**Policy of Sichuan Airlines on Refund Due to Illness for International and Regional Routes (Trial)**

1. Scope of application: international and regional tickets issued with ticket code 876.
2. Refund due to illness shall be executed in accordance with policy of voluntary refund,without any refund fee.
3. Documents required for refund due to illness

3.1. Medical treatment certificates

3.1.1. Seeks medical treatment in hospitals of mainland China

Authentic and effective diagnosis certificates issued by medical institutions at county level or above must be provided, including registration sheets (passenger who cannot provide registration sheets may also provide the receipts or invoices of the hospital or screenshots of online registration and other medical records), medical records, and bills for medical expenses over CNY 100 (hospitalized passenger may provide the bills printed by the hospital with the official seal of the hospital).

3.1.2. Seeks medical treatment in hospitals of outside mainland China

Diagnosis certificates and receipts signed by doctors must be provided.

3.2. Personal identification

In addition to the above medical certificates, a scanned copy or a color digital photo of the original valid identification document of the passenger who seeks refund due to illness shall be attached.

If the fellow traveler of the sick passenger applies for refund, a scanned copy or a color digital photo of his/her itinerary and the original valid identification document must be attached.

1. Policy for refund due to illness
	1. Passenger applying for refund due to illness must make the application and cancel his/her seat before the scheduled time of departure.
	2. The certificates for refund due to illness must be issued after the passenger actually buys the ticket and must be submitted within 40 days after flight departure at the latest. Voluntary refund applies to the passenger who fails to cancel his/her seat as required or fails to provide the medical certificates in time, with a refund fee.
	3. The fellow traveler must apply for refund and cancel his/her seat at the same time as the sick passenger before the scheduled time of departure. One sick passenger is allowed to have no more than two fellow travelers.
	4. In case of an emergency at the airport of departure (before the scheduled time of departure) or at the place of stopover, the provisions of "Notice on Issuing the Follow-up Procedure for Tickets of Refused Passengers” (Sichuan Airlines Published[2014] No. 293) shall apply.
2. Procedures

5. 1. BSP ticket of mainland China

Passenger shall apply to the original place of issue for refund due to illness and provide the certificates required, and the sales agent shall submit the certificates conforming to the regulations to China BSP Refund Certificate Management System for future reference.

5.2. BSP ticket of outside mainland China

Passenger shall apply to the original place of issue for refund due to illness and provide the certificates required, and the sales agent shall submit the certificates conforming to the regulations to the local office of Sichuan Airlines, who will send the scanned copies or color digital photos of the certificates to 3usaleaudit@sichuanair.com, indicating "Approved", for future reference.

5.3. Other tickets

Passenger shall send scanned copies or color digital photos of the certificates conforming to the regulations to 95378@sichuanair.com, and the Sichuan Airlines callcenter will audit firstly,and will submit them to the financial department for secondary review and filing,later refund will be finished.

1. The sales agent who submits false certificates is subject to punishment by Sichuan Airlines.