger and take one of following measures:

(1) Preferentially arrange subsequent SCAL direct-to flight with usable passenger seat for the passenger;

(2) Change the flight trip specified in original passenger ticket, and schedule the SCAL flight and/or the flight of other air carrier to transport the passenger to the destination airport or mid-way travel termination location;

(3) After the approvals from the passenger and relevant air carrier have been obtained, the passenger can proceed with the endorsement formality.

7.2.3 Passengers are allowed to make involuntary changes. If they do not accept the unified arrangement of the airline, they are allowed to make one free change. The date range for changing the flight can be selected from flights within the range of 15 days prior to or 15 days later than the original flight date. If there are no available flights within the above date range, free changes are allowed to the nearest available flight, with a limit of one free change. Those exceeding this range will be treated as involuntary refunds or voluntary changes.

## **8 Ticket Refunding**

### **8.1 General Rules**

8.1.1 Because SCAL fails to provide the transportation in accordance with

corresponding transportation contract or the passenger voluntarily changes his/her travel schedule, for all of or partial passenger tickets that cannot be used by the passengers, SCAL would proceed with the ticket refunding as per corresponding provisions.

8.1.2 Passengers requesting a refund should submit their request no later than thirteen months from the date of travel (if the ticket is completely unused, from the date of issuance). After a completely unused ticket is exchanged, the passenger requests a refund for the new ticket, which should be processed no later than thirteen months from the start of the trip (if the first leg is still unused after the exchange). SCAL will not accept refund requests that exceed the above deadline.

8.1.3 When the passenger proceeds with the ticket refunding, the ticket would not be refunded unless the status of the flight on the ticket is “OPEN FOR USE”.

8.1.4 The passenger automatically terminates the travel at the stop-over airport of the flight. The ticket fare of unused flight leg of this flight would not be refunded.

8.1.5 If the passenger has already printed the E-ticket Itinerary, during the ticket refunding, the printed E-ticket Itinerary must be provided.

## 8.2 The Receiver of Ticket Refunding

8.2.1 SCAL is authorized to proceed with the ticket refunding to this passenger specified in the ticket in person.

8.2.2 If the passenger whose name is specified on the ticket is not the payer of this ticket, and corresponding refunding limitations have been specified in the ticket, SCAL would refund the fare to the payer or the designated person according to those limitation conditions specified on the ticket.

8.2.3 For the application for ticket refunding by the passenger or the payer, this applicant should show his valid personal citizenship identity certificate. If the applicant for ticket refunding is not that person or the payer specified in the ticket, this applicant should show his/her valid personal citizenship identity certificate and the valid personal citizenship identity certificate of this passenger or the payer (specified in the ticket) as well as the authorization letter for the refunding.

8.2.4 As per the provision stated in 8.1, SCAL returns the ticket fare to those who meet the requirements in 8.2.1, 8.2.2, and 8.2.3, and this is concluded as routine refunding. SCAL is also relieved from corresponding responsibility.

### 8.3 Ticket Refunding Location

8.3.1 In principle, when the passenger requests for the ticket refunding, he should proceed with the refunding at original payment location. For the change of issued ticket, this passenger can also proceed with the refunding at the location of ticket change and issuance. For non-voluntary refunding of the passenger, he can proceed with the formality at SCAL ticket sales office or SCAL direct sales hot-line at original ticket purchase location, originating flight location, stop-over location, and terminating travel location.

8.3.2 When the passenger who holds the non-scheduled flight ticket requests for the refunding, he/she can only proceed with this formality at original booking office.

### 8.4 Currency

When the passenger requests for the refunding, he/she must meet the law and other relevant provisions of the state of original ticket purchase location and ticket refunding location. SCAL can refund as per the currency of originally-charged fare and can also refund in other currency defined by SCAL.

### 8.5 Voluntary Refunding

8.5.1 Voluntary refund refers to the case that passengers request a refund due to their own reasons

8.5.2 For the voluntary refunding, proceed with following provisions:

(1) All the tickets are not used so that all the trips must be refunded together. Deduct the refunding commission from the paid ticket fare and then return the remaining amount.

(2) If part of the ticket has been used, during the ticket refunding, all the unused flight legs should be handled at the same time. Deduct the applicable fare, tax and fuel surcharge of used flight leg and refunding commission from the paid fare. If any residual cash amount remains, return such amount to the passenger.

(3) Unless otherwise specified for the tariff, for the child and the seat-occupying infant that the child tariff is used, the fee of refunding is deducted as per the adult standard. For the infant that does not occupy the seat and uses the infant tariff, no fee of refunding is charged.

(4) For some tickets or product tickets that privilege fare is used, special provisions may be available for the refunding, which includes but does not limit to no ticket refunding or no refunding of fuel surcharge, etc. The ticket refunding (formality) should be handled as per corresponding tariff provisions.

## 8.6 Non-Voluntary Refunding

8.6.1 Involuntary ticket refund refers to the situation where a passenger's ticket is refunded due to flight cancellation, departure delay, advance departure, change in flight, change in cabin class, or inability of the carrier to operate the original flight.

8.6.2 As for the non-voluntary refunding, proceed with following provisions:

(1) If all the flight tickets has not been used, return all the ticket fares that have been paid (including the tax), and the refunding commission would not be charged;

(2) If the ticket has been partially used, deduct the corresponding fare of travelled flight leg from original fare and corresponding tax and fuel surcharge, and remaining cash amount is returned to the passenger, and no ticket refunding commission fee is charged, but the returned cash amount must not exceed that of original fare.

(3) If the flight lands or cancels at a destination other than the one listed on the ticket, and the passenger requests a refund, the corresponding original paid ticket price shall be refunded based on the proportion of the distance from the landing station to the destination to the original ticket distance. The refund amount shall not exceed the original paid ticket price.

(4) After the passenger voluntarily changes the tickets and has paid off the fee of change, in the occurrence of any irregularity from the changed flight, the passenger requests for ticket refunding, no refunding fee is charged, but the fee of change that has been paid would not be returned.

## 8.7 Refund to Credit Card or Debit Card

If the passenger pays off the fare with credit card or debit card when he purchases the flight ticket, such fare can be only refunded to original card account. SCAL would calculate the refunded amount on the basis of ticket amount and currency originally paid by the passenger. Due to the difference amount resulted from (foreign) currency exchange, the passenger is not authorized to propose any claim to SCAL.

## 8.8 Reject the Refunding

8.8.1 Except for non-voluntary ticket refunding, in case of one or more than one conditions as shown in the following, relevant entities should reject the ticket refunding:

- (1)The passenger does not propose the application for ticket refunding in excess of expiration date;
- (2)During the application, the passenger cannot show his/her valid pass or ticket;
- (3)When the fare of used ticket is at or above the fare of full travel, remaining boarding coupon(s) cannot be refunded.
- (4)No Refunding is specified in the ticket.

## 8.9 Return the Tax

During the ticket refunding, the tax amount that is paid when the passenger purchases the flight ticket but has not been used must be jointly returned to the passenger. For the ticket that no residual amount can be refunded or cannot be refunded, corresponding tax can be also refunded individually, and the commission fee is not deducted, but such refunding needs to be handled within the time period of refunding.

8.10 Sichuan Airlines will complete the refund process within 7 working days from the date of receipt of the passenger's valid refund application (including the ticket certificate required for the refund) (the above time does not include the processing time of the financial institution).

# **9 Check-in and Boarding**

## 9.1 General Rules

9.1.1 The passenger should reach to the airport within the time limit defined by

SCAL. Before SCAL or SCAL ground service agent stops the handling of boarding formality, this passenger should timely handle the boarding formality of ticket check, checked baggage, or the acquisition of paper or electronic boarding pass, etc. with the same valid personal identity pass as that for the ticket purchase.

9.1.2 If the passenger fails to timely reach to the check-in counter due to other circumstance than SCAL circumstance, or fails to reach to the boarding gate before the closure time at the boarding gate, or fails to show his/her valid personal identity pass and transportation certificate, SCAL can cancel those seats that have been properly reserved by the passengers in order not to delay the flight. For the passenger loss and expense resulted from such condition, SCAL does not bear the responsibility. If the passenger proposes to refund the ticket, SCAL should proceed with this refunding in accordance with the voluntary refunding provision.

9.1.3 SCAL or SCAL ground service agent should accurately and clearly display such determined information as passenger name, flight number, boarding date, boarding time, boarding gate, and flight trip, etc. on the paper or electronic boarding pass. If the boarding gate or boarding time has been changed, SCAL or SCAL ground service agent should timely notify the passenger.

9.1.4 Check-in deadline time varies at every airport; if passengers do not understand the check-in deadline time of SCAL flight departure airport, they shall consult sales staff in advance or search on SCAL official website <http://www.sichuanair.com>. Passengers shall reserve enough time for check-in formalities. If passenger fails to complete boarding formalities before stipulated flight check-in deadlines, SCAL has the right to cancel passenger's reservation.

9.1.5 SCAL and SCAL's ground handling agencies shall open check-in counters in time, accept valid tickets produced by passengers, and process check-in formalities quickly and correctly.

9.1.6 Before boarding, passengers and their baggage and hand-carry items must go through security check.

9.1.7 After closing all the cabin doors and after taxiing out, the flight termination

required by passengers onboard is not allowed except for the conditions of force majeure and sudden illness of passengers or life-threatening conditions.

## 9.2 Mis-catch

9.2.1 In occurrence of any “mis-catch” due to other circumstance than SCAL circumstance, SCAL would proceed with the formality in accordance with the provision on voluntary change or voluntary refunding.

9.2.2 If mis-catch happens due to reasons of SCAL, SCAL shall arrange passenger to travel on the soonest flight; if passenger requests for refund, it shall be dealt according to rules of involuntary refund.

## 9.3 Wrong Boarding

9.3.1 In occurrence of “wrong boarding” by the passenger, SCAL will arrange this passenger to board on the subsequent flight as early as possible to reach to the destination airport specified on the passenger ticket . If the passenger requests to refund the ticket when he/she erroneously reaches to the wrong arrival airport, SCAL should proceed with this formality in accordance with non-voluntary refunding provisions.

## 9.4 Passenger miss flight

9.4.1 If a passenger is required to change the ticket or refund after a missed flight due to his/her reason, Sichuan Airlines shall handle the change or refund in accordance with relevant regulations on voluntary change or voluntary refund.

9.4.2 If a passenger is required to change the ticket after a missed flight due to the reason of Sichuan Airlines, Sichuan Airlines will actively arrange for the change of the ticket if there are vacant seats on the subsequent flight. SCAL should proceed in accordance with the relevant provisions of 7.2 "Involuntary Change" of this Condition. If the passenger requests a refund, the ticket shall be refunded in accordance with 8.6 "Involuntary Refund" in this Condition.

# **10 Over-Booking**

## 10.1 The Notification on Over-Booking Information

10.1.1 In accordance with common practices in international air transport industry, in order to reduce the vacant seat resulted from temporary removal of his travel plan by a part of passengers, SCAL may possibly conduct appropriate over-booking in certain flights in order to satisfy the travel demand of more passengers.

10.1.2 If the number of actual boarding passengers exceeds the number of actual usable seats due to SCAL over-booking circumstance and this causes into the failure of small amount of over-booking passengers to travel with original flight, SCAL or SCAL ground service agent would follow the volunteer collection procedure to seek for those passengers who voluntarily abandon his/her travel, and conduct the compensation and the service in accordance with corresponding negotiation standard. If adequate amount of volunteers cannot be collected, SCAL will follow the boarding priority rules to reject a part of passengers to board on the aircraft, and then provide the over-booking compensation and subsequent service. The proof of giving up travel or denied boarding due to overbooking shall be issued on the request of the passenger.

## 10.2 Applicability

SCAL over-booking processing procedure is applicable for the flights actually operated by SCAL

## 10.3 The Volunteer Collection Procedure

### 10.3.1 Applicable Passenger

When a part of passengers of certain flight may impossibly travel due to the over-booking, SCAL would collect the volunteer from those passengers that actual over-booking flight has already arisen.

- (1) This passenger has already purchased and properly reserved the seat of the flight;
- (2) Hold a valid ticket;
- (3) This passenger meets the boarding conditions that stipulated by Sichuan Airlines;
- (4) Reach to the ground check-in counter before the end of handling the check-in formality;
- (5) Accept relevant SCAL compensation condition, and abandon original seat.

### 10.3.2 Collection Procedure

(1) SCAL should publish the flight over-booking bulletin on the site of airport and collect those passengers who voluntarily abandon the travel in the over-booking flight;

(2) After obtaining the approval by the volunteer, SCAL will proceed with compensation formality for the passenger.

(3) If the volunteer fails to travel with this due flight, SCAL would provide the compensation and provide subsequent service support according to the negotiation standard of both parties. If vacant seat remains before the departure of original flight, SCAL would handle the boarding formality for the volunteer.

### 10.4 Boarding Priority Rules

If SCAL cannot collect adequate number of volunteers, SCAL would reject a part of passengers to board on the aircraft. SCAL would offer the boarding priority to following passengers:

#### 10.4.1 The priority of seats for economy-class passengers is as follows:

- (1) The passenger on urgent state business;
- (2) The human organ procurement organization staff(OPO) bringing human donated organ;
- (3) Special passengers such as the elderly, infirm, sick, disabled, pregnant and unaccompanied children/youth who have special service needs as agreed by SCAL and arranged in advance;
- (4) Active military, police and fire rescue personnel with valid identity documents;
- (5) Transit connection passengers who have booked a subsequent connecting flight and cannot connect to a subsequent flight through a change in the preceding flight or have short connecting time at the arrival station;
- (6) Passengers who have special difficulties and are in a hurry to make the trip;
- (7) Other passengers with company VIP card, golden panda lifetime platinum card, platinum card and gold card;
- (8) Company Group customers (those with multiple identities are guaranteed as higher

identities);

(9)Golden panda and silver card passengers;

(10)Group passengers;

(11)Individual passengers (in the same PNR) with more than three (included) peers;

(12)Golden Panda common card passengers;

(13)Free ticket holders who have reserved seats.

10.4.2 The priority of seats for business-class passengers is as follows:

(1) The passenger on urgent state business;

(2)The human organ procurement organization staff(OPO)bringing human donated organ;

(3)Special passengers such as the elderly, infirm, sick, disabled, pregnant and unaccompanied children/youth who have special service needs as agreed by SCAL and arranged in advance;

(4)Active military, police and fire rescue personnel with valid identity documents;

(5)Transit connection passengers who have booked a subsequent connecting flight and cannot connect to a subsequent flight through a change in the preceding flight or have short connecting time at the arrival station;

(6)Passengers who have special difficulties and are in a hurry to make the trip;

(7)Other passengers with company VIP card, golden panda lifetime platinum card, platinum card and gold card;

(8)Class priority (C>I>J>P);

(9)Company Group customers (those with multiple identities are guaranteed as higher identities);

(10)Passengers with Golden Panda Silver Card and Common Card;

(11)Passengers with company/business upgrade ticket;

(12)Passengers in Class A;

(13)Mixed class passengers.

10.5 Over-booking Service and Compensation

10.5.1 When the passenger voluntarily abandons his/her travel or is rejected for

boarding the aircraft due to the over-booking circumstance, SCAL will preferentially arrange the passenger to board on the earliest flight to guarantee the travel of this passenger, or handle the non-voluntary ticket refunding as per non-voluntary provision and to provide extra compensation in accordance with the standard specified in 10.5.2.

10.5.2 The passenger can proceed with ticket refunding formality at SCAL remedial ticket window or the ticket sales counter designated by each business department, and would receive extra compensation in accordance with following standards:

Flight Classification	Compensation Standard
Inside China	300 Yuan RMB
China domestic-regional route	800 Yuan RMB
China-Asia country, and middle-east area	1500 Yuan RMB
China - America, Oceania, Europe, Africa (except Middle-East area)	2500 Yuan RMB

10.5.3 For those passengers who voluntarily abandon their travels in accordance with volunteer collection procedure, SCAL will provide the compensation according to negotiation standard of both parties and provide corresponding subsequent support services.

10.5.4 For those passengers that are rejected from boarding on the aircraft due to boarding priority rules, SCAL would offer the compensation according to the category of over-booking flight:

#### International and Regional Flight

Flight Category	Holding Time of Subsequent Flight	Compensation Standard
China Domestic - Regional Route	which can be endorsed in current day	800 Yuan RMB
China-Asia country, and middle-east area		800 Yuan RMB
China - America, Oceania, Europe, Africa (except Middle-East area)		800 Yuan RMB
China Domestic - Regional Route	which can be endorsed in next day	800 Yuan RMB
China-Asia country, and middle-east area		2500 Yuan RMB
China - America, Oceania, Europe, Africa (except Middle-East area)		2500 Yuan RMB

In purpose for those passengers who cannot be scheduled with current flights for their travels, SCAL will provide these passengers with meals and accommodations, and provide the meal, accommodation, and the transport compensation again as per 500 Yuan/Person/Night for those passengers who need to stay overnight at the de-tour airport, and the passenger should personally arrange their meals, accommodations, and the transports on own discretion at such de-tour airport.

10.5.5 If the over-booking service and compensation standard conflict with applicable mandatory law or provision, corresponding laws and provisions can be followed.

## **11 Baggage Transport**

### 11.1 General Rules

Baggage carried by SCAL, is divided into checked baggage and un-checked baggage according to the carriage responsibility.

The baggage of passengers taking international/regional flights should comply with the laws and customs regulations of relevant countries or regions.

#### 11.1.1 Items Prohibited to Carry or Check in

For details, please refer to the official website of Sichuan Airlines - Travel Assistance - baggage Services - Air baggage Transport Restrictions - Items Prohibited to Carry or Check in.

#### 11.1.2 Items Unacceptable As Checked Baggage

(1) Passenger shall not include in checked baggage the following items. If such items included in checked baggage is lost or damaged, SCAL is liable for it only as common checked baggage. For impairment compensation responsibility, refer to 11.7.4 of this Conditions:

- a. Fragile or damageable items;
- b. Perishable items;
- c. Cash, negotiable ticket, valuable securities and drafts;
- d. Jewelry;
- e. Precious metal and articles thereof, gold and silver articles;

- f. Precious articles, such as antiques and valuable paintings, out-of-print video, out-of-print printings or manuscripts;
- g. And other items that need special care, such as computer and fittings, personal communication device and fittings, personal digital device and fittings;
- h. Samples and valuables;
- i. Important files and documents;
- j. Traveling documents, medical certificates, X-ray films;
- k. Articles that need to be specially attended and prescribed drug that needs to be taken regularly.

(2) If the items that are prohibited from being carried or transported in Clause 11.1.1 of these conditions are contained in the passenger's baggage and if such items are lost or damaged due to actions related to baggage inspection exercised by relevant government agencies, airport management agencies, and security inspection agencies, Sichuan Airlines shall not be liable for any loss, damage or confiscation of such items.

#### 11.1.3 Special Baggage/ Carriage Restricted Goods

Special baggage refers to: baggage with special shape, length, weight or special nature of its own. Special baggage includes small animals checked as baggage, various equipment and supplies used in competitive sports competitions, small electrical appliances, instruments and media equipment, fishing gear, musical instruments and aquatic products that cannot be placed in the general package of checked-in baggage and need to be separately packaged and transported.

For special baggage/carriage restricted goods, the following articles may be accepted as checked baggage for transport only in accordance with the limitation conditions, quantity and packing requirements of SCAL and shall be approved by SCAL:

Please refer to the official website of Sichuan Airlines - Travel Assistance - baggage Services - Air baggage Transport Restrictions for details.

#### 11.1.4 Right to Refuse Carriage

In the exercise of SCAL's discretion, SCAL may refuse to carry passenger or his

baggage after informing the passenger. In this circumstance passenger will be entitled to a refund. SCAL may also refuse to carry passenger or his baggage for any of the following reasons:

(1) For other baggage than the checked baggage of the passenger, if such baggage belongs to or carries those articles listed in 11.1.1, or some articles listed in 11.1.2 are carried in the check-in baggage, SCAL should reject to accept or terminate the transportation of such baggage and notify the passenger.

(2) Unless advance arrangements for its carriage have been made with SCAL, SCAL may carry on later flight baggage that is in excess of the applicable free allowance (oversized baggage).

(3) SCAL may refuse to accept baggage as checked baggage unless it is properly packed or its contents comply with the carriage requirements.

(4) Such action is necessary to prevent a violation of any applicable laws, regulations, or orders of any State to be flown from, to or over.

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

#### 11.1.5 Right of Security Check

For reasons of safety and security, SCAL has the right to request that passenger permit a security check of his/her baggage; if necessary, it may check passenger's baggage if passenger is not available. If passenger is unwilling to accept the check, SCAL has the right to refuse to carry the passenger.

### 11.2 Checked Baggage

11.2.1 Checked baggage must meet the following requirements:

(1) Passenger must check baggage with a valid ticket. SCAL shall correctly enter the pieces and/or weight of checked baggage into departure system. Each passenger's baggage must be recorded on his own record. If passenger holds a paper ticket, baggage content shall be written on the correspondent spot of ticket.

(2) Passenger shall complete the formalities for checked baggage at the location and time designated by the carrier.

(3) SCAL shall attach a baggage tag to each piece of passenger's checked baggage, and give a baggage identification tag to passenger.

(4) The weight and size of checked baggage shall not exceed SCAL's restrictions; those checked baggage exceeding such restrictions shall be agreed by SCAL in advance.

(5) Passenger shall attach name or other personal mark to the checked baggage before checking it in.

(6) Checked baggage must be well packed, locked and bound, and must be able endure a certain amount of pressure, and can be safely loaded, unloaded and carried under normal operation conditions. For baggage of which the packaging does not meet the requirements, Sichuan Airlines may refuse to accept it or not be liable for damages. Checked baggage shall meet the following requirements:

a. Suitcase and handbags and so on must be locked;

b. It's not allowed to bound more than two pieces (included) of baggage into one piece;

c. It's not allowed to attach other items to baggage;

d. Bamboo baskets, net bags, grass strings, grass bags and so on are not allowed to be used as packing materials;

(7) "EXEMPT OBLIGATION" tag should be attached to the baggage that is fragile or perishable; the baggage with unsatisfied package; the late checked passenger baggage; the baggage with a package exceeds the required size and weight, or the baggage is damaged during receipt of transportation to exempt SCAL from corresponding compensation liability, meanwhile:

a. Items exempted from liability should be notified to the passenger.

b. Remarks should be labeled on the items exempted from liability.

c. Passenger should sign in the column of "passenger signature".

(8) Checked baggage will, whenever possible, be carried on the same aircraft with passenger. When the checked baggage could not be carried on the same flight with the passenger (due to safety, security or operational reasons), SCAL shall timely

notify the passenger. Under the preconditions of safety, this check-in baggage could be preferentially carried in a subsequent flight and SCAL will deliver this baggage to passenger, unless applicable law requires passenger to be present for customs clearance.

(9)The baggage of the passenger should conform to the laws and customs rules of associated country or region.

### 11.3 Free Baggage Allowance

#### 11.3.1 Free Baggage Allowance

(1)The baggage transport rules for all international and regional routes are all subject to piece or weight: details as followed:

The free checked-baggage allowance for the infant that not take a seat is one checked baggage, of which the sum of three sides shall not exceed 115cm (45 inch) and weight shall not exceed 10kg (22 pounds), and one fully folded stroller or baby stroller can be taken into the cabin free of charge. Passengers with infants can bring food and diapers on the flight. A portable foldable stroller that can be taken into the cabin and folded up to be no longer than 55 cm(22 in) long, 40 cm(16 in ) wide and 20 cm(8 in) tall, strollers over the above size can be shipped free of charge as checked baggage.

a.The free allowance baggage standard is same as that for individual passenger.

b.For more than two (included) passengers who take the same flight to the same destination, if they proceed with the baggage check formality at the same time and same location, their free baggage allowances may be calculated as one integrity in accordance with their respective cabin-class standards which they have purchased;

c.As for the domestic leg of the international flight, the applicable free-baggage allowance for the passengers shall be handled as per the regulations for the international flight.

d.As for the passenger who buys mixed class ticket, the free-baggage allowance shall be counted as per the rules for each class of the flight.

e.If the passenger is voluntarily to change his/her class level, he/she should enjoy a

free baggage allowance that corresponding to he/her new ticket; If the passenger is unwilling to change the class level, he/she should enjoy the corresponding free-baggage allowance to his/her original level of ticket.

f. When passenger had a stopover during his/her journey, he/she should enjoy the higher free baggage allowance during the whole journey,

g. If the major flight leg is conducted by a flight sharing code with SCAL, then the free baggage allowance shall be carried in accordance with rules of the airlines that conducted the flight.

h. In the event of a mid-journey split, the baggage allowance for the whole journey shall be implemented according to the higher free baggage allowance available.

(2) The free baggage allowance for international/regional routes refers to the standards published on the official website the Sichuan Airlines.

#### (3) The Size Limits for Checked Baggage

a. The size limits of checked-baggage shall comply with the local laws and regulations, if there are no defined regulations on the size limits, then, the size of each checked-baggage shall not exceed 300cm (the sum of length, width and height) (118 inch) and shall satisfy the security requirements of the local airport.

b. The checked-baggage that exceeds the above size limit shall be transport as a cargo instead of baggage, and shall follow relevant rules of Sichuan Airlines.

c. As for special baggage (such as skiing gear, fishing tackles, etc.), the size limit shall follow the relevant provisions.

#### (4) The Weight Limits on Checked-Baggage

a. For the flights involved with British or british commonwealth of nations (e.g. Canada, Australia and etc.), the weight for each checked-baggage shall not exceed 32kg (70 pounds)

b. The weight limits of checked-baggage in other airports shall comply with the local laws and regulations, if there are no defined regulations on the weight limits, then, the weight of each checked-baggage shall not exceed 45kg (100 pounds).

c. The checked-baggage that exceeds the above weight limit shall be transport as a

cargo instead of baggage, and shall follow relevant rules of Sichuan Airlines.

### 11.3.2 Free Hand-Carry Baggage

#### (1) Non checked baggage (including hand baggage and carry on items)

a. Sichuan Airlines limits the weight of hand baggage, and passengers holding business class tickets are allowed to carry two pieces of hand baggage per person. Passengers holding economy class tickets can only carry one piece of hand baggage with them. The three sides of each hand baggage shall not exceed 20 x 40 x 55 centimeters, and the weight of each hand baggage shall not exceed 8 kilograms.

b. The passengers who take SCAL flights shall not additionally pay for their hand baggage, besides the stipulated amount of free baggage mentioned above. They are allowed to carry the personal articles that are restricted for their own retention and are only used when they embark or disembark from the aircraft or during the flight. (Please refer to the official website of Sichuan Airlines - Travel Assistance - Non Checked baggage for details.)

c. Baggage and items exceeding the weight, quantity, or volume limits mentioned above should be transported as checked baggage

#### (2) Bulky baggage

Objects not suitable for transport in the cargo compartment (such as delicate musical instrument) and not complying with 11.3.2 (1) will only be accepted for transportation in the passenger cabin as seat-taking baggage and be taken care of by passenger, if due notice has been given in advance and permission granted by SCAL. The transport of such objects may be charged separately.

11.3.3 Checked baggage and un-checked baggage shall be weighed or piece-calculated together at the time of check-in and the weight and pieces shall be entered in corresponding column of “passenger ticket and baggage check”. Checked baggage is under custody of SCAL during the journey, while the unchecked baggage shall be taken care of by passenger in the journey.

## 11.4 Excess (Oversized) Baggage

11.4.1 Excessive (exceed the limit) baggage refers to the part of baggage in excess of the free baggage allowance of weight or in piece, the exceed part of baggage needs extra charges.

11.4.2 When charging for the extra fees for excessive (exceed the limit) baggage excessive (exceed the limit) baggage receipt needs to be filled.

11.4.3 The excessive (exceed the limit) baggage shall be charged in accordance with the number, weight and size in exceeding.

11.4.4 Charging standard for the excessive baggage refers to the standards published on the official website the Sichuan Airlines.

11.4.5 The default currency of above fess is RMB. In some cases (if the passenger has no RMB), the fees will be charged in local currency, which should be referred to the charge standard of the destination for the baggage.

## 11.5 Baggage Declaration and Charge

### 11.5.1 General Rules

(1)A passenger may declare a value for checked baggage in excess of USD 30 or its equivalent per kilogram, and shall pay an applicable charge.

(2)The declaration for checked baggage must not exceed the real value of the baggage. The maximum declared value of each passenger is USD 5,000 or its equivalent value in other currencies. If SCAL disagrees with a value declaration and the passenger refuses to be checked, SCAL has the right to refuse carriage.

(3)No declaration value for pet will be accepted.

(4)SCAL will charge an fee of 5‰ of extra declared value exceeding the limitation of 11.5.1 (1).

11.5.2 SCAL will refuse to accept an excess value declaration on checked baggage when a portion of the carriage is to be provided by another Carrier who does not offer the facility.

## 11.6 Pets and Guide Dogs

11.6.1 Pets mean the little animals checked by the passengers, including domestic

dogs, cats, birds and other types of pets. Any wild and aggressive animal such as snakes, tibet mastiffs, and bulldogs will not be accepted for transportation. Animals which are not suitable for air travel (including cats, dogs and their hybrids with aggressive characteristics, easy to hurt people, easy to have respiratory problems and short nose series, and cats and dogs uncomfortable with high temperature and high altitude environment, etc.) must not be carried as baggage. Animals that are too small (for example: turtles, rodents, ornamental fish, etc.) or too large (cage packaging exceeds the maximum volume limit of the route), shall not be transported as baggage. The carrier has the right to determine whether an animal can be carried and the way of transportation, and has the right to restrict the number of pets on a plane.

11.6.2 Pet may be accepted for carriage subject to following rules:

(1)Passengers consigning small animals shall apply for the transport at the time of reservation. It shall be loaded in the container whose quality and size meets consignment standards, attached with valid Certification for Animals Quarantine and animal vaccine injection certificate. Approval from Sichuan Airlines shall be obtained.

(2)Have valid certificates necessary for entry, exit and transit permits required by The People's Republic of China and countries involved in transportation;

(3)The passengers shall take the live animal to the airport to go through consignment procedures themselves no less than 90 minutes before the departure time of the flight on the day of the flight.

(4)Pets need to be packed separately (A pair of small birds can be placed in the same cage). And the total weight of the pet and pet container, which are packed separately (food and water inside pet container included), must not exceed 32kg (included). The size cannot exceed 40×60×100cm and cannot be less than 5×15×20cm. If it exceeds (or below) size and weight standard, it shall be transported as cargo.

(5)With the advance agreement of SCAL and other Carriers concerned, and formalities required by SCAL and other Carriers concerned.

11.6.3 The animal, together with its container and food carried by passenger shall be

carried as checked baggage and passenger will be obliged to pay the excess (oversized) baggage fee. Except specially approved by SCAL, animals will not be carried in the passenger cabin of the aircraft.

#### 11.6.4 Guide Dog Transport

(1)Guide dog refers to a dog trained to lead the blind or assist the deaf when it accompanies passenger with impaired vision or hearing dependent upon such dog.

(2)Sichuan Airlines accepts mental service dogs, and guide dogs as service dogs to enter the cabin, and does not accept emotional assistance dogs as service dogs to enter the cabin. Emotional assistance dogs can be used as pets and should comply with the relevant regulations of Sichuan Airlines for pet transportation.

(3)SCAL observes relevant laws and regulations for air transport of the disabled stipulated by civil aviation authority, and provides transport service for qualified passengers and service dogs.

(4)If the passenger wants to take the service dog into the cabin, in principle, the passenger must submit application no later than 48 hours prior to the estimated take-off time of the flight. If the transport conditions required by SCAL have been satisfied and SCAL approval has been obtained, the service dog can be taken into cabin for transport by the physical-handicapped himself/herself. The service dog as well as its container and food can be transported for free without being accounted into the free baggage allowance.

(5)As for the restrictions and standards for transporting service dog, please refer to the official website of Sichuan Airlines for details.

11.6.5 Acceptance for carriage of animals (include guide dogs) is subject to the conditions that the passenger assumes full responsibility for such animal unless due to SCAL's faults. SCAL shall not be liable for injury to or loss, delay, sickness or death of such animal in the event that it is refused entry into or passage through any country, state or territory.

#### 11.6.6 Transport Responsibility

(1)The passenger is fully liable for all damages or injuries which a pet might cause to

other passengers or crew members.

(2)SCAL will have no liability in respect of any such animal not having all the necessary exit, entry, health and other documents with respect to the animal's entry into or passage through any country or region. The passenger who carries this pet shall make a compensation for any penalty, fees, losses or debts to SCAL due to lack or incompleteness of documents required.

(3)SCAL may not accept transportation on certain types of aircraft that are not suitable for transporting live animals.

## 11.7 Delivery of Baggage

### 11.7.1 Delivery of Baggage

(1)Passenger shall collect his baggage as soon as it is available for collection at places of destination or stopover. At the time of collection, passenger shall show his or her “passenger ticket and baggage check” if SCAL requires.

(2)With SCAL’s consent, passenger can collect his baggage at stopover under the agreement of SCAL, the unused payment of the excess baggage will not be refunded.

(3)If the passenger does not collect his baggage in time, SCAL will charge the passenger baggage keeping fee. SCAL has the right to deal with the perishable items in passenger’s baggage 24 hours after the arrival of the baggage.

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

(5)If a person claiming the baggage is unable to identify the baggage by the baggage identification tag, SCAL will deliver the baggage to such person only on condition that he or she establishes to SCAL’s satisfaction his or her right thereto. And if required by SCAL, such person shall furnish adequate security to indemnify SCAL for any loss, damage or expense which may be incurred by SCAL as a result of such delivery.

(6)Acceptance of baggage by the bearer of the baggage check, without complaint at the time of delivery, is prima facie evidence that the baggage has been delivered in

good condition and in accordance with the contract of carriage.

#### 11.7.2 Unclaimed Baggage

If baggage is not collected after 180 days from the next day of baggage's arrival, SCAL has the right to process it according to the regulations on un-delivered baggage. Fresh and perishable articles (PER) of the passenger baggage are not subject to the above-mentioned time limit.

#### 11.7.3 Processing of Abnormal Carriage of Baggage

(1) In occurrence of any delay, loss or damage during the transportation of checked baggage, it is required for the passenger to issue the baggage transportation accident certificate, SCAL or SCAL ground agent should join with the passenger to fill the "Baggage Transportation Accident Record" to identify the status and the reason as soon as possible, and reply the investigation result to the passenger and relevant entity. In the occurrence of baggage compensation, they can handle this formality at original station, stop-over location or destination airport.

(2) If the check-in baggage of the passenger is delayed for the arrival, air carrier should timely notify the passenger to collect such baggage. Unless otherwise specified by the State, for the delayed arrival caused by other circumstance than passenger circumstance, if the passenger requests for direct delivery, SCAL should directly deliver the checked baggage to the passenger on the basis of free-of-charge or negotiate with the passenger to settle down a solution.

#### 11.7.4 Compensation for Baggage

##### (1) Compensation Limit

a. If the weight of the baggage is not recorded on the baggage check, it is presumed that the total weight of the checked baggage does not exceed the applicable free baggage allowance for the class of service concerned

b. According to the above articles, the checked baggage which has made an declaration should made compensation as per the declared value. If the declared value is beyond the actual value of the baggage, the compensation should be made as per the actual value.

c.The route which applicable for Warsaw Convention

--In case of the absence of purchase invoice and lack of sufficient evidence, the highest compensation price per person should be 30 U.S. dollar per kilogram.

--If there are sufficient evidence, then the highest compensation price for checked baggage and non-checked baggage per person should be 1288 special drawing right

d.The compensation price for the route which subject to Warsaw convention is:

--17 special drawing right per kilogram.

--322 special drawing right for the unchecked baggage.

e.Special drawing right refers to SDR specified by International Monetary Fund (IMF), whose price ratio is floating. SCAL will convert the money in line with the exchange rate of the actual transport date.

(2)Time Limitation on Claims and Actions

a.Notice of claims

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

--Any claims shall be raised in written form within time limit, or no compensation shall be raised towards SCAL.

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

(3)Compensation for temporary living supplies

Due to the reason of Sichuan Airlines, the checked baggage of passengers can not arrive on the same plane, which causes inconvenience to passengers' travel and life, and the transfer/destination station can provide passengers with appropriate temporary living compensation.

a.The standard of temporary living expenses for business-class passengers is \$100. On this basis, the compensation will be increased by \$50 for each additional day of delay, and the total compensation for temporary living expenses is limited to \$200.

b.The standard of temporary living expenses for economy class passengers is \$50. On this basis, the compensation will be increased by \$25 for each additional day of delay, and the total compensation for temporary living expenses is limited to \$100.

If the delayed baggage is found and delivered, the temporary living expenses will not be refunded to Sichuan Airlines. If the baggage is not found, the compensation for temporary living expenses shall be included in the amount of compensation for lost baggage.

## **12 Conduct aboard Aircraft**

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

### **12.2 Prohibition and Restriction on Portable Electronic Device (PED)**

Passengers are prohibited from using lithium battery mobile power source (power bank) on board during the whole flight. Prohibition and application restriction on PED refer to SCAL official website.

### **12.3 Non-Smoking Flights**

All SCAL flights are non-smoking flights. Smoking is prohibited in all areas of the aircraft. E-cigarette and synthetic steam smoking device are also prohibited.

### **12.4 Restriction on Alcoholic Drinks**

While aboard aircraft, passenger is not allowed to drink any alcoholic drinks other than those provided by SCAL.

## 12.5 Seat Belts

While in seat on board the aircraft, passenger shall fasten his or her seat belt as required.

## **13 Refusal and Limitation of Carriage**

13.1 SCAL may refuse carriage of any passenger or passenger's baggage for reasons of safety or if, in the exercise of its reasonable discretion, SCAL determines that:

13.1.1 The passenger or article forbidden from air transportation as per relevant provision of origin airport, stop-over airport or fly-over country;

13.1.2 The passenger who rejects to accept the safety check;

13.1.3 The baggage that has not been taken for safety check;

13.1.4 The passenger who fails to show valid personal identity card, or personal identity card shown is different from that identity card used for ticket purchase;

13.1.5 Other circumstances stipulated by the State;

13.1.6 In addition to those provisions specified in above-mentioned articles, if the passenger behavior may possibly endanger the flight safety or public sequence, SCAL is authorized to reject the air transportation:

(1)The passenger does not follow the national law, policy provision and order, or does not follow SCAL provision.

(2)The passenger carries any baggage or article for the stranger.

(3)The passenger cannot or reject to follow the instruction of flight crew member.

(4)The passenger previously took any misconduct in course of air transportation, and SCAL reasonably believes that such misconduct may be potentially arisen again.

(5)The passenger does not pay off applicable fare, fee and tax or does not fulfill those credit payments between this passenger and associated air carrier with SCAL.

(6)The flight ticket shown by the passenger in paper format has been illegally obtained or has not been purchased at air carrier in charge of ticket issuance or from sales agent, or has been reported of the loss or theft, or is forged, or the boarding coupon of this flight ticket has not been changed by air carrier or corresponding sale

agent or the boarding coupon is altered; or the passenger has no valid electrical ticket record; or his/her electrical ticket status is not in "OPEN FOR USE".

(7)The individual that shows a flight ticket in paper format or declares that he/she holds an electrical ticket cannot certify that he or she is the person listed in the "Passenger Name" column of flight ticket.

(8)The passenger rejects to follow SCAL orders in terms of safety or security, or disorders the cabin

(9)Specific and serious dishonest individual and the individual subjected to the enforcement that is restricted to take the civil aircraft;

(10)Other passengers rejected from air transportation as defined by SCAL, who includes but does not limit to:

a.The mental or physical condition of the passenger (including the effect of alcohol or medicine), which may cause into the danger or hazard to this passenger, other passenger, air crewmember or their properties, or may endanger or affect the safety, health, convenience or comfort of other passenger or air crewmember;

b.The patient passenger who cannot provide the certification files defined by SCAL;

c.Various patient passengers who are not appropriate to travel in the flight, etc.

### 13.2 Disposal of the ticket after carriage being refused

If the passenger requests SCAL to issue the paper statement when he/she is rejected from air transport due to 13.1 of this provision, SCAL would timely issue this statement unless otherwise instructed by the State. If the passenger requests to change the ticket or refund the ticket, SCAL can proceed with relevant procedure in accordance with applicable general condition of transportation and ticket service condition.

### 13.3 Limitation on Carriage

Unless otherwise stipulated by government documents or documents or sports meeting for the disabled, infants, ill passengers, pregnant women, handicapped passengers, sick passengers, or escorted criminal suspects, etc. who are in need of special service under judicial and administrative mandatory measures can only be

carried when SCAL's concerned regulations are met, and when it has been agreed by SCAL and SCAL has made arrangements when necessary.

### 13.3.1 Transport of Infants/Children

(1) Infants carried by Sichuan Airlines refer to those who have been born 14 days on the date of travel (the 14th day from the day after birth), but are under 2 years old and premature under 90 days (at least 28 weeks but less than 37 weeks)

(2) "Children" refers to the passengers at least 2 years old but less than 12 years old at the date of the beginning of travelling.

(3) Children who are 5 years old or older but not yet 12 years old on the day the trip begins and who need to travel alone must apply for unaccompanied child services.

(4) Children and infants under the age of 5, as well as children under the age of 12 who have reached the age of 5 but have not applied for unaccompanied services, must be accompanied by an adult of the same physical class who has full civil capacity and accompanying capacity at the age of 18. The specific requirements are as follows:

a. The total number of children and infants under the age of 12 that can be carried by each adult passenger shall not exceed 8, among which the total number of children and infants under the age of 5 shall not exceed 3 (with no more than 1 infant). If the total number of children aged 5 and above that adults need to carry exceeds the limit of 8, they can apply to the Sichuan Airlines Business Committee for ticket purchase according to the children's team.

b. Each adult passenger can only accompany 1 sick or disabled child or infant (requiring assistance during emergency evacuation) and cannot accompany other children or infants.

c. Adults accompanying children or infants must have the ability to care for them. Adults who have already applied for special services such as stretchers, wheelchairs, or unaccompanied elderly services are not allowed to accompany children or infants.

d. For routes involving the United States, local laws and regulations shall be followed, and clauses b and c do not apply.

e. Adults accompanying children should, in principle, complete the check-in

procedure at the same time as the accompanying adult passenger. Child passengers' seats should be arranged either next to the adult passenger accompanying the child or in seats immediately in front of or behind the adult passenger for the convenience of caring for the child.

(5) There is no available seat for the baby with baby flight ticket. If they need individual seat, the children flight ticket shall be bought.

(6) Children who have reached the age of 5 but are under the age of 12 and are not accompanied by adults who have reached the age of 18 and have full civil capacity should apply to Sichuan Airlines for unaccompanied child services in advance. There is a limit on the number of unaccompanied children carried on each flight, and Sichuan Airlines has the right to refuse transportation if the number exceeds the limit.

#### 13.3.2 Transport of Children and Teenagers

(1) Children who have reached the age of 2 but are under the age of 12 must be accompanied by an adult who has reached the age of 18 and has full capacity for civil conduct. Children should purchase tickets with the same class of service as their companions.

(2) Children who have reached the age of 5 but are under the age of 12 travel without an adult who has reached the age of 18 and has full capacity for civil conduct should apply to Sichuan Airlines for unaccompanied minor services in advance. There is a limit on the number of unaccompanied children carried on each flight, and Sichuan Airlines reserves the right to refuse transportation if the number exceeds the limit.

(3) Teenagers who have reached the age of 12 but under the age of 18 travel alone may voluntarily apply for the service of unaccompanied minors.

#### 13.3.3 Transport of Pregnant

(1) For pregnant passengers who are less than 32 weeks pregnant (inclusive), Sichuan Airlines will carry them as general passengers, except for those diagnosed by a doctor as unsuitable to fly.

(2) Passengers who are pregnant for more than 32 weeks but less than 36 weeks should fill in the diagnosis certificate, which will be effective with the seal of the

medical unit at the county or city level (or equivalent) and the signature of the doctor of that hospital, within 72 hours before the flight.

(3) Passengers who are pregnant for more than 36 weeks (included), or the expected date of confinement is within 4 weeks, or the expected date of confinement is undefined but the fact of multiple birth is known, or obstetric labor complications are expected, or women who are less than 7 days postpartum, and pregnant experiencing threatened abortion reactions. Air transportation services will not be provided to them, Sichuan Airlines shall not provide air transport services.

#### 13.3.4 Carriage of injured or sick passengers

(1) For the following passengers, SCAL will require them to show the certificate of diagnosis signed by doctor and fill out "Application of Special Passenger Service":

- a. Seriously ill passenger; or the disabled or injured passenger who cannot accomplish the flight safely without extra medical assistance;
- b. The person in need of premature baby care box;
- c. The person in need of oxygen during flight; (Sichuan Airlines does not provide at present)
- d. Person having possible life danger or needing medical treatment;
- e. Person suffering from infectious disease which can be prevented by effective measure;
- f. The stretcher passenger;
- g. Passenger with AIDS (without any physical trauma);
- h. Other passengers SCAL considers that filling in the "Special Passenger Boarding Application" is required.

(2) The passenger suffering from the following disease is not allowed to board the aircraft unless SCAL has been approved to transport him/her, for life saving:

- a. The passenger suffering from very serious heart disease or in a critical condition, ex. heart failure, with cyanotic symptom or myocardial infarction (which occurred six weeks before traveling);
- b. The passenger suffering from tympanitis, associated with the blockage of syrinx;

- c. Patient with recent spontaneous pneumothorax or patient recent with disease in nervous system symptom;
- d. Patient with heruia, mtestinal obstruction
- e. Head injury, high cranial pressure and skull fracture.
- f. Mandible fracture fixed by metal material recently;
- g. Passenger suffering from poliomyelitis in the past 30 days and passenger with medulla form poliomyelitis;
- h. Patients with serious symptoms of hemoptysis, hematemesis, bleeding, vomiting and moaning;
- i. Patient who has serious wound or has major surgical operation but not being healed up recently.

(3) The medical certificate shall be of no effect unless it is filled out within 4 days before scheduled flight take off time; for passenger with serious state of illness, it should be filled out within 2 days before scheduled flight take off time. For details, please refer to the official website of Sichuan Airlines.

## **14 Arrangement of Additional Service**

14.1 If we arrange you the service (except for the air transport) provided by the third party or provide you with the receipt of the service of ground transport; hotel reservation or car rental, which are provided by the third party (which are not the airlines), we will only act as the agency which will not be liable for the case whether you can obtain such services or the quality of such services. The items and conditions of the third party are applicable for this service.

14.2 If we provide you with ground transport, this condition is not applicable for the ground transport.

## **15 Administrative Formalities**

15.1 Passengers are required to consult and comply with all laws, regulations, orders, requirements, travel conditions, and relevant regulations of the country of departure,

transit, and destination, as well as those of SCAL. If passengers fail to comply with relevant regulations and are unable to board or reach their destination, SCAL shall not be liable for any losses caused thereby. SCAL shall not be liable for any aid or information given by any authorized agent or employee of SCAL to any passenger in connection with obtaining necessary documents or visas or complying with such laws, regulations, orders, demands, and requirements; or for the consequences to any passenger resulting from his or her failure to obtain such documents or visas or to comply with such laws, regulations, orders, demands, requirements, rules or instructions.

15.2 The passenger shall present all exits, entry, health and other documents required by laws, regulations, orders, demands or requirements of the countries concerned, and permit SCAL to take and retain copies thereof. SCAL reserves the right to refuse carriage of any passenger who has not complied with applicable laws, regulations, orders, demands or requirements or whose documents do not appear to be in order, or who does not permit SCAL to take and retain copies thereof.

15.3 The passenger agrees to pay the applicable fare whenever SCAL, on Government order, is required to return a passenger to his or her point of origin or elsewhere, owing to the passenger's inadmissibility into a country, whether of transit or of destination. SCAL may apply to the payment of such fare any funds paid to SCAL for unused carriage, or any funds of the passenger in the possession of SCAL. The fare collected for carriage to the point of refusal of entry or deportation will not be refunded by SCAL.

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

15.5 Passengers should accept any security checks by government or airport officials or SCAL. Sichuan Airlines will refuse to transport passengers who refuse to accept security checks and baggage that has not completed security checks.

15.6 In order to ensure transportation safety, SCAL has the right to require passengers to undergo a security check on their baggage; If necessary, the baggage can also be inspected without passengers being present. If the passenger does not accept such inspection, SCAL has the right to refuse transportation.

15.7 If required, the passenger shall attend inspection of his or her baggage by customs or other government officials. SCAL is not liable to passenger for any loss or damage suffered by the passenger through failure to comply with this requirement.

## **16 Passenger Services**

Based on the principle of ensuring flight safety and flight regularity, and providing good service, Sichuan Airlines earnestly provides various services of air and ground passenger transportation with a civilized, courteous, warm and thoughtful service attitude.

16.1 Unless otherwise specified, during the flight, Sichuan Airlines shall provide passengers with free drinks or meals in accordance with relevant regulations. . However, SCAL may not guarantee services beyond the stipulated varieties and quantity accordingly.

16.2 Except as otherwise specified, SCAL does not provide ground transfer service within airport areas or between airports or between airports and town terminals. SCAL is not liable for liable for the acts of the provider of such ground transfer services or anything done by an agent or representative of SCAL in assisting the passenger to make arrangements for such transfer service.

16.3 Passenger shall pay for expenses of hotel accommodation at the connection point.

16.4 If illness happens to passenger during air carriage, SCAL shall take active measures and do its best to save the passenger. However, the personal injury or death

of the passenger is entirely caused by the passenger's own health, and the expenses shall be borne by the passenger.

## 16.5 Services for abnormal flights and conditions and standards for delay compensation

### 16.5.1 Information notice

Within 30 minutes after the flight status changes, Sichuan Airlines shall promptly and accurately release flight delay or cancellation information to passengers through various channels, including the reason for the delay or cancellation and flight status.

### 16.5.2 Service requirements

When the flight departure is delayed or cancelled, Sichuan Airlines and its air sales agent or ground handling agent shall provide passenger service in accordance with these conditions:

- (1) Escort service for passengers including the disabled, elderly, pregnant and unaccompanied children who need special care whenever flight is delayed or cancelled.
- (2) Ticket refund or change for passengers in case of flight delay or cancellation.
- (3) Provide passengers with written proof of flight delay or cancellation in a timely manner.

### 16.5.3 Service Standard

- (1) If flights are delayed or cancelled at origin due to such reasons as aircraft maintenance, flight readjustment, or flight crew, SCAL shall provide accommodations to passengers according to regulations concerned.
- (2) If flights are delayed or cancelled at origin due to non-SCAL reasons including but not limited to weather, accidents, air traffic control, airport, or passengers, SCAL shall assist passengers arrange accommodations on passengers' own expenses.
- (3) If flights are delayed or cancelled at transit point due to any reason, SCAL shall provide accommodations to transit passengers.
- (4) When flights are delayed or cancelled, SCAL and SCAL's ground service agencies shall explain and inform passenger promptly about the latest information of flights'

delay or cancellation.

(5) If a flight diverts to an alternate airport, regardless of the reason, SCAL shall provide meal or accommodation services to the passengers.

#### 16.5.4 Disposal for Delays after Onboard

(1) After passengers getting onboard, if delay occurs, flight crews shall notify the live status, estimated duration and cause of delay to the passengers in every 30 minutes.

(2) Onboard lavatory shall remain in service during the delay, pursuant to safety operation requirement.

(3) Cabin crew shall provide water and food to passengers in case of delay longer than 2 hours (inclusive).

(4) Passengers shall be escorted off board for hold in case of delay exceeds 3 hours (inclusive) and the takeoff time is unconfirmed, such hold shall not breach the safety and security rules.

16.5.5 If flights are delayed due to airline company's reasons such as aircraft maintenance, flight readjustment, or the crew, SCAL shall provide compensation based on the actual delay time for passenger ticket changing, route changing, and route detour:

(1) In terms of flight delay and cancelling of supplement flight (including the alternate and stopover) due to carrier's reason, compensation of 200 RMB shall be provided to the passenger for the delay between 4 hours (including 4 hours) to 8 hours, and compensation of 400 RMB shall be provided to the passenger for the delay of over 8 hours (8 hours included).

(2) Financial compensation of child passenger ticket shall be calculated as the adult compensation; financial compensation of enfant passenger ticket shall be calculated as 10% of that of the adult compensation.

16.6 SCAL e-mail and telephone numbers used to accept the passenger complaint

E-mail address for accepting the complaint inside China: [fuwu@sichuanair.com](mailto:fuwu@sichuanair.com)

The telephone number used to accept the complaint inside China: 95378

## **17 Liability for Damage**

17.1 SCAL's carriage responsibility for passenger is subject to the carriage conditions, and the carriage responsibility of other carriers concerned is subject to their carriage conditions respectively.

17.2 The transportation handled by SCAL belongs to the international transportation defined by the Montreal Convention, and the liability rules of the Montreal Convention shall apply. For any damage to passengers and baggage caused by international transportation not defined in the Montreal Convention, SCAL shall be liable for compensation in accordance with the relevant provisions of the Warsaw Convention.

17.3 For transportation other than international transportation applicable in the Convention:

Unless SCAL intentionally or recklessly acts or fails to act with knowledge that there is a possibility of loss, SCAL's liability for personal injury to passengers, destruction, loss or damage to baggage and goods, and losses caused by delay shall be conducted in accordance with applicable laws and their prescribed liability limits.

17.4 In the case that the Convention applies to the transport:

17.4.1 The transportation performed by SCAL and other carriers based on a single ticket or a continuous ticket shall be considered as a single transportation. However, for checked baggage, passengers can claim compensation from the first or last carrier listed on the ticket or baggage ticket. In the case that SCAL carries code sharing flights but is not the issuing carrier, SCAL is only responsible for losses incurred on flights carried by SCAL. For the SCAL code sharing flights on the SCAL ticket, even if the baggage is carried by other carriers, SCAL shall be responsible for baggage claims. In addition to the above regulations, SCAL only serves as the agent of other carriers when filling out passenger tickets or handling baggage check-in for their flights.

17.4.2 Unless caused by the fault of SCAL, its employees or agents, SCAL shall not be liable for the loss of passengers' carry-on baggage.

17.4.3 SCAL is not liable for any damage arising from its compliance with any laws or Government regulations, orders or requirements, or from failure of the passenger to comply with the same.

17.4.4 Unless otherwise specified, according to the applicable provisions of the Convention, The damages that SCAL will compensate passengers for are limited to and not higher than the confirmed actual losses and expenses. SCAL shall not be liable for indirect or consequential losses

17.4.5 If the damage is caused or contributed by passenger's fault, SCAL's liability for compensation for losses should be correspondingly exempted or reduced in accordance with applicable laws.

17.4.6 SCAL carriage contract includes the Conditions and articles exempting or limiting liability, and is also applicable to SCAL's authorized agents and employees. In any case, the sum of compensation from SCAL, SCAL's authorized agents and employees may not exceed the liability limit of SCAL.

17.4.7 Unless clearly specified, the Conditions will not render SCAL to give up the provisions of the Convention or applicable laws on exemption or limitation of SCAL liability.

17.4.8 SCAL is not liable for damage caused by passenger's baggage or property contained in such passenger's baggage. Any passenger whose property causes injury to another person or damage to another person's property or to the property of SCAL shall indemnify SCAL for all losses and expenses incurred by SCAL as a result thereof.

17.4.9 If items listed in 11.1.2 are carried in checked baggage, SCAL shall not be liable for its damage.

17.4.10 SCAL shall not be responsible for any illness, injury, disability, or death caused or aggravated by a passenger's age, mental state, or health condition during transportation, which poses a danger or danger to them.

## **18 Effectiveness and Modification**

18.1 The Conditions come into effect from 22.Apr, 2024.

18.2 SCAL may modify these Conditions without notice according to the routing procedure of CAAC. This modification will not apply to the carriage that starts before of such modification.

18.3 No agent, employee or representative of SCAL has authority to alter, modify or waive any provision of the Conditions.

18.4 SCAL must not implement the revised contents on the limitation of passenger rights or the addition of passenger liability in this condition to those passengers who have purchased their flight tickets before these revisions were made, unless otherwise specified by the State.

18.5 If you want to know about other contents that are not explained in detail in this condition, you can log into the Sichuan Airlines official website for inquiries.