

APG Thailand & Cambodia

**Air Promotion Group
(Thailand) Co., Ltd.**

10/149 Room 1604A, 16th fl.
The Trendy Office,
Soi Sukhumvit 13,
Khlongtoeytua, Wattana,
Bangkok 10110

Contact :

Phone : (+66) 02 114 8183

Email: Cambodia@apg-th.com

Airline Profile

Shandong Airlines (SC)



Shandong Airlines is an airline based in Jinan, Shandong since 1994. It operates over 200 domestic, regional and international routes including more than 3700 weekly flights to over 80 cities in China, together with an international network to regional Asian destinations.

GDS:

**Amadeus
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Shandong Airlines (SC) 山東航空

Notice on the Special Handling Plan for Shandong Airlines Tickets of Japan Flights

To All Sales Units,

According to the travel advisory issued by the Ministry of Foreign Affairs, for the purpose of helping affected passengers better arrange their travel plans, we hereby issue the "Special Handling Plan for Shandong Airlines Tickets of Japan Flights" with travel dates falling within the 2026 summer and autumn season, as follows:

I. Scope of Application

This plan applies to 324-air tickets (including mileage award tickets) purchased or reissued to generate new ticket numbers on or before 12:00 on January 26, 2026, for which passengers apply for ticket changes or refunds (based on the reservation cancellation time) on or after 00:00 on January 26, 2026. The travel dates of such tickets shall fall between March 29, 2026 (inclusive) and October 24, 2026 (inclusive), involving inbound and outbound flights to and from Tokyo Narita (NRT), Tokyo Haneda (HND), Osaka (KIX), Nagoya (NGO), Fukuoka (FUK), Sendai (SDJ), Hiroshima (HIJ), Sapporo (CTS) and Okinawa (OKA). The applicable flights include those actually operated by SC/CA/ZH/KY/TV and code-sharing flights with the SC flight number.

II. Rules for Changes and Refunds

If a passenger has not confirmed the new travel time, the reservation may be cancelled prior to the scheduled departure time of the flight. After the new travel time is confirmed, ticket changes or refunds shall be processed in accordance with the following rules:

(1) Flight Changes

Within the validity period of the ticket, no change fee shall be charged for the first change, while the sub-cabin fare difference and peak/off-peak season fare difference shall be collected. For subsequent changes, the processing shall be conducted in accordance with the ticket usage terms.

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关于下发山航涉及日本航线客票特殊处置方案的通知

(2) Ticket Refunds

Within the validity period of the ticket, refunds for unused flight segments may be processed for passengers. For completely unused tickets: no refund fee shall be charged, and the full ticket fare and taxes shall be refunded to passengers. For partially used tickets: the refundable fare shall be calculated by deducting the fare and taxes of the used flight segments in accordance with the voluntary refund rules; no refund fee shall be charged, and the balance 6 / 7 shall be refunded to passengers. When overseas agents process involuntary refunds in accordance with this Notice, the exemption code: SP261024JP. If a ticket that has been changed in accordance with the principles of this Notice is applied for a refund, the processing shall be conducted in accordance with the "International Fare Usage Rules of Shandong Airline".

(3) Itinerary Changes and Endorsements

Itinerary changes and flight endorsements are not permitted. If passenger requests to change the itinerary or the carrier, it is recommended to process a refund for the original ticket and purchase a new one.

III. Effective Date

This Notice shall take effect as of January 26, 2026.

For tickets that fall within the scope of application of this Notice and for which changes or refunds have been completed on January 26, 2026, the fees collected may be applied for a refund through the original processing channel; the collected sub-RBDs fare difference and peak/off-peak season fare difference shall not be refunded. For tickets that do not fall within the scope of application of this Notice, the fees collected for the completed change or refund services shall not be refunded.

IV. Notes

For ticket changes or refunds processed due to flight irregularities such as flight cancellations, the handling shall be conducted in accordance with "Involuntary Change and Refund Rules for Irregular Flights of Shandong Airlines".

This document is a translated version. In case of any dispute, the Chinese version shall prevail.

Hereby notify.