

**Announcement on the Update of  
International Fare Usage Conditions of  
Shandong Airlines Co., Ltd.**

To all departments and units related to sales:

The *International Fare Usage Conditions of Shandong Airlines Co., Ltd. Rev20240601* shall come into effect from June 1, 2024. For further details, please refer to the annex.

The *International Fare Usage Conditions of Shandong Airlines Co. Ltd. Rev20230701* shall be abolished.

Sales & Marketing Department

Commercial Committee

July 10, 2024

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( 5 pages total )

## **ANNEX:**

# **International Fare Usage Conditions of Shandong Airlines Co., Ltd.**

**(as of 1 June 2024)**

## **I. Scope of application**

1. These rules are effective from 1 June 2024 and apply to passenger tickets sold on or after 1 June 2024 (inclusive).
2. These rules shall apply to Shandong Airlines' international passenger tickets, passenger tickets between Mainland China and Hong Kong, Macao Special Administrative Region, and specially managed domestic air transport tickets between Mainland China and Taiwan, for domestic segments filled with and international tickets (hereinafter collectively referred to as international passenger tickets).
3. The refund rules for special fare products are implemented in accordance with the rules of the relevant products.
4. These rules are regarded as an integral part of the General Conditions of Carriage of Passengers and Baggage of Shandong Airlines Co.
5. These rules mainly contain the implementation rules for voluntary refund and voluntary change of Shandong Airlines' international passenger tickets.

## **II. General Provisions**

1. Change and refund of international tickets will be calculated according to the time of cancellation of your reservation. If there are special regulations, please refer to the specific regulations.
2. Wherever in conformity with these rules, priority shall be given to the implementation in accordance with these rules. Where not stipulated, they shall be implemented in accordance with the General Conditions of Transportation of Passengers and Baggage of Shandong Airlines Co.
3. The interline ticket you have purchased must be used in the order in which the tickets are issued and the order in which the tickets are used cannot be changed.
4. The determination of seasonality of transit interline fares is based on the date of travel on the first international leg of the Shandong Airlines journey.
5. Period of stay requirements
  - 5.1 Maximum Period of Stay: The maximum period of stay that an interline ticket shall observe at the place of stay. The ticket shall be used within the period specified in the maximum period of stay and, if that period is exceeded, the ticket shall be extended for the corresponding upgrade in accordance with the requirements before it can be used further.
  - 5.2 Minimum Period of Stay: The minimum period of stay that an interline ticket shall observe at the place of stay. The ticket shall be used beyond the minimum period of stay or, if it is less

than the minimum period of stay, the ticket shall be upgraded in accordance with the requirements before it can be used further.

5.3 In the event of different minimum/maximum periods of stay, the most stringent shall prevail.

6. For children's tickets, if the age of the passenger on the date of return travel exceeds the applicable age requirement for children, it is necessary to purchase separate tickets according to the age of the passenger on the date of travel for each flight segment; if the child's ticket exceeds the required age on the actual date of travel due to changes, the ticket shall be refunded on a voluntary basis.

7. For infant tickets, if the price of an adult ticket carrying an infant is changed, the price of the infant ticket shall be changed accordingly; if the age on the day of the return journey exceeds the applicable age requirement for infants, the ticket shall be purchased separately according to the age of the passenger on the day of the journey on each sector; if the infant ticket exceeds the specified age on the day of the passenger's actual journey as a result of a change in the infant ticket, the ticket shall be processed as a voluntary refund.

8. The composition of the fare of an international passenger ticket on Shandong Airlines is generally divided into two major parts, one being the passenger ticket fare and fuel surcharges and other surcharges collected by the airline, and the other being government taxes and fees collected on behalf of the government.

### **III. Voluntary refunds**

1. Under the conditions of voluntary refund, the refundable amount consists of two parts. One part is the refundable fare and the fuel surcharge and other surcharges collected by the airline, and the other part is the refundable government taxes and fees collected on behalf of the government. These two parts are calculated separately when the ticket is refunded.

(1) Refundable fares and fuel surcharges and other surcharges levied by airlines = Fares paid and fuel surcharges and other surcharges levied by airlines - Recalculated fares for used segments and fuel surcharges and other surcharges levied by airlines - Non-refundable fares for segments and fuel surcharges and other surcharges levied by airlines - Refund handling charges - Missed flight charges (if any)

(2) Refundable Government Taxes and Fees = Government Taxes and Fees for unused segments (except for taxes and fees that are not refundable according to government regulations)

2. The refund rules for fuel surcharges and other surcharges charged by airlines are the same as those for fares, i.e., fuel surcharges and other surcharges charged by airlines that are refundable for fares are refundable, while those charged by airlines that are non-refundable for fares are non-refundable.

3. When the total of the refundable fare and the fuel surcharge and other surcharges charged by the airline is zero or negative, you do not need to pay the difference, and we will still refund the government taxes and fees for the unused segments (except for taxes and fees that are not allowed to be refunded according to the government's regulations).

4. If there is more than one unused segments, and more than one refund handling fee applies, we will only charge the refund handling fee for the one that is the highest.

5. For tickets that have been voluntarily changed prior to the refund application, the change handling fee charged will not be refunded.

6. Infant tickets without seats are exempt from refund handling charges. For children's tickets where child fares are applicable, the refund handling fee is discounted in line with the child fare.
7. If you apply for a refund of an international passenger ticket with multiple segments and some segments have already been used, we need to recalculate the fares of the used segments, fuel surcharges and other surcharges charged by the airlines as well as government taxes and fees. Due to the specialty and complexity of international tariffs, the fares for the same class of travel, the same flight segment in different combinations of itineraries, the fuel surcharges and other surcharges charged by the airlines as well as the government taxes and fees collected on behalf of the Government are different, and the fares for the used portion of the ticket, the fuel surcharges and other surcharges charged by the airlines as well as the government taxes and fees collected on behalf of the Government are subject to the final results of the calculations made by our company.
8. If you miss your flight on the flight section to be refunded, a missed flight fee will be added to the refund, and a missed flight fee will be charged for each missed flight.

**Warmly Reminds: For example, if you have purchased a round-trip ticket, if the round-trip ticket has been used, the total amount of the used portion of the ticket and taxes may be higher than half of the total amount of the round-trip ticket and taxes that you have paid.**

#### **IV. Voluntary changes**

1. For tickets that have not started travelling, the full fare is recalculated based on the date of sale of the ticket on which the change is processed, and for tickets that have started travelling, the full fare is recalculated based on the date of sale of the original ticket (i.e., the first ticket that you paid for).
2. When a ticket is changed, including when you apply for a seat reservation with a ticket that does not have a reserved seat (i.e., OPEN segment), the fare you paid, fuel surcharges and other surcharges charged by the airline, and government taxes and fees will all be re-calculated.
  - 2.1 If the fare of the new ticket after the change is higher than the fare of your original ticket, you shall pay the difference between the two, and you shall pay the change handling fee according to the fare rules of the original ticket.
  - 2.2 If the fare of the new ticket after the change is lower than the fare of your original ticket:
    - 2.2.1 When changing to the same RBD in the same class of service, you may apply for a voluntary refund and purchase a new ticket; or you may choose to maintain the original fare and continue travelling, and we will only charge a change fee calculated in accordance with the fare rules of the original ticket.
    - 2.2.2 When changing to a different RBD in the same class of service, you need to apply for a voluntary refund and purchase a new ticket.
    - 2.2.3 In case of change to a different class of service (including change of class of service, e.g. change of First Class to Business Class, Economy Class; or change of Economy Class to Premium Economy Class, Business Class), you need to apply for a voluntary refund of the ticket and purchase a new ticket.
    - 2.2.4 For the cases listed in 2.2.2 and 2.2.3, if you are unable to apply for a voluntary refund, you may also choose to change to another RBD where the new fare is greater than or equal to

the original fare, and you shall pay the difference between the two, and you are required to pay a change fee in accordance with the rules of the original passenger ticket's fare.

3. Each change is subject to a change fee. If multiple segments are involved in the recalculation of the change and the handling fee for the change is different for each segment, we will only charge the highest handling fee for the change from the fare category or segment that has been changed in the fare calculation group.

4. Infant tickets without seats are exempt from the change fee. For children's tickets where the child fare is applicable, the change fee is discounted in line with the child fare.

5. Taxes and charges other than the ticket price (government taxes, fuel surcharges and other surcharges levied by airlines) are calculated on the basis of the actual journey. If the tax amount of the new ticket is higher than that of the original ticket, you will have to pay the difference between the two. If the new ticket's tax amount is lower than the original ticket's tax amount, the difference will not be credited against the fare difference and the change fee amount you need to pay.

6. If you miss your flight on the proposed change of flight segment, you will be charged a missed flight fee for each missed flight that occurs.