

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》、《中国民用航空旅客、行李国际运输规则》、《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：_____



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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”指填开客票、承运或约定承运该客票所列旅客及其行李的公共航空运输企业。

出票承运人：在乘机联或有价票联电子客票交易中显示出数字代码的航空公司。出票承运人应为电子客票交易的控制与授权实体。

市场方承运人：其两字英文代码被作为运输承运人记录在电子乘机联或有价票联上的航空公司。

实际承运人：提供实际航空运输及其附带服务的航空公司。当有双边协议时，例如代码共享协议，实际承运人可能不是销售承运人。

1.1.6 “授权销售服务代理人”：指经川航授权并代表川航，在授权范围内销售川航的航空运输服务（产品）的客运销售代理企业。

“授权地面服务代理人”指经川航授权并代表川航，在授权范围内为川航实际运营航班的旅客和行李提供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，经川航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”指飞机按规定的航线、日期及时刻飞行。

1.1.12 “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。

1.1.13 “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，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，是纸质客票的电子替代产品。

1.1.14 “连续客票”是指使用同一承运人的两本或两本以上票号连续的客票填开，并构成一个单一运输合同的客票。

1.1.15 “定期客票”指列明航班、乘机日期和定妥座位的客票。

1.1.16 “不定期客票”指未列明航班、乘机日期和未定妥座位的客票。

1.1.17 “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。

1.1.18 “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。

1.1.19 “航空运输电子客票行程单”（以下简称“行程单”）是指承运人为使用电子客票旅行的旅客填开的凭证，该凭证上载明了旅客的姓名和航班信息等，不作为机场安检以及登机的凭证。每张电子客票提供一张行程单，最迟在航班起飞后一个月内打印。旅客应妥善保管，以便办理退票手续时使用。

1.1.20 “日”是指日历日，一周包括七日。当用于发通知时，通知发出日不计算在内；用于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。

1.1.21 “运价”是指航空公司公布的票价、费用和相关的运输条件。必要

时，应取得相关部门的批准。

1.1.22 “普通票价”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。

1.1.23 “优惠票价”是指不属于普通票价的其它票价。

1.1.24 “约定经停地点”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停留的地点。

1.1.25 “中途分程”是指经承运人事先同意，旅客在出发地点和目的地点间旅行时，由旅客有意安排在某个地点的旅程间断。

1.1.26 “超售”是指航班在办理乘机手续前，其实际定座人数大于该航班执行机型可利用座位数。

1.1.27 “超编”是指航班由于机械、飞机调配等原因引发的机型更改、航班合并，最终造成的航班旅客“溢出”。

1.1.28 “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。

1.1.29 “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。

1.1.30 “实际离站时间”指航班旅客登机后，机组得到空管部门许可撤去航空器最后一个轮档这一动作的时间；

“计划离站时间”指航班时刻管理部门批准的离站时间，是航空公司在航班时刻表公布并在客票上列明的离站时间。

1.1.31 “误机”指旅客未按规定的时间办理乘机手续或因旅行证件不符合规定而未能乘机。

1.1.32 “漏乘”指旅客在航班始发站办理乘机手续后或在经停站过站时未搭乘上指定的航班。

1.1.33 “错乘”指旅客乘坐了不是客票上列明的航班。

1.1.34 “行李”是指旅客在旅行中为了穿着、使用、舒适或者便利而携带的必要、适量的物品和其他个人财物。包括旅客的托运行李和非托运行李。

1.1.35 “行李票”是指客票中与运输旅客的托运行李有关的部分。

1.1.36 “托运行李”是指已经填开行李票并由旅客交由承运人负责照管的行李，并出具行李识别标签的行李。

1.1.37 “非托运行李”是指除旅客托运行李以外的由旅客自行照管的行李，包括随身携带行李和占座行李。

1.1.38 “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。

1.1.39 “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。

1.1.40 “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。

1.1.41 “签转”是指对市场方承运人的变更。

1.1.42 “变更收费”是指承运人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、有效期等的变更。

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以及川航作为实际承运人的代码共享航班或航段。

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

本条件适用于川航提供的国际及地区航空运输，如本条件与川航的运价规则或者适用的法律相抵触，则该运价规则或者法律优先适用。本条件中如果含有与现行适用的国际公约、国家法律、行政法规、规章、命令或要求不一致的条款，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合同的初步证据。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，而且可以要求旅客出示相应有效的身份证件。川航客票中的合同条件是川航运输条件部分条款的概述。

3.1.2 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。

3.1.3 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。

3.1.4 客票使用要求：

3.1.4.1 对于纸质客票，旅客未能出示根据川航规定填开的并包括所乘航

班的乘机联和所有其他未使用的乘机联和旅客联的有效客票，无权要求乘机。旅客出示残损客票或非承运人或其授权代理人更改的客票，也无权要求乘机。

3.1.4.2 客票必须按照客票所列明的航程，从始发地点开始顺序使用，不得颠倒顺序或跳序使用，否则，川航有权拒绝承运。

3.1.4.3 客票上的旅客姓名应与旅客提供的身份信息相符，旅客应出示购票时使用的有效旅行证件，否则川航有权拒绝其登机。

3.1.4.4 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。

3.1.4.5 每张纸质乘机联或电子客票联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。对未定妥座位的纸质乘机联或电子客票联，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。

3.1.5 客票上承运人的名称可以使用缩语代码。

3.2 客票的有效期

3.2.1 一般规定

3.2.1.1 除客票上、本条件或者适用的运价（运价可以限定客票的有效期，此种限定将在客票上载明）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客票，自填开客票之日起计算，一年内运输有效。当一本客票中含有有效期比普通票价较短的优惠票价，如果这种优惠票价的规则未规定其有效期适用于整个航程，则这种较短的有效期限仅适用于使用该优惠票价的航段。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计算，一年内运输有效，换开后的客票第一航段未使用的，或不定期客票自客票换开之日起计算，一年内运输有效。

3.2.1.2 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（含）起至有效期满之日的二十四小时（不含）为止。

3.2.1.3 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。

3.2.1.4 多航段客票以第一段旅行开始之日起计算。

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：

3.3.1.1 川航取消旅客已定妥座位的航班；

3.3.1.2 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、目的地点或者中途分程地点；

3.3.1.3 川航未能合理地按照班期时刻进行航班飞行；

3.3.1.4 川航造成旅客已定妥座位的航班衔接错失；

3.3.1.5 川航更换了旅客的舱位等级；

3.3.1.6 川航未能提供事先已定妥的座位。

3.4 纸质客票遗失

3.4.1 一般规定

旅客遗失未使用的纸质客票、乘机联、旅费证或换取服务联或其他运输凭证，应由其本人负责；如因此影响行程，川航不承担责任。川航可根据情况，按照本节规定和票价限制条件办理。旅客无权要求川航对遗失票证必须退还票款或补开票证。

3.4.2 遗失客票的报失

3.4.2.1 旅客的纸质客票全部或部分遗失或残损，或旅客出示的客票未能包括旅客联和所有未使用的乘机联，旅客应以书面形式在客票有效期内向川航或其授权代理人申请挂失，并填写《遗失票证报失申请书》。遗失的团体客票的挂失手续必须在停止办理乘机手续前办理。包机客票不能办理遗失客票。

3.4.2.2 旅客申请客票挂失，须提供其有效身份证件，如申请挂失者不是旅客本人，需出示旅客本人和挂失人的有效身份证件，并提供原购票的日期、地点、原客票出票人联或其复印件及川航认可的足以证实该客票遗失的其它资料或证明。

3.4.2.3 旅客客票挂失申请应在该客票有效期内尽快办理。

3.4.2.4 如遗失客票被冒用或冒退，川航不承担责任。

3.4.3 客票遗失，川航原则上不予以补开新票。

3.4.4 遗失客票的退款期限。

3.4.4.1 纯川航承运客票，川航办理退款手续的期限为第一航段旅行之日起（完全未使用的客票为填开之日起）十三个月后的六十天内；涉及外航联运的客票，川航退款期限为十八个月后的六十天内。如在此期间发现客票已被冒用、冒退或冒领，则不予退款。

3.4.4.2 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。

3.5 票联的顺序和使用

3.5.1 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。旅客所支付的票价，是以川航的运价通告和客票上所列明的运输为依据的。票价是川航与旅客之间运输合同的基本内容。

3.5.2 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，否则川航不予接受承运。若运价对乘机联使用顺序有特别规定（例如要求客票必须按顺序依次使用），则必须遵守。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。除票价另有规定外，未使用的乘机联在客票开始旅行之日起（客票第一航段未使用的，从填开之日起）十三个月内，可接受退款申请。办理退票时，需根据原客票的退票规则，扣除实际旅行航段所构成的新航程的适用票价，收取相应的退票费用（含退票费和误机费），余额退还旅客。未发生航段的税费一并退还。

3.5.3 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。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。

3.5.4 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方向的变更；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。

3.5.5 定期客票只适用于客票上列明的乘机日期和航班。

3.5.6 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定座状态为OPEN。根据航线运价产品的规则，该客票的承运人、航班号、日期、定座状态中的一项或多项在购买时均可为OPEN状态，但在实际承运前必须确认方可接收运输。

3.5.7 旅客客票上的每一张乘机联应当列明舱位等级、乘机日期、航班，且在定妥座位后方可用于运输。

3.5.8 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OPEN客票的运价差额。

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。

3.5.9 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。

3.6 在客票上，川航的名称被缩写为四川航空股份有限公司代“3U”。

3.7 超售

按照国际航空运输行业通行的做法，川航可能在某些航班上进行适当的超售。在个别超售情况下可能会有个别旅客不能按原定航班成行。需要拉下旅客时，川航会寻找自愿下机者并根据优先登机规定办理。对于因航班超售未能如期成行的旅客，川航将尽力将其安排到后续最早航班上以使旅客成行，并视具体情况按照川航赔偿标准给予一定的补偿。

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。

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

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。

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。

“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。当支付的货币不是公布票价的货币时，应按川航规定的兑换率换算后支付。除川航与旅客另有协议外，票款一律现付。

5 定座

5.1 定座基本要求

5.1.1 未经川航或其授权代理人记录认可，不得认为定座已确认；定座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，并将该定座列入客票有关乘机联内交给旅客以后，才能认为座位已经定妥和有效。

5.1.2 按照川航规定，某些优惠票价可以附有限制或免除旅客更改、取消定座权利的条件。

5.1.3 川航可以在必要时暂停接受某一航班的定座。

5.1.4 旅客更改或者取消定座，应当在川航规定的时限内提出。票价附有条件的，旅客更改或者取消定座，应当符合该条件的规定。

5.1.5 旅客没有按川航的规定使用已定妥的座位，也未告知川航有关部门，川航有权取消旅客所有已定妥的座位。

5.2 特殊旅客定座

5.2.1 特殊旅客是指需要给予特别礼遇和照顾，或由于其身体和精神状况需要给予特殊照料，或在一定条件下才能运输的旅客。特殊旅客须经川航及其他有关承运人同意方可接受定座。

5.2.2 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定座服务舱位一致。

5.3 购票时限

如果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。

5.4 个人资料

5.4.1 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。

5.4.2 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，川航没有审查的义务。

5.4.3 旅客定座和购票时使用的有效身份证件须与其办理乘机手续和登机时使用的证件相同。

5.4.4 旅客如拒绝提供个人资料，川航有权不予定座。

5.5 机上座位安排

5.5.1 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。

5.5.2 飞机应急出口处的座位必须由川航指定安排。

6 购 票

6.1 一般规定

6.1.1 旅客可在川航或川航授权销售代理人的售票处以及登陆川航网站购票。也可通过川航热线进行咨询和购票：

川航网站：<http://www.sichuanair.com>

川航直销服务热线：95378、028-88888888

6.1.2 旅客购票时应填写《旅客定座单》，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，同时确保其与办理乘机登记手续时使用的证件相同，证件有效期满足有关规定，并应看清楚不同航线、舱位价格的运价通告和退改签相关规定。

6.1.3 川航有权要求旅客出示本人有效护照或其他旅行证件，但对其真实性和有效性不承担责任。

6.1.4 对于虚假购票、恶意占座的旅客，川航有权视情况限制其购票。

6.1.5 购买儿童票、婴儿票，应提供儿童、婴儿出生日期的有效证件或证明。

6.1.6 重病旅客、孕妇（怀孕 32 周至 36 周，不含 36 周）购票，应持有川航认可的县、市级（或相当于这一级）及以上医疗单位出具的医生诊断证明，经川航同意后，方可购票。在乘机时，旅客可能需要提供相应的医疗证明或诊断证明书。怀孕超过 36 周（含）的孕妇或预产期在 4 周以内，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及产后不足 7 天者，不予运输。

6.1.7 每位旅客应单独持有客票。

6.1.8 婴儿及不满 5 周岁的儿童乘机必须有年满 18 周岁具有完全民事行为能力的成人陪同。有成人陪伴儿童乘机时，应购买与其陪伴人相同服务等级舱位的机票。

6.1.9 婴儿客票必须提前申请，如未提前办理婴儿订座申请或成人出票后补定婴儿客票的，可能会因航班安全而被拒绝运输，同行旅客所持客票如要求变更或退票则按自愿变更或自愿退票办理。

6.1.10 五周岁以上十二周岁以下儿童如单独乘机，须先向川航申请办理无

成人陪伴儿童乘机手续，经川航同意后，方可购票。

6.1.11 川航或其授权销售代理人应根据旅客的要求，出售单程、联程或来回程客票。

6.1.12 如旅客购买的是代码共享航班，在定座、购票时，航空公司及其销售代理人均应告知旅客该航班的性质、市场方承运人和实际承运人。

7 乘机

7.1 一般规定

7.1.1 旅客应在川航规定的时限内到达机场，凭客票及本人有效身份证件按时办理客票查验、托运行李、领取登机牌等乘机手续。

7.1.2 如旅客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，或未做好旅行的准备，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。

7.1.3 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。

7.1.4 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。

7.1.5 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。

7.1.6 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。

7.2 旅客漏乘

7.2.1 由于旅客原因发生漏乘，按自愿退票的规定办理。

7.2.2 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。

7.3 旅客错乘

7.3.1 旅客错乘飞机，如要求在错乘的到达站终止旅行，票款不补不退。

7.3.2 由于川航原因造成旅客错乘，川航应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，票款不补不退。如旅客要求退票，按非自愿退票的规定办理。

8 行李运输

8.1 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。

8.1.1 不得作为行李运输的物品

旅客不得在行李（包括托运行李和非托运行李）中夹带下列物品，也不得随身携带进入客舱：

8.1.1.1 不符合本条件 1.1.34 定义范围内的物品。

8.1.1.2 可能危及航空器、机上人员或者财产安全的物品，比如在国际民用航空组织（ICAO）《关于危险物品航空安全运输技术细则》（ICAO-TI）和国际航空运输协会（IATA）《关于危险物品运输规则》（IATA-DGR）以及川航的《危险品运输手册》中列明的以下禁运物品（包括但不限于）：

爆炸品；气体（包括易燃气体、非易燃无毒性气体、有毒气体）；易燃液体；易燃固体、易于自燃的物质、遇水释放易燃气体的物质；氧化剂和有机过氧化物；毒性物质和传染性物质；放射性物质；腐蚀性物质；杂项危险品。

8.1.1.3 任何始发地国家、目的地国家、经停地国家或飞越国家的适用法律、条例或命令禁止运输的物品。

8.1.1.4 枪支及其主要零部件，符合本条件 8.1.3.2 规定的除外

含军用、民用、公务用枪、国家禁止的其他枪支：如手枪、步枪、冲锋枪、机枪、防暴枪、气枪、麻醉注射枪、样品枪、道具枪、钢珠枪、催泪枪、电击枪，及上述物品的仿制品等。

8.1.1.5 弹药（符合本条件 8.1.3.2 规定的除外）、军械、警械及其主要零部件（警棍、军用或警用匕首、刺刀等）；国家禁止的械具（电击器、防卫器等），上述物品的仿制品。

8.1.1.6 国家管制刀具（匕首、三棱刀、机械加工用的三棱刮刀、带有自锁装置的刀具和形似匕首但长度超过匕首的单刃刀、双刃刀以及其它类似的单刃、双刃、三棱尖刀等），及其他属于国家规定的管制器具，如弩。

8.1.1.7 其他物品:

1、由于物品的危险性、不安全性，或由于其重量、体积、包装、形状或者性质不适宜运输的物品，及规定的其他禁运物品；

2、传染病病原体；

3、火种（包括各类点火装置），如打火机、火柴、点烟器、镁棒（打火石）；

4、额定能量超过 160Wh 或生产厂家召回的有安全缺陷的或标识不清、无明确生产厂家厂商或无法确认额定能量/锂金属含量的充电宝、锂电池（电动轮椅使用的锂电池的运输标准按照川航相关规定办理）；

5、酒精体积百分含量大于 70%的酒精饮料；

6、活体动物（8.6 规定的小动物、服务犬除外）；

7、医用小型气态氧气瓶（或空气瓶）及液氧装置，包括已使用的空氧气瓶；

8、易碎、易损、易腐物品及带有明显异味的鲜活物品（如海鲜、榴莲等）；

9、强磁化物、有强烈刺激性气味或者容易引起旅客恐慌情绪的物品以及不能判明性质可能具有危险性的物品。

8.1.2 不得作为托运行李的物品

8.1.2.1 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 8.7.4:

1、易碎或易损坏物品；

2、易腐物品；

3、现金、流通票证、有价证券、汇票；

4、珠宝；

5、贵重金属及其制品、金银制品；

6、古玩字画、绝版视频、绝版印刷品或手稿；

7、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；

8、样品等贵重物品；

9、外交信袋；

10、重要文件和资料；

11、旅行证件、医疗证明、X光片；

12、需要专人照管的物品以及个人需定时服用的处方药。

8.1.2.2 锂电池、锂电池移动电源（如充电宝）不得作为托运行李或夹入行李内托运。

8.1.3 限制运输的物品

下列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。

8.1.3.1 精密仪器、电器等类物品，应作为货物托运，如按托运行李运输，必须有妥善包装，并且此类物品的重量不得计算在免费行李额内。

8.1.3.2 体育运动用器械，包括体育运动用枪支和弹药可凭出入境或所经过国家/地区的批准证明作为托运行李运输，但不得作为非托运行李带入客舱。枪支必须卸下子弹和扣上保险并妥善包装。弹药的运输应按危险物品运输的有关规定办理。

8.1.3.3 管制刀具以外的利器、钝器，例如菜刀、餐刀、水果刀、工艺品刀、手术刀、剪刀等；用作武术文艺表演的刀、矛、剑、戟、棍棒（含伸缩棍、双节棍）、球棒、桌球杆、板球球拍、曲棍球杆、高尔夫球杆、登山杖、滑雪杖、指节铜套（手钉）以及钢锉、铁锥、斧子、短棍、锤子等，应放入托运行李内运输。

8.1.3.4 干冰、液态物品、酒类及含有酒精的饮料等。

8.1.3.5 外交信袋、机要文件。

8.1.3.6 本条件 8.6 规定的小动物、服务犬。

8.1.3.7 因残疾、健康、年龄等原因，行动受限旅客旅行中使用的电动轮椅。

8.1.3.8 锂电池、锂电池移动电源（如充电宝）不得作为托运行李运输，且随身携带的锂电池、锂电池移动电源（如充电宝）需满足额定能量或锂含量限制、数量限制、相关批准规定且仅限个人自用携带，具体详见四川航空官网。

8.1.3.9 不适宜在航空器货舱内运输，如精致的乐器，并且不符合 8.3 规定（重量、体积限制）的物品，应作为占座行李带入客舱并单独付费，由旅客自行保管。

8.1.4 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:

8.1.4.1 旅客的行李,如属于或夹带有 8.1.1 所列物品,或者托运行李内夹带 8.1.2 所列的物品,川航有权拒绝接受或中止该行李的运输。

8.1.4.2 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。

8.1.4.3 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。

8.1.4.4 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。

8.1.4.5 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。

8.1.5 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。

8.2 行李托运

8.2.1 旅客托运行李必须符合下列要求:

8.2.1.1 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。

8.2.1.2 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。

8.2.1.3 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。

8.2.1.4 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。

8.2.1.5 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。

8.2.1.6 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,并应符合下列条件:

- 1、旅行箱、旅行袋和手提包等必须加锁；
- 2、两件（含）以上的包件，不能捆为了一件；
- 3、行李上不能附插其它物品；
- 4、竹篮、网兜、草绳、草袋等不能作为行李的外包装物；
- 5、行李上应写明旅客的姓名、详细地址、电话号码。

8.2.1.7 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，川航应当向旅客说明情况，在确保安全的情况下，可将托运行李改由后续航班运输，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。

8.3 免费行李额

8.3.1 免费行李额

8.3.1.1 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；

1、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），并可免费托运 1 辆全折叠的轻便婴儿车或婴儿手推车。

2、团队旅客免费行李额与散客的标准一致。

3、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。

4、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。

5、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。

6、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。

7、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。

8、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。

8.3.1.2 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。

8.3.1.3 托运行李的体积限制

1、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）。

2、超过上述体积限制的行李，应作为货物运输。

3、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。

8.3.1.4 托运行李的重量限制

1、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）。

2、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）。

3、超过上述重量限制的行李，应作为货物运输。

8.3.2 非托运行李的限制

8.3.2.1 重量和体积

每位公务舱和经济舱旅客可随身携带一件行李，重量不得超过 5 公斤。上述每件行李三边之和不得超过 115 厘米（20×40×55），并可置于客舱行李箱内或座椅下并可置于客舱行李箱内或座椅下。如不能以上述方式放置，或由于超重超大的原因，或出于安全方面的考虑，则应当作为托运行李运输。

8.3.2.2 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 8.3.2.1 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。

8.3.3 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。

8.4 逾重（超限）行李

8.4.1 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。

8.4.2 收取逾重（超限）行李费，应填开逾重（超限）行李票。

8.4.3 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。

8.4.4 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。

8.4.5 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。

8.5 行李声明价值

8.5.1 一般规定

8.5.1.1 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。

8.5.1.2 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。

8.5.1.3 旅客托运的小动物不办理声明价值。

8.5.1.4 川航按照旅客声明的价值中超过 8.5.1.1 规定限额部分的价值的 5‰收取声明价值附加费。

8.5.2 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。

8.6 小动物、服务犬

8.6.1 小动物是指家庭饲养的狗、猫、鸟或其他玩赏宠物。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（包括短鼻犬、短鼻猫类动物；斗犬；对高温高空环境不适的犬种如萨摩耶犬等）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。

8.6.2 旅客携带小动物，应符合下列规定：

8.6.2.1 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。

8.6.2.2 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；

8.6.2.3 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。

8.6.3 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。

8.6.4 服务犬运输

8.6.4.1 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。

8.6.4.2 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。

8.6.4.3 旅客携带服务犬乘机，必须在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。

8.6.4.4 服务犬的运输限制及标准，具体详见四川航空官网。

8.6.5 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。

8.6.6 运输责任

8.6.6.1 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。

8.6.6.2 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。

8.6.6.3 在中途不降停的长距离飞行航班上或者在某种型号的飞机上，不适宜运输小动物，川航可以不接受运输。

8.7 行李交付

8.7.1 行李交付

8.7.1.1 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”。

8.7.1.2 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。

8.7.1.3 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。

8.7.1.4 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。

8.7.1.5 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。

8.7.1.6 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。

8.7.2 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。

8.7.3 行李不正常运输的处理

8.7.3.1 行李运输发生延误、丢失或损坏，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。

8.7.3.2 因川航原因使旅客的托运行李未能与旅客同机到达，造成旅客旅途生活的不便，应给予旅客适当的临时生活用品补偿费。

8.7.4 行李赔偿

8.7.4.1 赔偿限额

1、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。

2、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。

3、适用于《蒙特利尔公约》的航线

(1) 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。

(2) 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 1131 特

别提款权。

4、适用于《华沙公约》的航线

(1) 赔偿限额为：每公斤 17 特别提款权。

(2) 非托运行李的赔偿限额为 332 特别提款权。

5、特别提款权是指由国际货币基金组织规定的特别提款权，1 个特别提款权价值约等于 1.37 美元，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。

8.7.4.2 索赔和诉讼的时限

1、提出异议时限

(1) 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。

(2) 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。

2、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。

9 班期时刻、航班取消及变更

9.1 班期时刻

9.1.1 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。

9.1.2 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。

9.1.3 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。

9.1.4 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，川航应通知旅客航班时刻的变更。在旅客购票之后，如果川航对航班时刻做出重大变更而旅客不能接受，并且川航无法为旅客安排其可以接受的替代航班，可按照非自愿退票的规定办理退票。

9.2 航班取消及变更

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：

9.2.1 为了遵守国家的法律、政府规章和命令；

9.2.2 为了保证飞行安全；

9.2.3 其他无法控制或不能预见的原因。

9.3 由于 9.2 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采取以下措施之一：

9.3.1 为旅客安排有可利用座位的川航航班；

9.3.2 征得旅客及有关承运人的同意后，办理签转手续；

9.3.3 按非自愿退票的规定办理。

9.4 本条件 9.3 条所列的补救措施是旅客可选择的全部补救措施。除公约另有规定外，川航不再承担其他责任。

9.5 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。

10 客票变更

10.1 非自愿变更

乘坐川航航班的旅客，由于天气、空中交通管制、机务维护、航班调配等原因以致航班取消、提前、延误、航班改变、衔接错失或不能提供旅客原已证实的座位，川航应当考虑旅客的合理需要并采取以下措施之一：

10.1.1 为旅客优先安排有可利用座位的川航后续直达航班；

10.1.2 变更原客票列明的航程，安排川航航班将旅客运达目的地点或中途分程地点；

10.1.3 征得旅客及有关承运人的同意后，办理签转手续。

10.2 自愿变更舱位等级、航班、日期

旅客购票后要求变更舱位等级、航班和日期，川航及川航授权代理人可根据其所持客票的适用条件包括票价规定，在航班有可利用座位和时间允许的条件下给予办理。如变更引起票价变动：票价提高的，须向旅客补收票款差额，并收取变更费和误机费；票价降低的，按自愿退票重出处理，也可由旅客选择维持原票价继续旅行。

10.3 如无特别说明，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。

10.4 签转

10.4.1 旅客非自愿改变承运人，应征得旅客及有关承运人的同意后，办理签转手续。

10.4.2 旅客自愿要求改变承运人，在符合下列全部条件下，川航可予以签转：

10.4.2.1 旅客使用的票价无签转限制；

10.4.2.2 旅客要求变更的承运人与川航签有联运协议，可以相互填开或接收票证。

10.4.3 凡不符合 10.4.2 的旅客要求改变承运人，一律按自愿退票的规定办理。

10.4.4 川航销售代理人未经川航特别授权不得为旅客办理签转。

11 退票

11.1 一般规定

11.1.1 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。

11.1.2 旅客要求退票，除遗失客票的情况外，必须凭纸质客票未使用的全部乘机联和旅客联、付款凭据，如客票为连续客票的应提供完整的连续客票，方可办理退票。对于电子客票，最迟应在开始旅行之日起（客票第一航段未使用的，从填开之日起）十三个月内办理且票联状态必须为 OPEN FOR USE，旅客提供付款凭据的情况下，才予以办理退票。

11.1.3 电子客票退票时必须提供已打印的行程单。

11.2 退票受款人

11.2.1 川航有权向客票上列明姓名的旅客本人办理退票。

11.2.2 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。

11.2.3 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。

11.2.4 川航按 11.1 规定将票款退给符合 11.2.1、11.2.2、11.2.3 规定的人，视为正当退票；川航也随即解除责任。

11.3 退票期限

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，逾期不予办理。

11.4 退票地点

11.4.1 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引起非自愿退票事件发生地的川航授权销售代理人处办理。

11.4.2 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。

11.5 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。

11.6 非自愿退票

11.6.1 乘坐川航航班的旅客，由于天气、空中交通管制等无法控制或不能预见的原因以及机务维护、航班调配等原因造成未按运输合同完成运输而使旅客申请退票，称为非自愿退票。

11.6.2 非自愿退票，按下列规定办理：

11.6.2.1 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。

11.6.2.2 如客票已部分使用，应从原付票款中扣除已使用航段上相应的散客或团体优惠或公布运价的金额及已使用的税款，但所退金额不得超过原付票款金额，余额退还旅客，不收取退票手续费。

11.6.2.3 旅客自愿变更航班并支付变更费用后，其所变更的航班发生不正常时，旅客要求退票，不收退票费，但已付变更费用不退。

11.7 自愿退票

11.7.1 凡不属于第 11.6 规定范围的退票，称为自愿退票。

11.7.2 自愿退票，按下列规定办理：

11.7.2.1 客票全部未使用，应从已付票款中扣除退票手续费，退还余额；

11.7.2.2 客票已部分使用，从已付票款中扣除已使用航段的适用票价、相应税费，以及退票手续费和误机费（如有），如有余额，退还旅客。

11.7.2.3 持优惠票价客票的旅客要求退票，如该优惠票价对退款有特殊规定，退票应按该规定办理。

11.8 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。

11.9 拒绝退票：

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：

11.9.1 逾期未提出退票申请；

11.9.2 申请时未能出示有效证件或票证；

11.9.3 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。

11.9.4 客票上注明不得退票。

11.10 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。

11.11 因病或身故退票

11.11.1 旅客因病退票，在航班规定起飞时间前提出并取消座位，并提供

川航规定的证明材料，可按自愿退票规定办理，免收退票费。同行人员因病退票，必须与患病旅客同时提出办理并取消座位，并按要求提供相应证明材料，同行人数不超过两名。

11.11.2 如旅客及其近亲属在旅行开始之前或旅途中死亡，在提供航空公司要求的死亡证明及近亲属证明后，该旅客的客票可予以更改（免收变更费用）或按照非自愿退票的规定办理退款。

11.12 如无特别说明，使用儿童运价的儿童和占座婴儿按成人标准扣除退票手续费，使用婴儿运价的不占座婴儿不收取退票手续费。

11.13 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。

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 始发地、经停地、目的地或者飞越国家的有关法律、政策规定和命令禁止运输的。

13.1.2 旅客的行为、年龄、精神或健康状况不适合航空旅行，或对其他旅客可能造成不适或引起反感；或对其自身或其他人员或财产可能造成任何危害或危险。

13.1.2.1 怀孕超过 36 周及以上的孕妇及产后不足 7 天者。

13.1.2.2 未满 14 天的初生儿。

13.1.2.3 已知患严重的传染性疾病，且无法出具其已采取必要的预防措施防止传染他人的医疗证明。

13.1.2.4 川航认为，该旅客的身体或精神条件有可能使其在没有乘务员的帮助下，无法理解或执行安全指示。

13.1.2.5 心智不健全者，其行为可能对自身、机组成员或其他旅客造成危险。

13.1.2.6 有醉酒或吸毒迹象者。

13.1.2.7 中毒或疑似中毒者。

13.1.2.8 要求静脉注射者。

13.1.2.9 不符合旅客运输安全规定的担架旅客。

13.1.2.10 不管是否有意，做出可能危及飞机或机上乘客安全的任何行为。

13.1.2.11 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。

13.1.3 旅客未按规定支付适用的票价、费用及税款。

13.1.4 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。

13.1.5 旅客拒绝接受政府、机场和公司的安全检查。

13.1.6 旅客不遵守有关安全或安保方面的指令、扰乱客舱秩序。

13.1.7 被限制乘坐民用航空器的特定严重失信人及被执行人；

13.1.8 旅客不遵守机上禁烟或使用电子设备的规定。

13.1.8 旅客拒绝遵守机组人员的指示。

13.1.9 旅客为陌生人携带任何行李或物品。

13.1.10 旅客未能出示国家的法律、政策规定、命令、要求或旅行条件所要求的有效证件。

13.1.11 旅客未能出示有效的旅行证件；或者出示的有效旅行证件与购买电子客票时使用的不是同一证件；或旅客无有效的旅行证件在过境国或地区寻求入境，或旅客在飞行中销毁旅行证件，或旅客拒绝按照机组的要求将旅行证件交由机组签收保管；

13.1.12 旅客出示的客票不是合法获得的，或不是从我们或我们的授权代理人购买的，或属已挂失或被盗的、或是伪造的，或旅客不能证明自己就是客票上载明姓名的人；

13.1.13 旅客未能遵守本条件关于票联接顺序使用的规定，或者出示的客票不是由川航或川航的授权销售服务代理人填开或更改的，或者客票已被损毁；

13.2 对被拒绝运输旅客的安排

13.2.1 旅客由于 13.1.1、13.1.2 原因被拒绝运输而要求退票，川航按本条件 11.6 规定办理。

13.2.2 旅客由于 13.1.3 原因被拒绝运输的旅客，应补付不足的票款、费用和税款后，由川航安排运输；如旅客要求退票，则按本条件 11.6 规定，在原出票地点办理退款。

13.2.3 旅客由于 13.1.4、13.1.5、13.1.6、13.1.7、13.1.8、13.1.10、13.1.11、13.1.12 被拒绝运输而要求退票，川航按本条件 11.7 的规定办理，并扣除所提供服务的费用。

13.2.4 对由于 13.1.13、13.1.14 被拒绝运输的旅客，川航保留扣留其客票的权利。

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、患病旅客或押解接受司法和行政强制措施的人员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。

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 旅客必须遵守出发地国家、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。对于任何川航的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。对于为遵守国家法律、规定、命令、要求或条件;或旅客证件不符合要求的;或不允许川航持有和保留其证件副本的旅客,川航保留拒绝载运的权利。

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,川航将不办理退款。

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 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。对旅客未能遵守此要求而遭受的任何损失,川航不承担责任。

15.6 旅客应接受政府或机场官员或川航的任何安全检查。

16 旅客服务

16.1 除另有规定外,机上供应的餐食由川航免费提供。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。

16.5 不正常航班的服务和延误补偿条件及标准

16.5.1 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。

16.5.2 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。

16.5.3 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。

16.5.4 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。

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：

16.5.5.1 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。

16.5.5.2 儿童客票的经济补偿按照成人补偿金的50%计算；婴儿客票的经济补偿按照成人补偿金的10%计算。

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 在运输过程中，川航仅对发生在川航承运的航班上的损失承担责任。如果川航为其它承运人的航班（含非川航实际承运的代码共享航班）填开客票

或者办理托运行李,仅作为该承运人的代理人,并履行告知乘客实际承运人的义务,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。对于非川航实际承运的航班(含代码共享航班),如发生航班变更、延误、取消、超售、行李破损或丢失、人身损害等情况,由实际承运人承担相应的赔偿责任,川航可协助旅客联系实际承运人。

17.3 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 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经证实的损失和费用。

17.5 如果损害是由于旅客的过失造成或者促成的,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责任。

17.6 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。

17.7 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。

17.8 川航对因旅客的身体状况引起或者加重的任何疾病、受伤或致残,包括死亡,不承担责任。

17.9 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 and 川航的财产造成损害的,旅客应当承担责任。

17.10 川航对于根据本条件第 8.1.2 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。

17.11 关于赔偿责任限额的适用

属于公约界定的国际运输,应当适用公约的责任规则。不属于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,我们按照《蒙特利尔公约》的相关规定承担赔偿责任。

17.12 公约关于赔偿责任限额的规定

17.12.1 《华沙公约》及《海牙议定书》

对旅客伤亡的赔偿责任限额不超过二十五万法国金法郎或等值货币。

17.12.2 1999年《蒙特利尔公约》

17.12.2.1 对每名旅客不超过11.31万特别提款权的旅客伤亡赔偿责任，适用公约第二十条和第二十一条第一款的规定。

17.12.2.2 对于产生的损害赔偿每名旅客超过11.31万特别提款权的部分，承运人证明有下列情形的，不应当承担责任：

- 1、损失不是由于承运人或者其受雇人、代理人的过失或者其他不当行为、不作为造成的；或者
- 2、损失完全是由第三人的过失或者其他不当行为、不作为造成的。

18 生效与修改

18.1 本条件自发布之日起生效并实施。

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。

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*, *Civil Aviation Regulations on International Carriage for Passengers and Baggage*, *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: _____



01/06/2019

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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 company which issues air tickets, carries or undertakes to carry the passengers and baggage listed in air tickets.

Ticketing Carrier refers to the carrier whose numeric code is indicated in flight coupon or valuable coupon of electronic ticket sales. Ticketing carrier shall be the controller and authorizer of electronic ticket sales.

Marketing Carrier refers to the carrier whose two-letter English code is recorded in flight coupon or valuable coupon of electronic ticket as the carrier that operates.

Operating Carrier refers to the carrier that performs the actual air carriage and

additional services. When there are certain bilateral agreements, such as code sharing agreement, operating carrier and marketing carrier may not be the same.

1.1.6 **Authorized Sales Service Agent** refers to a passenger transport sales agent enterprise, which has been authorized by SCAL to represent SCAL in the sales of SCAL air transport service (products) within the authorized limits.

Authorized Ground Service Agent refers to an enterprise, which has been authorized by SCAL to provide ground service agent business for the passengers and baggage of the flight that SCAL actually operates within the authorized limits.

1.1.7 **Passenger** refers to any person, except for the crewmembers, carried or to be carried in a civil aviation aircraft with the consent of SCAL.

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 **Reservation** refers to the reservation of seat and service class, or the weight and size of baggage appointed by passenger.

1.1.13 **Ticket** refers to entitled document issued or accepted by the carrier or its authorized agent, including paper ticket and electronic ticket. 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 is the electronic substitution of paper ticket.

1.1.14 **Conjunction Ticket** refers to a ticket issued by one carrier in conjunction with another ticket which together constitutes a single contract of carriage.

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

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

1.1.17 **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.

1.1.18 **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 passenger .

1.1.19 **Itinerary of E-ticket for Air Transport (hereinafter referred to as Itinerary)** refers to a document the carrier issues as a Ticket to passengers traveling on electronic tickets that contains the passenger's name, flight information etc., and will not be used as document for airport security check and boarding. Each electronic ticket has one itinerary, which should be printed within one month after the departure of the flight. The passengers should properly keep the ticket for the case of refund.

1.1.20 **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.

1.1.21 **Tariffs** mean the fares, charges and relevant carriage rules published by carriers. When necessary, tariffs must be approved by relevant departments.

1.1.22 **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.

1.1.23 **Special Fare** refers to any fare other than a normal fare.

1.1.24 **Agreed Transit Place** refers to the place, other than origin and destination, listed in the ticket or the flight schedule of the carrier as the place intended to stay along the travel route of passengers.

1.1.25 **Stopover** refers to the break at a certain place which is intentionally arranged by passengers during the travel between the origin and destination with the advanced approval of the carrier.

1.1.26 **Overbooking** refers to that the seats have been sold exceed the available seats of the flight before check in.

1.1.27 **Spillage** refers to the spillage of passengers on a flight because of the aircraft type change or flight mergence caused by machinery or aircraft readjustment and etc.

1.1.28 **Code-Sharing Flight** refers to the case that one or more airlines use their respective codes on the flights conducted by another airlines through their contracts.

1.1.29 **Deadline time for check-in** refers to the latest time stipulated for passenger by operating carrier to finish the check-in formalities.

1.1.30 **Actual departure time** refers to the time of the clearance that the flight crew receives from the ATC to remove the last block of the aircraft.

The scheduled departure time refers to the time authorized by the flight schedule management unit, which is published in the flight schedule sheet and listed on the ticket by the airlines.

1.1.31 **No-show** refers to passenger's failure to board the aircraft because they fail to finish check-in formalities before stipulated check-in deadline or because their travel documents don't meet the requirements.

1.1.32 **Mis-catch** refers to passenger's failure to board the aircraft after finishing check-in formalities at the origin airport or transit airport.

1.1.33 **Wrong Boarding** refers to passenger's boarding a flight different from the

one listed in the ticket.

1.1.34 **Baggage** refers to such articles, effects and other personal property of the passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with the trip, and includes both checked and unchecked baggage of the passenger.

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

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

1.1.37 **Unchecked Baggage** refers to any baggage of the passenger other than checked baggage and under custody of the passenger, including carry-on baggage and seat-taking baggage.

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

1.1.39 **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.

1.1.40 **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.

1.1.41 **Endorsement** refers to the change of marketing carrier.

1.1.42 **Change Fee** refers to the fees charged due to the carrier's change of original flight caused by passengers' voluntary request, including changes on flights, date, cabin class and validity, etc.

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 and the code sharing flight or flight leg that SCAL acts as the actual carrier.

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

These conditions apply to the international and regional air transport provided by SCAL, If these conditions contradict to SCAL tariff rules or applicable laws, the tariff rules or laws shall prevail, To the extent that any provision contained or referred to herein is contrary to anything contained in the Convention, where applicable and any applicable laws, government regulations, orders or requirements, such provision shall not apply. The invalidity of any such provision shall not affect the validity of any other provision contained or referred to herein.

3 Tickets

3.1 General Rules

3.1.1 The ticket constitutes prima facie evidence of the contract of carriage 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 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.

3.1.3 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.

3.1.4 Requirements for Ticket Using

3.1.4.1 In the event of using a paper ticket, a person shall not be entitled to be carried on a flight unless that person presents a ticket valid and duly issued in accordance with SCAL's Regulations and containing the flight coupon for the flight and all other unused flight coupons and the passenger coupon. A passenger shall furthermore not be entitled to be carried if the ticket presented is mutilated or if it has been altered otherwise than by SCAL or its authorized agents.

3.1.4.2 SCAL will honor flight coupons only in sequence from the place of commencement of travel as shown on the ticket, and the sequence cannot be reversed or transposed, or else SCAL has the right to refusing the carriage.

3.1.4.3 Passenger's name on the ticket must be the same with the identity information provided by the passenger; passengers shall present the effective travel certificate used for purchasing the ticket, otherwise SCAL has the right to refuse carrying the passenger.

3.1.4.4 For electronic tickets, if the coupon of the sector which passenger requests to check in is not unused and valid, SCAL has the right to refuse carrying the passenger.

3.1.4.5 Each flight coupon or electronic coupon will be accepted for carriage in the class of service specified therein on the date and flight for which accommodation has been reserved. When flight coupons or electronic coupons are issued without a reservation being specified thereon, SCAL or its authorized agents will reserve the space on application subject to the conditions of the relevant fare and the availability of space on the flight applied for.

3.1.5 The name of carrier on the ticket may use abbreviation code.

3.2 Period of Validity

3.2.1 General Rules

3.2.1.1 Unless otherwise specified in tickets, these conditions or applicable tariffs (ticket validity can be set by tariffs, which shall be specified on the ticket), 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. When there is a special fare ticket of which the validity is shorter than that of a normal fare ticket in a series of tickets, if the rule of this special fare ticket does not specify that its validity is applicable to the whole flight, the shorter validity only applies to the flight segment which applies to this special fare. 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.

3.2.1.2 The validity of a ticket is counted from the midnight (included) on the date of commencement, or from the midnight (included) on the date of issuance, till the 24 hours (not included) on the date of expiration.

3.2.1.3 Passenger must finish all the sectors listed in the ticket within the period of validity. If the special fare ticket has special stipulation on travel dates, passenger must finish all the sectors listed within the period of validity stipulated.

3.2.1.4 Period of validity of tickets with more than one sector shall be calculated from the date of commencement of the first travel under the ticket.

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 passenger' 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.

3.3.1.1 SCAL cancels the flight on which the passenger holds a reservation;

3.3.1.2 SCAL omits a scheduled stop, being the passenger's place of departure,

place of destination or a stopover;

3.3.1.3 SCAL fails to operate a flight reasonably according to schedule;

3.3.1.4 SCAL causes the passenger to miss a connection of reserved flight;

3.3.1.5 SCAL changes the class of service;

3.3.1.6 SCAL is unable to provide previous reserved seat.

3.4 Loss of Paper Ticket

3.4.1 General Rules

Passenger shall be liable for the loss of unused tickets, flight coupons, miscellaneous charges orders or exchange coupons of MCO, or any other documents for transportation. SCAL will not be responsible for any effect on such passenger's itinerary. SCAL will decide whether or not to refund, replace such documents in accordance with its concerned regulations and certain condition. Passenger has no right to claim that SCAL must refund or replace such tickets or documents.

3.4.2 Report of Loss of Ticket

3.4.2.1 In case of loss or mutilation of a ticket, or part thereof, or non-presentation of a ticket containing the passenger coupon and all unused flight coupons, the passenger must report in writing to SCAL or its authorized agents. Such passenger shall complete the form of "Application of Lost Ticket". Formalities of reporting the loss of group tickets must be done before the deadline time of check-in. Report of loss cannot be done on tickets of charter flights.

3.4.2.2 When reporting for loss of a ticket, the passenger must present his/her valid identity document, advise the date and place of issuance and the agent coupon or its copy of the original ticket, and other data or proof fully certifying that the ticket is lost, which is satisfactory to SCAL.

3.4.2.3 The application for report of loss of a ticket shall be handled as soon as possible within the period of validity of the ticket.

3.4.2.4 If someone other than the person entitled to be carried or to be refunded has traveled with or refunded the ticket, SCAL shall not be liable to the person so entitled.

3.4.3 In the case of ticket loss, in principle, SCAL does not issue a new ticket for supplement.

3.4.4 Deadline for Lost Ticket Refunding

3.4.4.1 The deadline for refunding tickets purely operated by SCAL is 60 days after 13 months from the date of commencement of travel, or the date of issuance if no portion has been used; if any sector is operated by another carrier than SCAL, the deadline for refunding is 60 days after 18 months from the date of commencement of travel; Within this period, if someone other than the person entitled to be carried or to be refunded has traveled with or refunded the ticket, SCAL shall not be liable to refund to the person so entitled.

3.4.4.2 If printed itinerary of e-ticket is lost because of reasons of passengers, according to Temporary Regulations on Itineraries of E-tickets of Air Carriage, it cannot be re-printed.

3.5 Sequence and Usage of Coupons

3.5.1 Ticket purchased by passenger is only applicable for the transportation from the origin to destination via the any agreed transition point as listed on the ticket. The fare paid by passenger is based on SCAL's tariff rules and the transportation listed on the ticket. Fare is the basic content of the transportation contract between SCAL and passenger.

(2) Coupons of ticket must be used in the sequence listed on the ticket and cannot be reversed or transposed. The first flight segment must be used first, otherwise SCAL shall refuse carriage. If tariffs set special regulations on the using sequence of flight coupon (eg. requirements on tickets that they shall be used in the sequence), these regulations shall be obeyed. The first segment of flight refers to the first segment in the same transport contract of one ticket or multiple consecutive tickets. Except otherwise specified by tariff, for 13 months from the date of commencement of travel (for the ticket of which the first segment has not been used, from the date of issuance), the flight coupon which has not been used can be refunded. For refunding formalities, according to the refunding rules of the original ticket, the

applicable fare of the new flight composed of actual travel segments shall be subtracted, and corresponding refunding fares (including refunding fees and mis-catch fees) shall be claimed. The remaining amount shall be returned back to passengers. The taxes of the segments which are not used shall be returned back together,

3.5.3 If passenger wishes to change any aspect of transportation, he/she must contact SCAL in advance. The fare for passenger's new transportation will be re-calculated and passenger will be given the option of accepting the new price or maintaining his original transportation as ticketed. If passenger is required to change any aspect of transportation due to Force Majeure, passenger must contact SCAL as soon as practicable and SCAL will use reasonable efforts to transport passenger to the next stopover or final destination.

3.5.4 Some changes on the content of transportation such as the changes of origins or travel directions; 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.

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

3.5.6 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.

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

3.5.8 When a ticket is originally issued without a reservation being specified,

space may be later reserved subject to SCAL's tariff rules and the availability of space on the flight requested. 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.

3.5.9 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.

3.6 On tickets, the name of Sichuan Airlines shall be shortened as "3U".

3.7 Over-booking

According to the common practice of international civil aviation industry, SCAL may make suitable over-booking on some flights. Under particular circumstances, it may result in some passengers' failure to travel on flights as arranged. When there is not enough space, SCAL will seek for passengers voluntary to disembark and will help them check in on priority. For passengers who cannot travel due to over-booking, SCAL will do its best to arrange them on the soonest available flight, and will give a certain amount of compensation.

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 The applicable fares refer to the applicable and effective transport price when passengers buy the tickets. It is applied to the transport content including the specific date and air-range specified on the ticket.

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

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.

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.

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 Reservations

5.1 Reservation Requirements

5.1.1 Reservations are not confirmed until recorded as accepted by SCAL or its authorized agents. Reservations shall be tentative unless and until the passenger makes payment by the time fixed by SCAL according to the formalities specified by SCAL, and SCAL or its authorized agents have issued a validated ticket for the carriage for such space is reserved and issued the related flight coupon to the passenger.

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

5.1.3 SCAL keeps the right to suspend reservations for a certain flight when it is necessary.

5.1.4 Passengers shall raise the requirements of change or cancellation of seat reservation within the time limits specified by SCAL. For the fare with additional conditions, the change or cancellation of seat reservation raised by passengers shall meet with the regulations of these conditions.

5.1.5 For the seat that is booked not complying with SCAL regulations or not notifying SCAL relevant departments, SCAL has the right to cancel all the seats already booked by passengers.

5.2 Special Passengers Reservation

5.2.1 A special passenger is someone to be accorded courteous reception; or needing special care on account of his or her physical or mental conditions; or acceptable for carriage in certain conditions. The reservation may be accepted after SCAL and other carriers concerned consent to the carriage of such special passengers.

5.2.2 Passengers who need accompanying due to operation, safety and security reason (e.g., infants, children, the old, invalid, and person under escort etc.) must be booked in the same compartment as that of the accompanying person.

5.3 Ticketing Time Limits

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

5.4 Personal Data

5.4.1 The personal data provided by passenger to SCAL is intended for reservation and arrangement of related carriage service. Therefore, passenger authorizes SCAL to retain his/her personal data and transmit the data to related SCAL departments, other carriers concerned, or service provider concerned, or organizations authorized by laws and regulations.

5.4.2 Passenger shall be liable for the authenticity and effectiveness of such data, and shall bear all the consequences due to inauthenticity or failure to satisfy period of validity of the data provided. SCAL will not be responsible for verification.

5.4.3 The effective ID certificate the passenger used for seat reservation and ticket purchase must be the same one for check-in and boarding.

5.4.4 If passenger refuses to provide such data, SCAL may refuse for carriage.

5.5 Onboard Seat Arrangement

5.5.1 SCAL will endeavor to honor advance seating requests. However, SCAL cannot guarantee any particular seat, and only is responsible to provide passenger seat according to his/her reserved class. For operational, safety or security reasons, SCAL reserves the right to assign or reassign seats at any time, even after boarding of the aircraft.

5.5.2 Seats near the aircraft's emergency exits shall be specifically arranged by SCAL.

6 Ticketing

6.1 General Rules

6.1.1 Passenger can purchase tickets at the sales office of SCAL or SCAL's authorized agencies, or at SCAL's websites. Passenger can inquire or purchase ticket at SCAL's hotlines:

SCAL's websites: <http://www.sichuanair.com>

SCAL's hotlines for direct sales: 95378、028-88888888

6.1.2 Passenger shall fill up the Reservation Form for Passengers, providing valid identity document information of his/her own or other valid identity documents produced by public security departments; meanwhile passenger must ensure such information is the consistent with that of the documents during check-in, ensure the validity period of his/her certificate satisfies the relevant provisions, and clearly notice the different route and class tariff, endorsement, and refund regulations.

6.1.3 SCAL has the right to request passenger produce his or her valid passport or other traveling documents, but will not bear responsibility for the authenticity and the validity of such documents.

6.1.4 For fake booking and malignity seat occupation by passengers, SCAL reserves the right to set limits on their ticket booking as appropriate.

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

6.1.6 When purchasing a ticket for a passenger seriously sick or the pregnant (pregnancy between 32 weeks and 36 weeks, and 36 weeks not included), passenger shall provide a valid medical certificate issued by a county or city level medical department or equivalent medical department level recognized by SCAL. After SCAL approval, the passenger can buy the ticket. When taking the flight, the passenger may

need to provide relevant medical certificate or certificate of diagnosis. SCAL will not accept the pregnant for transportation in the following circumstances: the pregnancy is over 36 weeks (36 weeks included) or the expected date of confinement is within 4 weeks, or the expected date of confinement is uncertain but multiple birth is known or obstetric labor complication is supposed to exist, or the delivery has happened for less than 7 days.

6.1.7 Each passenger shall respectively hold his/her own ticket.

6.1.8 Infants and passengers less than 5 years old must be accompanied by a passenger over 18 years old and with full capacity for civil conduct. Children accompanied by an adult should buy the ticket of the class service level same as his/her company.

6.1.9 Infant passenger tickets must be applied in advance. If seat reservation for infant has not been applied in advance, or infant ticket is applied after the issuance of audit ticket, the infant may be refused to be transported due to flight safety. If the fellow passenger requires ticket change or refund, then it shall be handled as per voluntary change or voluntary refund.

6.1.10 If a child above 5 years old and below 12 years old is going to take flight alone, application for child taking flight without adult company must be submitted to SCAL in advance. Buy the ticket after SCAL approval.

6.1.11 SCAL or SCAL's authorized agencies shall sell one-way, consecutive, or round-trip tickets according to the request of passengers.

6.1.12 If the ticket the passenger booked is a code-sharing flight, airlines and its sales agent shall notify the passenger of the nature of this flight, marketing carrier and actual carrier during seat reservation and ticket booking.

7 Check-in and Boarding

7.1 General Rules

7.1.1 The passenger shall arrive at the airport within the time limit stipulated by SCAL, and go through boarding formalities of ticket inspection, baggage consignment and boarding pass claiming on time with ticket and personal valid

identification certificate.

7.1.2 If the passenger fails to arrive on time at the check-in counter, or fails to arrive at the boarding gate before the stipulated boarding gate closure time, or fails to show his/her valid identification certificate and transport certificate, or he/she is not ready to travel, SCAL may cancel the space reserved for the passenger and will not delay the flight. SCAL is not liable to the passenger for loss or expense due to the passenger's failure to comply with the provisions of this Article. If the passenger wishes a refund, the amount of such refund shall be processed in accordance with the voluntary refund regulations.

7.1.3 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.

7.1.4 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.

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

7.1.6 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.

7.2 Mis-catch

7.2.1 If mis-catch happens due to reasons of passengers, ticket shall be dealt according the rules of voluntary refund.

7.2.2 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.

7.3 Wrong Boarding

7.3.1 If passenger boards a wrong flight and the passenger requests to stop traveling at the destination of the flight boarded, no extra fee shall be charged and no fee shall be refunded.

7.3.2 If wrong boarding happens due to reasons of SCAL, SCAL shall arrange passenger to travel on the soonest flight to the destination listed on passenger's ticket; no extra fee shall be charged and no fee shall be refunded. If passenger requests for refund, it shall be dealt according to rules of involuntary refund.

8 Baggage Transport

8.1 General Rules

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

8.1.1 Items Unacceptable as Baggage

Passenger shall not include in his or her baggage (both checked baggage and unchecked baggage) or carry on to the cabin:

8.1.1.1 Items that do not constitute baggage as defined in 1.1.34 of the Conditions.

8.1.1.2 Items that may endanger the safety of aircraft, staff or property onboard, such as the items listed in the *Technical Instructions for the Safe Transport of Dangerous Goods by Air* issued by ICAO (ICAO-TI), *Dangerous Goods Rules* issued by IATA (IATA-DGR) and SCAL *Dangerous Goods Transport Manual*, the following items forbidden to transport (included but not restricted to), which are stipulated by SCAL:

explosives; gas (including flammable gas, inflammable and nontoxic gas and toxic gas, etc.); flammable liquid; flammable solid; spontaneous combustible substance; substance that would release flammable gas in contact with water; oxidizer and organic peroxide; toxic substance and infectious substance; radioactive substance; corrosive substance; miscellaneous dangerous goods.

8.1.1.3 Carriage of the items is prohibited by applicable laws, regulations or orders of the departure country, destination country, transit country or the country over flown.

8.1.1.4 Guns and major parts, except for those meet with the regulation of 8.1.3.2 of this Conditions.

Include guns for purpose of military, civil and business and other guns prohibited by the state: such as pistol, rifle, submachine gun, machine gun, riot gun, air gun, anesthetic syringe gun, sample gun, prop gun, steel ball gun, tear gas gun, stun gun and other replica of the articles mentioned above.

8.1.1.5 Ammunition (except for those meet with 8.1.3.2 of this Conditions), military weapon, police weapon and their major parts (spontoon, dagger for military or police use and bayonet); equipment prohibited by the state (defibrillator and defense apparatus, etc.) and replica of the articles mentioned above.

8.1.1.6 State controlled knives (dagger, three-square tool, striking knife for mechanical processing, knives with self-lock device and single edged knife, double edged knife which are similar to dagger but longer than dagger, and other similar single edged, double edged and three-square knife), and other controlled knives subject to state regulations, such as crossbow.

8.1.1.7 Other articles:

1. Articles which are not suitable for transport due to its hazard, unsafety or its weight, size, packing, shape or nature, and other articles prohibited from transport by the state;

2. Infectious pathogen;

3. Kindling material (including each type of ignition device), such as lighter, match, CIG, magnesium rod (firestone);

4. Power bank and lithium battery of which the rated energy exceeds 160Wh, or which are recalled by manufacturer due to safety defect, or of which the identification is obscure, or which without definite manufacturer, or the rated energy/lithium metal content cannot be identified (transport standards for the lithium battery

used for electronic wheelchair refer to SCAL associated regulations);

5. The alcohol drink of which the alcohol volume percentage exceeds 70%;

6. Live animals (except for the small animals and service dogs stipulated in 8.6 of this Conditions);

7. Small gas oxygen bottle for medical use (or air bottle) and liquid oxygen device, including the used empty oxygen bottle;

8. Fragile, vulnerable, perishable article and live articles with obvious unpleasant smell (such as seafood and durian, etc.);

9. Strong magnetization material, material with strong pungent smell or which is liable to cause passenger panic and material of which nature cannot be identified and may impose hazard.

8.1.2 Items unacceptable as checked baggage

8.1.2.1 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 8.7.4 of this Conditions:

1. Fragile or damageable items;

2. Perishable items;

3. Cash, negotiable ticket, valuable securities and drafts;

4. Jewelry;

5. Precious metal and articles thereof, gold and silver articles;

6. Antiques and valuable paintings, out-of-print video, out-of-print printings or manuscripts;

7. Computer and fittings, personal communication device and fittings, personal digital device and fittings;

8. Samples and valuables;

9. Foreign envelopes;

10. Important files and documents;

11. Traveling documents, medical certificates, X-ray films;

12. Articles that need to be specially attended and prescribed drug that needs to be taken regularly.

8.1.2.2 Lithium battery, lithium battery mobile power source (such as power bank) cannot be transported as checked baggage or be carried in checked baggage.

8.1.3 Limitation on carriage

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.

8.1.3.1 Precision instrument and electric appliances shall be carried as cargo. They may be accepted only in proper packaging as checked baggage. Free baggage allowance does not apply to such items.

8.1.3.2 Sporting equipment, including firearms and ammunition for sporting purposes may be carried as checked baggage by presenting the certificate issued by entry/exit or transit country/region, but may not be carried as unchecked baggage in cabin. It shall set the safe of sporting gun, remove the bullets and pack them properly. The carriage of ammunition shall follow the rules of dangerous goods transportation.

8.1.3.3 Edge tool and blunt other than controlled knives, such as kitchen knife, fruit knife, dinner knife, art knife, bistouries, scissor, etc.; broadsword, spear, sword, halberd, pole and stick (including stretchable baton and nunchuck) for the purpose of Martial arts performance, bat, cue stick, cricket bat, hockey stick, golf club, alpenstock, ski stick, knuckle-dusters (hand stitch) and steel file, iron awl, axe, short stick, and hammer etc., shall be carried as checked baggage.

8.1.3.4 Dry ice, liquid material, alcohol and drinks containing alcohol, etc.

8.1.3.5 Diplomatic envelopes, confidential files;

8.1.3.6 Pet or service dog which is specified in 8.6.

8.1.3.7 Electronic powered wheelchairs used in travel by passengers of restricted movement due to physical handicap, health condition, age, etc.

8.1.3.8 Lithium battery and lithium battery power bank (such as charge pal) cannot be transported as check-in baggage, and the carry-on lithium battery and

lithium battery power bank (such as charge pal) shall meet rated energy or lithium content limits, quantity limits and associated approval regulations, and only be carried for passengers' own use. For details, refer to SCAL official website.

8.1.3.9 Items not suitable to be carried in cargo compartment such as delicate musical instrument and not meeting the requirements of weight and size by 8.3, shall be carried in passenger cabin as seat-taking baggage and shall be charged separately, and such items shall be taken care of by the passenger.

8.1.4 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:

8.1.4.1 SCAL may refuse or stop carriage as baggage of such items described in 8.1.1 and 8.1.2 as are prohibited from carriage as baggage or checked baggage.

8.1.4.2 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).

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

8.1.4.4 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.

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

8.1.5 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.

8.2 Checked Baggage

8.2.1 Checked baggage must meet the following requirements:

8.2.1.1 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.

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

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

8.2.1.4 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.

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

8.2.1.6 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, and shall meet the following requirements:

1. Suitcase and handbags and so on must be locked;
2. It's not allowed to bound more than two pieces (included) of baggage into one piece;
3. It's not allowed to attach other items to baggage;
4. Bamboo baskets, net bags, grass strings, grass bags and so on are not allowed to be used as packing materials;
5. Passenger's name, detailed address and telephone number shall be written on baggage.

8.2.1.7 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 explain the reason to the passenger. Under the preconditions of safety, passenger's checked baggage could be carried on a subsequent flight and SCAL will deliver it to passenger, unless applicable law requires passenger to be present for customs clearance.

8.3 Free Baggage Allowance

8.3.1 Free Baggage Allowance

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

1. 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 baby car or baby stroller.

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

3. 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;

4. 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.

If the ticket for domestic leg and international leg are purchased separately (that refers to the domestic flight is not a consecutive flight before/after the international flight), therefore, it is not satisfied with the conditions that mentioned above, then the free baggage allowance should be conducted independently as per each applicable domestic and international rules.

5. 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.

6. 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.

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

8. 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.

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

8.3.1.3 The Size limits for checked baggage

1. 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)

2. The checked-baggage that exceeds the above size limit shall be transport as a cargo.

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

8.3.1.4 The weight limits on checked-baggage.

1. 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)

2. 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).

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

8.3.2 Free Hand-carry baggage

8.3.2.1 Weight and size

Each passenger who is entitled to travel in business or economy class can bring one piece of hand-carry baggage, each of which must not exceed 5kg in weight. The sum of the three dimensions of each piece must not exceed 115cm. Such baggage can be placed in the baggage cabin or under the seat in the passenger cabin. If the baggage cannot be placed with the method mentioned above, or due to over-size and over-weight factors, or out of consideration of safety aspect, the baggage shall be carried as check-in baggage.

8.3.2.2 Bulky baggage

Objects not suitable for transport in the cargo compartment (such as delicate musical instrument) and not complying with 8.3.2.1 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.

8.3.3 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.

8.4 Excess (Oversized) Baggage

8.4.1 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.

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

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

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

8.4.5 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.

8.5 Baggage Declaration and Charge

8.5.1 General Rules

8.5.1.1 A passenger may declare a value for checked baggage in excess of USD30 or its equivalent per kilogram, and shall pay an applicable charge.

8.5.1.2 The declaration for checked baggage must not exceed the real value of the baggage. The maximum declared value of each passenger is USD5,000 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.

8.5.1.3 No declaration value for pet will be accepted.

8.5.1.4 SCAL will charge an fee of 5% of extra declared value exceeding the limitation of 8.5.1.1.

8.5.2 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.

8.6 Pets and Guide Dogs

8.6.1 Pets mean such little animals as domestic dogs, cats, birds and other household 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 flat-faced dogs and flat-faced cats; pitbull; dogs which may feel uncomfortable under high temperature and high altitude conditions, such as samoyed, etc.) must not be carried 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.

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

8.6.2.1 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.

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

8.6.2.3 With the advance agreement of SCAL and other Carriers concerned, and formalities required by SCAL and other Carriers concerned.

8.6.3 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.

8.6.4 Guide Dog Transport

8.6.4.1 Guide dog refers to a dog trained to lead the blind or assist the deaf when if accompanies passenger with impaired vision or hearing dependent upon such dog.

8.6.4.2 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.

8.6.4.3 If the passenger wants to take the service dog into the cabin, 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.

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

8.6.5 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.

8.6.6 Transport Responsibility

8.6.6.1 The passenger is fully liable for all damages or injuries which a pet might cause to other passengers or crew members.

8.6.6.2 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.

8.6.6.3 SCAL may refuse to accept the carriage of animals on non-stop long-haul flight or some specific type of aircraft due to the unsuitability.

8.7 Delivery of Baggage

8.7.1 Delivery of Baggage

8.7.1.1 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.

8.7.1.2 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.

8.7.1.3 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.

8.7.1.4 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.

8.7.1.5 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.

8.7.1.6 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.

8.7.2 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.

8.7.3 Processing of Abnormal Carriage of Baggage

8.7.3.1 In the event of delay, loss or damage in the carriage of baggage, SCAL and SCAL's authorized ground handling agency, together with passenger, shall fill up a Record Form of Accidents of Baggage Carriage, check out the situation and reasons, and report the results of investigation to passenger and departments concerned. If compensation for baggage happens, it can be processed at the journey's origin, stopover or destination.

8.7.3.2 If the checked baggage fails to arrive in the same flight with the passenger due to SCAL reasons and thereby cause inconvenience for passenger's life, SCAL shall give appropriate compensation for passenger's temporary life use.

8.7.4 Compensation for baggage

8.7.4.1 Compensation Limit

1. 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

2. 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.

3. The route which applicable for Warsaw Convention

a. 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.

b. If there are sufficient evidence, then the highest compensation price for checked baggage and non-checked baggage per person should be 1131 special drawing right

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

a. 17 special drawing right per kilogram.

b. 322 special drawing right for the unchecked baggage.

5. Special drawing right refers to SDR specified by International Monetary Fund (IMF). One SDR is equal to 1.37 US dollar, whose price ratio is floating. SCAL will convert the money in line with the exchange rate of the actual transport date.

8.7.4.2 Time limitation on claims and actions

1. Notice of claims

a. 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.

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

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

9 Schedules, Changes and Cancellations of Flights

9.1 Schedules

9.1.1 SCAL undertakes to use its best efforts to carry the passenger and his or her baggage with reasonable dispatch and to adhere to published schedules in effect on the date of travel.

9.1.2 Except in the case of its acts or omissions done recklessly with intent to cause damage and with knowledge that damage would probably result, SCAL shall not be liable for errors or omissions in timetables or other published schedules. Additionally SCAL shall not be liable for representations made by employees, agents or representatives of SCAL as to the dates or times of departure or arrival or as to the operation of any flight.

9.1.3 The flight times and aircraft types shown in timetables may change between the date of publication and the date passenger actually travel. SCAL does not guarantee them to passenger and they do not form part of contract with SCAL.

9.1.4 Before SCAL accept passenger's reservation for a flight, SCAL will notify the passenger of the scheduled flight time in effect as of that time, and it will be shown on Ticket. It is possible SCAL may need to change the scheduled flight time subsequent to the issuance of the Ticket. If passenger provides SCAL with contact information, SCAL will endeavor to notify the passenger of any such changes. If, after ticketing, SCAL makes a significant change to the schedule flight time, which is not acceptable to the passenger, and SCAL is unable to book the passenger on an alternate flight which is acceptable to passenger, passenger will be entitled to a refund in accordance with the regulation of involuntary refund.

9.2 Cancellation and Changes of Flights

For the following reasons, schedules are subject to cancel, terminate, change, or delay without notice:

9.2.1 For complying with any government law, regulation, or order;

9.2.2 For security of flight; or

9.2.3 Due to circumstances beyond its control or unable foreseen.

9.3 If the flight conducted by SCAL is canceled or delayed due to one of the

reasons in 9.2, which causes failure to conduct flight as per schedule, or failure to provide passengers with the booked seat (including cabin class level), or failure to stay at the stopover point or destination, or passengers' mis-catch of the follow-up flight of which the seat is already booked, taking passengers' reasonable needs into consideration, SCAL will take one of the following measures:

9.3.1 Arrange a SCAL flight with available seats for passengers;

9.3.2 With the approval of passengers and relevant carriers, go through endorsement formalities;

9.3.3 Handle as per the rules of involuntary refunding.

9.4 The remedy measures listed in 9.3 of these conditions are all the remedy measures which passengers can select. Except otherwise specified by the conventions, SCAL undertakes no more responsibilities.

9.5 SCAL will take all measures that could reasonably be required to avoid delay in carrying passenger and his baggage. SCAL shall not be liable if it proves that SCAL has taken all measures that could reasonably be required to avoid the damage or that it was impossible for SCAL to take such measures.

10 Changes to Passenger Tickets

10.1 Involuntary Change

If such reasons as weather, air traffic control (ATC), aircraft maintenance, flight readjustment cause SCAL flights' cancellation, advancement, delay, change, misconnection, or failure to provide reserved seats, SCAL shall consider passengers' reasonable requests and take one of the following measures:

10.1.1 Arrange on priority available seats on SCAL follow-up direct flights for passengers;

10.1.2 Change the route listed on original ticket, and arrange passengers to arrive at destination or stopover point via SCAL flights;

10.1.3 Make endorsement after agreed by passengers and carriers concerned.

10.2 Voluntary change of class, flight, and date

If passengers requires to change the class, flight and date after buying ticket, SCAL and SCAL-authorized agents can handle the require, based on ticket price provisions and other applicable conditions of the ticket, when the flight has available seats and when time is allowed. If changes result in fare change: for the higher fare, charge passengers of fare difference, change fees and mis-catching fees; for the lower fare, handle as per voluntary refunding and re-booking formalities, or passengers can select to remain the original fare to continue travel.

10.3 Unless special rules have been stipulated, as for children with children tickets and infants occupying a seat, the change fee shall be subtracted as per adult standard; as for infants with infant ticket not occupying a seat, there is no change fee.

10.4 Endorsement

10.4.1 For carrier change without passenger's voluntary approval, the approval of passenger and relevant carriers shall be obtained before endorsement formalities are handled.

10.4.2 For carrier change with passenger's voluntary approval, SCAL can make endorsement meeting with all the following conditions:

10.4.2.1 There is no endorsement limitations on the fare used by passengers;

10.4.2.2 If the carrier which the passenger request to change has a conjunction transport contract with SCAL, then the receipt can be filled in and issued or accepted to each other.

10.4.3 If passengers not meeting with the requirements of 10.4.2 require to change the carrier, handle as per the rules of voluntary refunding formalities.

10.4.4 Without SCAL special authorization, SCAL sales agent shall not make endorsement for passengers.

11 Refunds

11.1 General Rules

11.1.1 On failure by SCAL to provide carriage in accordance with the contract of carriage, or where a passenger requests a voluntary change of his or her

arrangements, refund for an unused ticket or portion thereof shall be made by SCAL according to SCAL's Regulations.

11.1.2 Except in the case of lost tickets, refunds will only be made on surrender to SCAL of the passenger coupon or passenger receipt and surrender of all unused flight coupons, and the conjunction tickets if any. For electronic tickets, refund must be applied not later than 13 months after the date of commencement of travel or the date of issuance (for all first flight coupon unused ticket). Application for refund will only be accepted when the coupon's status is OPEN FOR USE, and with payment proof provided by passenger.

11.1.3 When refunding an electronic ticket, passenger is required to provide printed itinerary.

11.2 Person Receiving Refunded Fares

11.2.1 SCAL shall be entitled to make refund to the person named in the ticket.

11.2.2 If a ticket has been paid for by a person other than the passenger named in the ticket, and SCAL has indicated on the ticket that there is a restriction on refund, the refund will be made only to the person paying for the ticket or to that person's order.

11.2.3 Passenger or payer who requests the refund shall present his or her valid identity certificate. If the person requesting refund is not the passenger or the payer, he or she must present the identity certificate of himself or herself and the authorization from the passenger or payer in addition.

11.2.4 A refund made pursuant to 11.1 to anyone whom refund may be made in terms of 11.2.1, 11.2.2, 11.2.3 of this Article shall be deemed a proper refund and shall discharge SCAL from liability and any further claim for refund.

11.3 Time limit for refund

Refund must be applied not later than 13 months after the date of commencement of travel or the date of issuance (for all first flight coupon unused ticket). After change and re-issuance of ticket which has not been used at all, if passengers require refunding of new ticket, refund must be applied no later than 13

months after the date of commencement of travel or the date of issuance (for the first flight coupon unused after re-issuance). Application for refund will not be accepted after the time limit.

11.4 Place of refund

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

11.4.2 When passenger holding an open ticket applies for refund, refund must be processed in the original place of issuance.

11.5 Currency

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

11.6 Involuntary refunds

11.6.1 Involuntary refund refers to any refund applied for by passenger entitled to travel on SCAL's flights who cannot be carried according to carriage contract due to such uncontrollable or unpredictable reasons as weather, air traffic control, aircraft maintenance, flight readjustment.

11.6.2 Involuntary refund abides by the following rules:

11.6.2.1 If no portion of the ticket has been used, an amount equal to the fare paid including taxes and charges will be refunded, without charging refund fee.

11.6.2.2 If a portion(s) of the ticket has been used, subtract the amount of the reduced or published tariffs of individual or group passengers corresponding to the flight segment already used and the taxes and fares used from the fares originally

paid. But the refunded amount shall not be higher than the amount originally paid. Refund the remaining amount to the passenger. No refund fee shall be charged,

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

11.7 Voluntary refund

11.7.1 Refund beyond the limitations in 11.6 belongs to voluntary refund.

11.7.2 Voluntary refund abides by the following rules:

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

11.7.2.2 If a portion(s) of the ticket has been used, subtract the amount of the applicable fares and corresponding taxes of the used portion(s), as well as refund fees and no-show fees (if any) from the paid fares, the remaining amount (if any) shall be refunded to the passenger.

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

11.8 Refund to Credit Card or Debit Card Accounts

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

11.9 Refusal of refund

Except for involuntary refund, departments concerned shall refuse to refund in any one or more of the following situations:

11.9.1 Refund is applied for after the time limit of refund;

11.9.2 Passenger fails to present valid certificates or tickets or proofs on applying for refund;

11.9.3 When the applicable fare of used sectors is equal to or higher than that of the whole journey, the unused sectors cannot be refunded;

11.9.4 Ticket is annotated non-refundable.

11.10 Refunding

On refunding, passenger's paid but unused taxes and charges shall be refunded together. Taxes and charges of ticket which is non-refundable or has no applicable remaining amount for refund can also be refunded alone without extra charge, but must be refunded before the time limit of refund.

11.11 Refund Due to Illness or Death

11.11.1 As for refund due to passenger's illness, if the refund is required and seat cancelled before the specified take-off time of the flight, and proof materials required by SCAL are provided, it can be processed as voluntary refund without charging for refund fees. As for the fellow passenger, if refund due to illness is required, this require must be put forward and seat cancelled together with that of the sick passenger, and relevant proof materials shall be provided according to the requirement. The accompanying passengers shall not be more than 2 people.

11.11.2 In the event of death of a passenger or the passenger's lineal relative before the commencement of travel or en route, after the death certificate and certificate of lineal relative required by SCAL are provided, the ticket of the passenger can be changed (free of change fees) or refund shall be made as per involuntary refunding rules.

11.12 Unless otherwise specified, as for children with children tickets and infants occupying a seat, the refund fee shall be applied as per the adult standard; as for infants with infant ticket not occupying a seat, there is no refund fee.

11.13 If the passenger terminate the travel voluntarily at the stopover point of the flight, the fare of the flight segment unused shall not be refunded.

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 carriage is prohibited by any applicable laws, regulations, or orders of the State of departure, stopover, destination or flying over; or,

13.1.2 The conduct, age, or mental or physical state of the passenger is such as to unsuitable for air travel, or cause discomfort or make himself or herself

objectionable to other passengers or involve any hazard or risk to himself or herself or to other persons or to property:

13.1.2.1 Passenger is over 36 weeks pregnant or has given birth for less than 7 days; or,

13.1.2.2 Passenger is less than 14 days old; or,

13.1.2.3 Passenger has been diagnosed with serious infectious disease, and fails to present any medical proof that necessary measure have been taken to prevent infecting others; or,

13.1.2.4 SCAL determines that passenger may be unable to comprehend or operate safety instructions under their physical or mental conditions without assistance from flight attendants; or,

13.1.2.5 Passenger's conduct may endanger themselves, cabin crew or other passengers due to mental disability; or

13.1.2.6 Passenger has traces of being drunk or having drug abuse; or,

13.1.2.7 Passenger is or appears to be intoxicated; or,

13.1.2.8 Passenger requires intravenous injection; or,

13.1.2.9 Stretcher passenger does not meet the safety requirements of passenger carriage; or,

13.1.2.10 Passenger's conduct, on purpose or not, may endanger the safety of aircraft or passengers on board; or,

13.1.2.11 There have been misconducts in the air transport before and it is reasonable for SCAL to consider that these misconducts may happen again.

13.1.3 Passenger fails to pay applicable fare, fee and tax.

13.1.4 Passenger does not abide by the laws, regulations, or orders of the State, or does not abide by SCAL's regulations.

13.1.5 Passenger refuses to submit to security check conducted by government, airport or carrier.

13.1.6 Passenger fails to obey orders on safety or security and disturbs the cabin order.

13.1.7 Specific serious trust-breaking individuals and person subject to enforcement who are restricted to take civil aircraft.

13.1.8 Passenger fails to obey rules on no-smoking or use of electronic device.

13.1.9 Passenger refuses to comply with the crew instructions.

13.1.10 Passenger brings any baggage or article for strangers.

13.1.11 Passenger fails to present effective documents required by state laws, policy regulations, orders, requests, or requirements of travel conditions.

13.1.12 Passengers do not present effective travel certificate; or the effective travel certificate presented is not the same certificate used for purchasing electronic ticket; or passengers seek to enter the transit country or region without effective travel certificate; or passengers destroy travel certificates during flight; or passengers refuse to submit their travel certificates to crews for signature and storage as per the requirements of crews.

13.1.13 The ticket presented by the passenger has been acquired unlawfully or has been purchased from an entity other than SCAL or the agents authorized by SCAL, or has been reported as being lost or stolen, or is counterfeited, or the passenger cannot prove that he/she is the person whose name is listed on the ticket; or,

13.1.14 Passengers fail to follow the regulation of these conditions on the use of coupons as per sequence, or the ticket presented is not issued or changed by SCAL or the sales service agents authorized by SCAL, or the ticket has been destroyed.

13.2 Arrangement for passengers whose carriage has been refused

13.2.1 For passenger requests refund after being refused for carriage due to 13.1.1 and 13.1.2, SCAL will process according to 11.6.

13.2.2 For passenger being refused for carriage due to 13.1.3, he/she shall make up the inadequate fare, fee and tax, and SCAL will make arrangement for carriage; if passenger requests refund, it will refund at the original ticketing place according to 11.6.

13.2.3 For passenger requests refund after being refused for carriage due to

13.1.4, 13.1.5, 13.1.6, 13.1.7, 13.1.8, 13.1.10, 13.1.11 and 13.1.12, SCAL will process according to 11.7 and deduct the fee of service provided.

13.2.4 For passenger being refused for carriage due to 13.1.13 and 13.1.14, SCAL remains the right to detain ticket.

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 or passengers 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.

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 The passenger shall be solely responsible for complying with all laws, regulations, orders, demands and travel requirements of countries to be flown from, into or over, and with SCAL's Regulations and instructions. SCAL shall not be liable for any aid or information given by any 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 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.

15.6 The passenger shall submit to any security checks by government or airport officials or by SCAL.

16 Passenger Services

16.1 Unless otherwise specified, in-flight meals shall be provided by SCAL free of charge. 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 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.

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

16.5.1 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.

16.5.2 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.

16.5.3 If flights are delayed or cancelled at transit point due to any reason, SCAL shall provide accommodations to transit passengers.

16.5.4 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.

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:

16.5.5.1 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).

16.5.5.2 Financial compensation of child passenger ticket shall be calculated as 50% of that of the adult compensation; financial compensation of enfant passenger ticket shall be calculated as 10% of that of the adult compensation.

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 During carriage, SCAL only is liable for damage occurring on flights exercised by SCAL. SCAL only acts as an agent to issue a ticket or handle the checked baggage over the lines of another carrier (including the code sharing flight which is not exercised by SCAL) and is responsible for notifying the passenger about the actual carrier. But, with respect to checked baggage, passenger may make a claim against the first or last carrier shown on the ticket or baggage check. For the flight which is not actually exercised by SCAL (including the code sharing flight), if the case that the flight is changed, delayed, cancelled, overbooked or baggage is damaged or loss or human injuries and etc occurred, the actual carrier is liable for corresponding compensation and SCAL can assist the passengers to contact the actual carrier,

17.3 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 Unless otherwise specified, according to the applicable provisions of the Convention, SCAL's liability shall not exceed the amount of proven damages.

17.5 If the damage is caused or contributed by passenger fault, it shall exempt or reduce SCAL's liability according to the applicable laws.

17.6 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.

17.7 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.

17.8 SCAL is not liable for any illness, injury or disability, including death, if the passenger's physical condition is attributable to such condition or for the aggravation of such condition.

17.9 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.

17.10 If items listed in 8.1.2 are carried in checked baggage, SCAL shall not be liable for its damage.

17.11 The application of the limit of liability compensation

The international flight defined in the Convention should follow the responsibilities applicable for the Convention. The international flight which is not defined in the Convention, we should follow related regulations of Montreal Convention to compensate the damage caused to the passengers and baggage.

17.12 The regulations from the conventions on the limit of liability compensation

17.12.1 *Warsaw Convention and Hague Protocol*

The amount of the liability compensation for casualty of passenger shall not exceed 250,000 gold francs or equivalent price.

17.12.2 *The Montreal Convention of 1999*

17.12.2.1 For those casualty compensations that not exceed 113,100 special drawing rights per passenger are applicable for the item 1 of Article 20 and Article 21 of the convention.

17.12.2.2 For those damage compensation part that exceed 113,100 special drawing rights, if one of the following conditions is satisfied, then the carrier should not take the responsibility:

1. the loss is not caused by the misstep or improper conduct or nonfeasance of carrier or its employees or agent;
2. or the lose are completely caused by the misstep or improper conduct or nonfeasance of the third part.

18 Effectiveness and Modification

18.1 The Conditions come into effect and is implemented on the date of publication.

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.