

Sales Regulations during the Epidemic Period

(The epidemic prevention requirements of relevant countries, regions, airports and airlines involved in the travel will be adjusted at any time according to actual situation. Please inform the passengers to be aware of the relevant requirements before ticketing and to bear the losses, including but not limited to inability to travel by air, caused by non-compliance with the relevant regulations.)

Part I Sales Requirements

1. Flights to Mainland China

Passengers will be quarantined for 14 days at the first point of entry. Domestic connecting flights shall be paid attention to at the time of ticket issuance. Voluntary change or refund shall be issued to relevant tickets in case of NO-SHOW or change due to the quarantine.

2. Flights from Mainland China to Other Countries/Regions

If you are unsure of the travel restrictions of other countries or regions when selling tickets of flights originating from Mainland China, please refer to IATA official website-COVID-19 Dashboard on State & Airport Restrictions for detailed information.

<https://www.iata.org/en/programs/ops-infra/covid-19-ais-restrictions/>

ATTENTION: Mainland China citizens are not allowed to transfer in Taiwan region. Please be sure to comply with the transfer requirements of relevant countries or regions and airlines once there is a need to sell connecting tickets, even if the segments are reserved and ticketed separately.

Part II Passenger Reservation Information Collection (including but not limited to the following)

In accordance with the requirements of Chinese government and the US government (only apply to flights to and from the USA), necessary passenger identity information **MUST** be collected. Transport service will not be provided to passengers who fail to provide relevant information. Xiamen Airlines will protect the personal information of passengers according to the laws. Information collected will only be used for epidemic prevention and control purposes, and will not be provided to any third parties other than the governments, airports and their authorized agencies or individuals of the countries of origin, transit and destination, unless authorized by the passenger or required by the laws and regulations.

Information to be collected includes:

-Full name of the passenger (subject to the name on the passport);

- Passport and travel permit information (including date of birth, gender, date of issue, date of expiry, type);
- Valid contact information (including primary contact, emergency contact, email address);
- Valid contact address.

ATTENTION: When selling tickets of flights to Mainland China, it is necessary to be aware of the original departure place of the passenger and enter the country codes of ALL the countries involved in the journey (countries of departure, transit, and destination) in the PNR using RMK elements. E.g. If a passenger purchases tickets from Tokyo to Fuzhou, but the original departure place is Manila, no matter if the segment MNL-NRT is ticketed on MF stock, RMK PH JP CN shall be entered in the PNR for the verification of the true itinerary.

Part III Travel Health Information Requirements

1. In accordance with the requirements of Covid-19 prevention and control of the Chinese government, before flying to Mainland China, passengers shall provide negative PCR test results, and the QR code or paper report required by the government. See the attached table for detailed requirements.
2. Xiamen Airlines is taking strict preventive measures according to the requirements of the Chinese government, including temperature screening by Infrared Thermometer at check-in counters or boarding gates; requesting passengers to wear their own face masks during the entire journey (if the passengers wear N95 face masks, the non-breathing valve model shall be chosen); and denying boarding to passengers who have symptoms like fever ($\geq 37.3^{\circ}\text{C}$), fatigue or dry cough, take antipyretics to conceal the symptoms, or do not accept the temperature screening.
3. Passengers taking flights to Mainland China shall bear their own expenses for accommodation and board during the period of medical observation after entry. Xiamen Airlines may collect part of the relevant expenses in advance according to the requirements of national or local governments.

See following website for more information:

COVID-19: Important Notice on Taking Xiamen Airlines Flights.

https://www.xiamenair.com/brandnew_EN/about/business-notice/notice2020073141171.html

Confirmation Letter

Xiamen Airlines,

On behalf of _____ (company),

I hereby confirm that the *Sales Regulations during the Epidemic Period* has been duly received. We understand and promise to comply with the requirements when selling Xiamen Airlines air tickets. We shall inform the passengers of relevant epidemic prevention and control requirements. In case of any adverse social impact or loss caused by failure to inform the passengers, we shall bear the corresponding consequences.

Signature/Date