

**Announcement on the Revision of Rules on  
Handling Special Tickets for Passenger  
Reasons of Shandong Airlines**

To all departments and units related to sales:

The *Rules on Handling Special Tickets for Passenger Reasons of Shandong Airlines ( 202407 )* shall come into effect from July 10, 2024. For further details, please refer to the annex.

Sales & Marketing Department

Commercial Committee

July 10, 2024

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( 20 pages total )

ANNEX:

# **Rules on Handling Special Tickets for Passenger Reasons of Shandong Airlines**

(202407)

## **1. Purpose**

The rules aim to clarify the standards for ticket changes and refunds due to passenger-related reasons, and to standardize the handling processes, thereby enhancing the passenger experience.

## **2. Special Tickets Caused by Passenger Injury, Sickness, or Death**

### **2.1 Scope of Application**

It is applicable to "324-" tickets for passengers who are injured, sick or deceased after ticket purchase. It's also applicable to their companions who travel the same date and flight as long as they submit applications for refunds, changes, or cancellations concurrently. And the number of companions shall not exceed 5 (inclusive), the same as below.

### **2.2 Handling Standards**

#### **2.2.1 Before passengers arriving at the airport**

Injured or sick passengers are required to provide one of the following documents as proof (original, photocopy, scanned copy, or photograph are all acceptable). After the approval of the airline, free refunds or change for passengers and their

companions would be handled:

a. Medical diagnosis certificate issued by a medical institution;

b. Medical diagnosis certificate signed by a physician (personal doctor or family doctor shall attach a doctor's qualification certificate when issuing the certificate, such as doctor's qualification certificate and medical license);

c. Diagnostic reports issued by a medical institution;

d. Medical expense receipt issued by a medical institution for the payment of medication or treatment.

#### 2.2.2 After arriving at the airport

For injured or sick passengers restricted from transportation by the airline (refer to the "General Conditions for the Carriage of Passengers and Baggage of Shandong Airlines Co., Ltd.") , if they are restricted from boarding on-site by the airport terminal personnel or the flight crew due to their physical condition or their non-conforming diagnostic certificates, the terminal personnel shall issue a "Passenger Confirmation Form for Denied Carriage (Boarding) / Abandoned Journey" for passengers and their companions (which must specify the reason and be stamped with the terminal business seal or the signature of the terminal business personnel). After the approval by the airline, free refunds or changes can be arranged for passengers and their companions.

#### 2.2.3 During the flight

Once the flight is diverted due to passengers' emergent injury or illness, passengers are required to provide the "Passenger Confirmation Form for Denied Carriage (Boarding) / Abandoned Journey" (issued by the airport terminal personnel, and must specify the reason and be stamped with the terminal business seal or the signature of the terminal business personnel). After the approval by the airline, free refunds for unused flight segments (i.e., diversion airport to destination airport) can be arranged. For flights that return to the origin airport due to diversion, the refund is free, including the ticket price, civil aviation development fund and fuel surcharge.

#### 2.2.4 When passengers or their close relatives die

If the passenger or their close relatives (including spouse, parents, children, siblings, grandparents, grandchildren, parents-in-law) die between the purchase time and the scheduled departure time indicated on the ticket, the death certificate should be provided. After the approval by the airline, free refunds or changes can be arranged for passengers and their companions.

#### 2.3 Requirements for Supporting Materials

When the agent reviews the original, photocopy, scanned or photo proof materials provided by the passenger, it is necessary to note that the proof materials must meet all the following requirements:

- a. The name, gender and age must be consistent with that

in the medical documents;

b. The issuance date of the proof materials, or the date of medical consultation if applicable, must be between the purchase date (inclusive) and the departure date (inclusive);

c. The proof materials must be stamped with the official seal of a recognized medical institution, or signed by a licensed physician;

d. Companions should submit the refund or change application concurrently with the injured or sick passenger, and cancel their seats. When the refund application is submitted, "the ticket number of the injured or sick passengers, as well as the number and specific ticket numbers of their companions" should be specified, which is not allowed to be changed after the submission.

e. The Certificate of Death issued by a competent authority of the country where the death occurred shall be submitted when applying for such refunds in 2.2.4.

#### 2.4 Refund / Change Rules

2.4.1 Refund: During the validity period of the ticket, the unused sector can be refunded without any refund fees.

2.4.2 Change: No matter before or after the departure of the flight, the tickets of the injured or sick passengers and their companions can be changed only once within the validity period of the ticket, of which the change service fee shall be free but the fare difference shall be charged. For those who cannot

determine the travel date, the reservation can be canceled first and ticket changes can be processed after the travel date is confirmed.

## 2.5 Handling Process

### 2.5.1 Refund

#### 2.5.1.1 BSP tickets sold in Japan, South Korea, Thailand and Taiwan, China

a. After receiving the passenger's ticket refund application, the agent should cancel the reservation first and proactively inform the passenger of the refund rules, collect relevant supporting materials, and conduct a preliminary review.

b. After the preliminary review, agent shall fill out the "Passenger Involuntary and Special Refund Application Form" (see attachment), stamp it with business seal, then scan or take a photo of the form, and submit it along with the other relevant proof materials to the local sales office of Shandong Airlines.

c. After being approved by Shandong Airlines, the local sales office will send the "Passenger Involuntary and Special Refund Application Form" with the Waiver Code back to the agent, and agent shall use the Waiver Code to process the refund for the passenger. Upon rejection of an application, it is the duty of the agents to communicate the reasons to the passengers.

d. The agent must ensure that the refund procedures are completed within a maximum of 7 working days from the date the valid refund application is received from the passenger.

### 2.5.1.2 BSP tickets sold in other markets

a. After receiving the passenger's ticket refund application, the agent should cancel the reservation first and proactively inform the passenger of the refund rules, collect relevant supporting materials, and conduct a preliminary review.

b. After the preliminary review, agent shall fill out the "Passenger Involuntary and Special Refund Application Form" (see attachment), stamp it with business seal, then scan or take a photo of the form, and submit it along with the other relevant proof materials to the Customer Service Center of Shandong Airlines (95369iet@sda.cn).

c. After being approved by Shandong Airlines, the Customer Service Center of Shandong Airlines will send the "Passenger Involuntary and Special Refund Application Form" with the Waiver Code back to the agent, who shall use the Waiver Code to process the refund for the passenger. Upon rejection of an application, it is the duty of the agents to communicate the reasons to the passengers.

d. The agent must ensure that the refund procedures are completed within a maximum of 7 working days from the date the valid refund application is received from the passenger.

### 2.5.2 Change

2.5.2.1 For individual tickets, if the agent is able to pay or receive RMB, they can contact the Shandong Airlines Customer Service Center to submit relevant proof materials for ticket

changes. If not, it is recommended to purchase a new ticket for travel after the original ticket is refunded.

2.5.2.2 If the passenger requests to change the itinerary and carrier, it is recommended that the passenger purchase a new ticket for travel after processing a refund of the original ticket.

### **3. Special Tickets Caused by Duplicated Purchase**

#### **3.1 Scope of Application**

Applicable to the same passenger who has purchased two or more tickets with identical itineraries, flight numbers, and flight dates, all of which are carried by Shandong Airlines.

#### **3.2 General Provisions**

3.2.1 Free change or refund application of duplicated-purchased tickets must be thoroughly unused.

3.2.2 Refund application or reservation cancellation should be finished before the scheduled departure time of the flight.

3.2.3 Among the many duplicated purchased tickets, only one ticket that meets the requirements can be refunded or changed for free, while the other tickets shall be handled according to the Fare Usage Rules.

#### **3.3 Refund and Change Rules**

3.3.1 Within the validity period of the ticket, when following the "use the earliest purchased ticket and refund the later purchased ticket" rule of ticket purchase order, the earliest purchased ticket doesn't need to be used and only one of the



later purchased tickets (any one of the same ticket price) can be refunded free of charge or have the flight date changed once (without changing the route), with no change fee, but the fare difference shall be charged. Other tickets will be processed per the Fare Usage Conditions.

3.3.2 Within the validity period of the ticket, when following the "use the highest fares, refund lower fares" rule, only after the highest fare ticket be used can the lower fare ticket be refunded free of charge or have the flight date changed once (without changing the route), with no change fee but the fare difference shall be charged. Other tickets will be processed per the Fare Usage Conditions.

If the flight schedule changes, the lower fare ticket that had its seat canceled before the flight change can be processed according to the duplicated-purchased ticket rules. Other tickets will be handled as per the Fare Usage Conditions.

3.3.3 If a ticket meets both the "use the earliest purchased ticket and refund the later purchased ticket" rule and "use the highest fares, refund lower fares" rule, the "use the earliest purchased ticket and refund the later purchased ticket" rule will be followed.

3.3.4 When applying for a refund, the ticket number of the earliest purchased ticket or the highest fare ticket or the fare-identical ticket must be noted.

3.3.5 Tickets that have already been handled according to

the above principles should be processed according to the Fare Usage Conditions if another refund or change request is made.

3.3.6 If a passenger who bought duplicated tickets and requests a voluntary refund, the ticket shall be processed according to the Fare Usage conditions of the ticket.

### 3.4 Other Special Circumstances

3.4.1 If a ticket has been changed and a case of duplicate ticketing occurs, when following the "use the earliest purchased ticket and refund the later purchased ticket" rule, the original ticket's date of issue will be seen as the date of purchase. In case of a free refund of a ticket after a voluntary change, the change fee already paid will not be refunded, but the fare difference will be reimbursed.

3.4.2 When duplicated ticket purchases happened on team tickets, refunds can be made according to the duplicated ticket purchase rules, but ticket changes are not allowed.

### 3.5 Handling Channels

#### 3.5.1 Refund

For one of the duplicated tickets that meets the requirements, the agent shall submit the application for free refund during which the waiver code must be noted as "DUP + the last 10 digits of the ticket number of the earliest purchased or the highest price ticket". Example: DUP0123456789, no proof materials need to be uploaded.

#### 3.5.2 Change

If the agent is able to pay or receive RMB, they can contact the customer service center of Shandong Airlines to change for free charge, during which the ticket number of the earliest purchased or the highest price ticket shall be needed; If not, it is recommended to purchase a new ticket after the original ticket is refunded.

#### **4. Special Tickets Caused by Incorrect Name or ID Number**

##### **4.1 Scope of application**

It is applicable to tickets issued by 324, which have SC flight number and be carried by SC, or code sharing flights of SC.

##### **4.2 General Provisions**

The tickets should be 'open for use', the name or the ID number shall be only changed once, and it is not allowed to change both the name and ID number at the same time.

##### **4.3 Circumstance Permitted to Change Name or ID Number**

| No. | Last name | First name | ID Documents  | Note   |
|-----|-----------|------------|---|--|
| 1   | correct   | correct    | Change the type of valid ID documents, including but not limited to passport and Home Visit Permit, among which are interchangeable | Passengers are required to provide scanned copy or photos of original ID documents |

|    |  |         |   |   |
|----|--|---------|---|---|
| 2  | correct  | correct | The ID number, validity period, date of birth, gender, and nationality are incorrect and can be changed simultaneously. | 1) Infant ticket shall not change birth date<br>2) Children's tickets shall not change the birth date to the age applicable to non children's tickets |
| 3  | correct  | correct | The ID number is reversed from other passengers in the same PNR and needs to be exchanged.                              |   |
| 4  | When the spelling of Chinese Pinyin is different from that in Taiwan and Hong Kong, changes are allowed. For example, 'LI QIANG' can be changed to 'LEE QIANG'             |         | correct   |   |
| 5  | Changes, additions, or deletions of letters in English names up to and including 4   |         | correct   | Special circumstances such as Chen Rubi changing to CHEN/RUBY are also acceptable, do not forcefully refuse   |
| 6  | Add or delete Middle name as a whole   |         | correct   | Passengers provide relevant proof   |
| 7  | The last name, first name and Middle name of English names are reversed and exchanged  |         | correct   |   |
| 8  | The English name is correct, and the original surname and husband's surname are changed from each other, or the husband's surname is added                                 |         | correct   |   |
| 9  | The passenger's name has only one word but is input twice, such as Almina/Almina, or the name is copied twice, such as Zhang San/Zhang San, Zhang/San San, Zhang/Zhang San |         | correct   |   |
| 10 | Change, addition, or cancellation of addressing terms such as MR and MS  |         | correct   |   |

|    |   |         |   |
|----|---|---------|---|
| 11 | If there is no flight record, a portion of the English name can be added or deleted (not limited to the number of letters). | correct | For example, changing "DELAPAZ/JOSE" to "DELAPAZ/JOSE LARAGAN".<br>Passengers need to provide photos of their valid identification documents. |
| 12 | The English name and manually signed Chinese name of a foreign passenger's passport are interchangeable.                    | correct | For example, the exchange between "Pingliang Shangzi" and "TAIRA/SHOKO"   |

#### 4.4 Handling Process

4.4.1 The agent can issue a new ticket on the original flight for such passengers who meet the change rules by refunding the original ticket, and cancel the original ticket booking record. Only after the new ticket is used, the original ticket can be refunded for free.

4.4.2 SC's ticketing offices or customer service centers can change the name on tickets sold through all channels.

#### 4.5 Handling Process

4.5.1 For passengers who comply with Article 4.3 of this rules and there is same RBD open on the original flight, the agent shall use the correct name of the passenger to reissue the ticket for the same flight, itinerary, date, RBD, and price, while canceling the original PNR and noting the original ticket number in the new PNR.

4.5.2 For passengers who comply with Article 4.3 of this rules and there is no same RBD open on the original flight, the agent shall contact the airline's ticketing office or Customer Service Center to change the passenger information.

4.5.3 After the use of the new ticket, the agent shall submit a free refund application of the original ticket, during which the new ticket number must be noted. For incorrect name tickets, the waiver code must be noted as "NAM + the last 10 digits of the new ticket number". Example: NAM0123456789. For incorrect ID numbers tickets, the waiver code shall be "ID + the last 10 digits of the new ticket number". Example: ID0123456789. No proof materials need to be uploaded.

4.5.4 When the flight is approaching departure or the original fare is no longer valid, the agent shall contact the airline's ticketing office or Customer Service Center to change the passenger information in the original PNR. After the handling of the airline, the original PNR of the agent's reservation system will be converted to the airline's PNR. If further operations such as cancellation are required, the agent shall contact the airline for processing.

## **5. Wrong Tickets**

### **5.1 Scope of Application**

It is applicable to tickets issued by 324, which have SC flight number and be carried by SC, and passengers who have unintentionally booked the wrong flight date, flight time, or itinerary.

### **5.2 General Provisions**

Tickets should be entirely unused and never been changed or reissued.

## 5.3 Handling Standards

5.3.1 If the ticket route is booked reversely (e.g., A-B booked as B-A), the passenger can repurchase a correct SC operated ticket for the same date as the original. The original ticket must be canceled (without NOSHOW or OFLK indicator) no later than the scheduled departure time of the original flight. Only after the new ticket is used can the original ticket be refunded free of charge within its validity period. If the original ticket was changed voluntarily, the voluntary changing fee will not be refunded.

5.3.2 If the ticket date is incorrect (different month but same year and day, e.g., July 5, 2023 booked as August 5, 2023), passengers can repurchase a correct date for the same SC operated route. The original ticket must be canceled (without NOSHOW or OFLK indicator) no later than the scheduled departure time of the original flight. Only after the new ticket is used can the original ticket be refunded free of charge within its validity period. If the original ticket was changed voluntarily, the voluntary changing fee will not be refunded.

### 5.3.3 Other tickets with the wrong route or flight date

When passengers purchase the ticket at least 168 hours before the flight's scheduled departure, and cancel the

reservation due to a booking error within 24 hours (inclusive) after ticketing, or purchase the ticket between 4 hours (inclusive) and 168 hours (inclusive) before the flight's departure and cancel the reservation due to a booking error within 2 hours (inclusive) after ticketing, the passengers can repurchase the correct ticket that is operated by SC. Only after the correct ticket is used can the wrong ticket be refunded free of charge within its validity period, without charging the refund fee.

The new ticket must meet one of the following conditions:

(1) The passenger information and the flight date are identical, and the original airport or the destination airport should be the same;

(2) The passenger information and the route are identical, but the flight date is different.

#### 5.4 Handling Channels

For tickets meeting the aforementioned circumstances, agents can process free ticket refunds for passengers. When submitting the wrong ticket for a refund, the waiver code must be noted as "MIS + the last 10 digits of the used ticket number".  
Example: MIS0123456789.

#### 5.5 Other Requirements

5.5.1 If there is a need to change carriers, the voluntary



refund of the ticket must be handled before purchasing a new ticket according to the Fare Usage Conditions.

5.5.2 For tickets that have already been changed, checked in, or partially used, if a refund is requested, it must be handled according to the Fare Usage Conditions.

5.5.3 If the repurchased ticket needs to be refunded or changed, it must be handled according to the Fare Usage Conditions.

5.5.4 For wrong tickets requiring a ticket change, it must be handled according to the voluntary principle based on the Fare Usage Conditions.

5.5.5 If tickets meet one of the following situations, the tickets shall be handled according to the Fare Usage Conditions, and the refund fee charged already shall not be refunded:

(1) Those who have already processed a voluntary refund before requesting a wrong ticket;

(2) Those who have not canceled a reservation within the specified rule time;

(3) Those who have not repurchased correct tickets operated by SC and not completed the trip.

5.5.6 When receiving passengers' consultation or application for wrong ticket problems, agents must accurately

inform the requirements and attentions for ticket refunds.

## **6. Refund Risk Prevention and Control**

6.1 The agent shall give a timely and clear feedback to passengers who provide nonstandard proof materials through appropriate and effective ways. If necessary, the agent may request passengers to provide additional relevant proof materials.

6.2 Agents shall distinguish the authenticity of the proof materials. Once the materials are found fake, agents shall require the passengers to provide other relevant proof materials. If passengers are unable to provide the other materials, agents shall politely refuse it in an appropriate manner.

6.3 It is strictly prohibited for agents to maliciously forge information or handle free ticket refunds or changes beyond the scope of this regulation. If there is a violation, the airline will handle it seriously in accordance with relevant regulations. If the situation is severe, agents shall be held legally accountable for their actions..

6.4 The agent should strengthen their risk prevention and control ability of violated ticket refunds. The airline will regularly track and analyze the special refunds and changes of agents' tickets, and hold the agent accountable for any violations.

## **7. Relevant Requirements**

7.1 For tickets which comply with the above rules and have

already been voluntarily refunded or changed, all the relevant charge shall not be refunded.

7.2 Agents should pay attention to communication methods during passenger service, actively explain the relevant rules to passengers, and collect relevant supporting materials as required.

7.3 Agents shall not refuse passengers on the grounds that they are unable to handle or allow passengers to contact the airline themselves, in order to avoid escalating conflicts and causing complaints.

7.4 This rule shall come into effect from the date of its release, and *Shandong Airlines Marketing & Sales NO. [2023] JWGD001 - Rules on Handling Special Tickets for Passenger Reasons of Shandong Airlines (202308)* shall be abolished.

7.5 Shandong Airlines reserves the right of final interpretation of these rules.

Attachment:

## **Passenger Involuntary and Special Refund Application Form**

|   |  |                           |  |
|---|--|---------------------------|--|
| <b>Passenger Name</b>   |  | <b>Ticket<br/>number</b>  |  |
| <b>Name of accompanying<br/>passengers</b>  |  | <b>Ticket<br/>number</b>  |  |
| <b>Reason for refund</b>  |  |                           |  |
| <b>Requesting Agent</b>   |  |                           |  |
| <b>Requesting date</b>  |  |                           |  |
| <b>Agent signature</b>  |  |                           |  |
| <b>Review Comments,<br/>Reviewer and<br/>Signature of SC Sales<br/>Departments(Customer<br/>Service Center)</b> |  | <b>Date of<br/>Review</b> |  |

Please submit the proof materials in the form of an attachment