

# **Shenzhen Airlines' Announcement on Ticket Refund and Change Rules for Injured and Sick Passengers**

Sales Departments:

To further enhance the customer service experience, we are now clarifying the criteria for ticket change and refund for passengers who are injured or ill after purchasing a ticket, as well as those who are traveling with them, as follows:

## **I. Scope of application**

Passengers holding SHENZHEN AIRLINES 479 tickets (including mileage award tickets) who are injured or ill (including those infected with the novel coronavirus) after purchasing a ticket and their companions.

## **II. Applicable Scenarios and Proof Materials**

### **1. Passengers not arriving at the airport**

(1) The passenger should provide any of the following proof materials (original, photocopy, scanned copy or photo) for ticket refund or change:

- ① A medical diagnosis certificate issued by a medical institution.
- ② Medical diagnosis certificate signed by a physician.
- ③ Physical check report issued by a medical institution.
- ④ Medical fee or treatment fee bill issued by a medical institution.

(2) Deceased passengers will be refunded with a death certificate (original, photocopy, scanned copy or photo).

(3) No more than 5 (including) passengers traveling with the sick, injured or deceased passenger (on the same date and flight as the sick, injured or deceased passenger) can process ticket refund or ticket change at the same time as the sick, injured or deceased passenger's ticket.

## 2. Passengers have arrived at the airport

(1) The passenger who has arrived at the airport or has a sudden illness at the flight stop (alternate station) can provide any of the following documents (original, photocopy, scanned copy or photo) for a refund or change of the passenger ticket:

① Diagnostic certificate or medical record issued by the local airport medical (emergency) center with a doctor's signature and seal.

② "Passenger Not Boarding Certificate" issued by Shenzhen Airlines or authorized units/airports (the certificate should contain the name of the passenger and his/her companions, flight date, flight number, ticket number, the specific reason why the passenger failed to take the flight on the same day, the name of the filling and issue unit, the number of the work unit, and the date of the filling).

## (2) Passengers on a flight that landed en route

If a passenger experiences an emergency during the flight due to injury or illness, and the flight landed en route eventually, Shenzhen

Airlines or an authorized unit/airport shall issue a “Passenger Not Boarding Certificate” to process a refund for the unused flight segment.

3. Passengers boarding and arriving at destination

The used passenger tickets are nonrefundable.

### **III. Review of Proof Materials**

The proof materials provided by the passenger shall meet the following conditions at the same time:

1. The passenger’s name, gender, age and other information must be consistent with the relevant proof materials;

2. The proof materials should be filled in and issued between the date of filling and issue of passenger ticket (including) and the date of departure (including), and no later than the date when the passenger requests a refund or change of ticket;

3. The relevant proof materials must be sealed or signed by a physician.

### **IV. Rules for Change and Refund**

Passenger tickets can be refunded or changed within the validity period according to the following rules:

1. Change

Injured or sick passengers and their companions can apply for a free flight change with no change handling fee, but the difference in fare and the difference in price between off-peak seasons are required.

## 2. Refund

Tickets for unused flight segments can be refunded without a refund handling fee.

## 3. Change of flight and endorsement

Changes in flight itinerary and endorsement are not allowed.

## **V.Processing Channels**

### 1. Refund of Passenger Tickets

Passenger tickets sold outside mainland China, Hong Kong and Macao can only be refunded through the original purchasing channel.

### 2. Change of Passenger Tickets

Individual tickets can be changed through the original ticketing channel, 0086-755-88814023 Customer Service Center or Shenzhen Airlines Airport Ticket Counter.

## **VI.Additional Remarks**

If a passenger's relative dies after purchasing a ticket, the passenger and his/her companions (no more than 5 persons) can apply for a ticket change and refund concerning the provisions of this announcement after providing the death certificate of the passenger's relative (original, photocopy, scanned copy or photo).

This notice is effective from the date of release. All units are requested to organize training and study for relevant personnel and strictly follow the regulations.