

Shanghai Juneyao Airlines Co., Ltd.  
General Conditions of Carriage for  
International Passengers and Baggage  
(Effective from 28 December , 2022)

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## **1. General**

1.1 In order to clarify rights and responsibilities between domestic passengers and Shanghai Juneyao Airlines Co., Ltd. (hereinafter referred to as Juneyao Airlines), Shanghai Juneyao Airlines Co., Ltd. General Conditions of Carriage for Domestic Passenger and Baggage (hereinafter referred to as 'General Conditions' or 'these Conditions') is formulated by Juneyao Airlines as part of the passenger carriage contract, on the basis of Civil Aviation Law of the People's Republic of China, Management Rules of Public Air Transportation Passenger, Certification Rules of Large-Scale Public Air Transport Carrier Operation, Civil Aircraft Airworthiness Management Rules, Civil Aviation Dangerous Goods Transportation Management Rules" and other relevant laws and regulations.

1.2 If the items listed in these conditions change frequently, Juneyao Airlines may formulate relevant regulations specifically, which will be regarded as part of these conditions. If the specifically formulated provisions are inconsistent with the contents of these Conditions, the specifically formulated provisions shall take precedence over these Conditions.

## **2. Applicability**

2.1 Except as provided in 2.2, 2.3, 2.4, 2.5 and 2.6 of this Conditions, these Conditions apply to all international carriage by air of passengers and baggage, performed by Juneyao Airlines for reward and code share flight or segment which is operating by Juneyao Airlines.

2.2 Unless otherwise required in free carriage conditions, contracts, tickets and certificates, these Conditions shall also apply to free carriage.

2.3 These conditions apply to the flight services between the Mainland China and Hong Kong, Macao as well as Taiwan, unless government regulations or the relevant contracts, passes or tickets have stated otherwise.

2.4 Passengers and their baggage who accept Juneyao Airlines charter flights and seat reservation contracts shall abide by the terms and conditions of the Juneyao Airlines charter flights and seat reservation contracts. For the contents not agreed in the contract, these Conditions shall prevail.

2.5 To the extent that any provision contained or referred to herein is contrary to anything contained in the applicable international conventions, national laws, government regulations, orders or requirements, such provision shall not apply. The invalidity of any such provision shall not affect the validity of any other provision contained or referred to herein.

## 2.6 Code shares

General Conditions of Juneyao Airlines also apply to the code-share flights operated by other carriers. However, the operating carrier of each code-share flight has terms and conditions of carriage with respect to the operations of its own flights, which may differ from those set forth in General Conditions of Juneyao Airlines. Those terms and conditions of the operating carrier will be considered as a part of General Conditions of Juneyao Airlines and apply to code share services provided by Juneyao Airlines on a flight operated by the operating carrier, which supersede General Conditions of Juneyao Airlines that would be otherwise applicable. Terms and conditions that may differ between Juneyao Airlines and the operating carrier of code-share flights include, but are not limited to:

- 2.6.1 Check-in deadline;
- 2.6.2 Refusal and limitation of carriage;
- 2.6.3 Baggage carriage rules, including but not limited to free baggage allowance and overweight baggage fees;
- 2.6.4 Compensation for denied boarding and flight delays;
- 2.6.5 Non-smoking flights.

## 3 Definitions

The following terms used in the Conditions are defined as follows unless otherwise specified:

- 3.1 'International Air Carriage' hereinafter referred to as "International Carriage", is defined as an air carriage which, according to the contract of carriage between Juneyao Airlines and the passenger, the place of origin, agreed stopover or destination is not in the territory of the People's Republic of China, regardless of interruption or transit during the carriage.
- 3.2 'Regional Route Carriage' is defined as a carriage between special locations within the territory of China. Including: Hong Kong Special Administrative Region, Macau Special Administrative Region and Taiwan Region.
- 3.3 Convention refers whichever of the following instruments that is applicable:

The Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw on 12 October 1929 (hereinafter referred to as the Warsaw Convention);

The Protocol to “Amend the Convention for the Unification of Certain Rules for International Carriage by Air Signed on 12 October 1929 in Warsaw” concluded on 28 September 1955 in Hague, (hereinafter referred to as the Hague Protocol);

The Convention for the Unification of Certain Rules for International Carriage by Air, signed at Montreal on 28 May 1999 (hereinafter referred to as the Montreal Convention).

- 3.4 'Juneyao Airlines' is the abbreviation of Shanghai Juneyao Airlines Co., Ltd. (IATA code: HO, website: <http://www.juneyaoair.com>).
- 3.5 'Carrier' means all public air carriage companies which undertake to carry the passengers, baggage or goods by use of civil aircrafts, including domestic carriers, Hong Kong, Macao and Taiwan carriers and foreign carriers.
- 3.6 'Ticket issuing carrier' is defined as airlines whose ticket issuance code is shown on electronic ticket transactions of flight coupons or priced tickets. The ticket issuing carrier shall be the controlling and authorizing party for electronic ticket transactions.
- 3.7 'Selling carrier' is defined as an airline whose code is recorded as the selling carrier in the electronic flight coupon or priced ticket. For bilateral agreements, such as code sharing agreements, the selling carrier is not necessarily the operating carrier.
- 3.8 'Operating carrier' is defined as the airlines that perform the entire or part of the air transportation contract.
- 3.9 'Juneyao Airlines regulations' is defined as the regulations (except these Conditions herein) issued by Juneyao Airlines for managing the safe transportation of passengers and their baggage which take effect from the issuance date of tickets, including any valid applicable fares and their applicable conditions.
- 3.10 'Sales agent' is defined as an enterprise established in accordance with the laws of the People's Republic of China that has signed sales agency agreement with Juneyao Airlines, to engage in the sales of public air transportation passenger services.
- 3.11 'Ground handling agent' is defined as an enterprise established in accordance with the laws of the People's Republic of China that has signed ground agency agreement with Juneyao Airlines, to engage in ground handling service of public air transportation at airports within the territory of the People's Republic of China.
- 3.12 'Passenger' is defined as a person who travels on a civil aircraft and has an passenger air transportation contract with Juneyao Airlines.

- 3.13 'Child passenger' is defined as a passenger who is over 2 (inclusive) but under 12 years old on the day of air carriage.
- 3.14 'Unaccompanied child' is defined as a passenger who is over 5 (inclusive) but under 12 years old on the date of air carriage, and travels without companion of an adult passenger over 18 years old, with full capacity for civil conduct. Or when a child and an adult fly together, but in different class of the aircraft physically, the child will be regarded as an unaccompanied child.
- 3.15 'Infant passenger' is defined as passengers who are over 14 days but under 2 years old on the day of air carriage. 'Premature babies' refer to babies born before 37 weeks of gestation on the day of air carriage.
- 3.16 'Contracted company' is defined as a company that has signed a contract with Juneyao Airlines for seat reservation and ticket purchase.
- 3.17 'Fare' is defined as fares, fees and relevant transportation conditions announced by Juneyao Airlines.
- 3.18 'Seat reservation' is defined as the reservations made by the passenger of a seat, cabin class and/or a set weight or volume for their baggage.
- 3.19 'Flight' is defined as an aircraft regularly fly according to the scheduled flight segments, dates and hours.
- 3.20 'Normal adult fare' is defined as the maximum fare for business class and economy class fares in the applicable period.
- 3.21 'Special fare' is defined as any fares that is cheaper than the normal adult fare on which certain usage restrictions are imposed.
- 3.22 'Valid identity certificate' is defined as any certificate proving the identity of the passenger required by government authorities which shall be provided at the time of ticket purchase and boarding. For example, a valid (visa) passport, travel documents to Compatriots from Hong Kong, Macao and Taiwan Compatriots, Seafarer's Passport, etc.
- 3.23 'Ticket' is defined as a transportation certificate. This includes paper tickets and electronic tickets.
- 3.24 'Paper Ticket' is defined as a document known as 'Ticket and Baggage Check' filed in by Juneyao Airlines or its sales agents on behalf of Juneyao Airlines, which includes the conditions, statements and notice of the transportation contract, flight coupon and passenger coupon.
- 3.25 'Electronic ticket' is defined as an effective ticket which is in the form of data sold by Juneyao Airlines or its sales agent and is an electronic substitute for a paper ticket.

- 3.26 'Flight coupon' is defined as the section on a paper ticket titled 'Valid flight' which indicates that the coupon is suitable for use on the flights between the designated locations.
- 3.27 'Passenger coupon' is defined as the section on a paper ticket titled 'Passenger coupon' which shall be retained by the passenger at all times.
- 3.28 'Electronic Ticket Itinerary for Air Services' (hereinafter referred to as 'Itinerary') is defined as the proof of purchase provided by Juneyao Airlines or its sales agents to passengers for purchases of electronic tickets. It can also remind the passenger of their trip itinerary.
- 3.29 'Connecting ticket' is defined as a ticket with more than two (inclusive) flights.
- 3.30 'Round trip ticket' is defined as a ticket that travels from the place of departure to the destination and returns to the place of origin on the original flight route within the same contract of carriage.
- 3.31 'Conjunction ticket' is defined as a ticket issued to any passenger, which is connected to the ticket number of another ticket or other tickets, of which form the same ticket of transportation contract.
- 3.32 'Day' is defined as a calendar day. A week contains seven days. When notifying passengers, the date of the notice shall not be included. In determining the valid term of any ticket, the date the ticket is issued and the date the flight commences shall not be included.
- 3.33 'Fixed ticket' is defined as any ticket listing the flight, boarding date and seat reserved.
- 3.34 'Open ticket' is defined as any ticket that does not expressly list the flight, boarding date and seat reserved.
- 3.35 'No-show' is defined as the failure of a passenger to board the aircraft because they fail to finish check-in formalities before the stipulated check-in deadline, or their travel documents don't meet the requirements.
- 3.36 'Missed boarding' is defined as the failure of a passenger to board their designated flight after completing the boarding formalities or at the stopover.
- 3.37 'Boarding wrong flight' is defined as a passenger who boards the flight which is not specified on the ticket.
- 3.38 'Overbooking' is defined as the sale of tickets exceeding the maximum number of seats permitted for any flight.

- 3.39 'Code sharing flights' is defined as flight of another carrier on which Juneyao Airlines uses its company code by signing an agreement, or a flight on which multiple airline companies use their respective flight numbers.
- 3.40 'Baggage' is defined as the necessary or proper number of articles or other personal belongings carried by any passenger to be worn, used, or used for comfort or convenience purposes, including checked baggage and carry-on baggage.
- 3.41 'Checked baggage' is defined as the baggage handed over by any passenger to the care of Juneyao Airlines, of which Juneyao Airlines will issue baggage tickets.
- 3.42 'Carry-on baggage' is defined as baggage in the care of the passenger, which are not checked baggage.
- 3.43 'Free hand-carry item' means any small item which, with the consent of Juneyao Airlines, is taken by passenger on board or during the stay at transit points, within the types and quantity limitation of Juneyao Airlines.
- 3.44 'Free baggage allowance' is defined as the maximum amount of checked baggage for which Juneyao Airlines will provide a free transportation service to any passenger.
- 3.45 'Baggage ticket' is defined as the record on the ticket related to the transportation of baggage.
- 3.46 'Baggage claim tag' is defined as the tag issued by Juneyao Airlines specifically for the passenger to identify their checked baggage.
- 3.47 'Service dog' is defined as special dog that provides assistance to the disabled in life and work. The company only carries guide dogs and hearing guide dogs carried by the disabled, and temporarily does not carry other assistance dogs (such as mental comfort dogs, etc.)
- 3.48 'Cut-off time for check-in' is defined as the latest time for passengers to check-in. Cut-off time for check-in is according to the regulations issued by each airport or Juneyao Airlines.
- 3.49 'Stopover' is defined as a break-off to a passenger's trip arranged by the passenger and approved by Juneyao Airlines beforehand at a location during travel between the departure airport and the destination airport.
- 3.50 'Journey break' is defined as a place where the passenger intends to arrange a break in the journey, when traveling between the place of departure and the destination, with the prior consent of the carrier.



- 3.51 'Force majeure' is defined as an event that is unforeseeable, inevitable and insurmountable, whose effect is inevitable despite of all reasonable measures taken.
- 3.52 'Juneyao Airlines reasons' refer to the internal management reasons of Juneyao Airlines, including maintenance, flight deployment, crew deployment, etc.
- 3.53 'Non Juneyao Airlines reasons' refer to other reasons not related to Juneyao Airlines' internal management, including factors such as weather, emergencies, air traffic control, security checks, and passengers.
- 3.54 'Flight departure delay' is defined as when the actual take-off time of the aircraft at the departure airport is later than the scheduled departure time by over 15 minutes.
- 3.55 'On-board delay' is defined as when the waiting time during the period after cabin doors close and before taking off or after the aircraft lands and before the cabin doors open is longer than the taxi time required by the airport.
- 3.56 'Flight cancellation' is defined as when the scheduled flight is canceled due to any anticipated flight delay or due to an actual delay.
- 3.57 "Flight alternate landing" means that the flight cannot or is not suitable for landing at the destination airport for some reason, but needs to land at another airport.
- 3.58 'Voluntary refund' is defined as any ticket refunded caused by the failure to complete the trip pursuant to the transportation contract as a result of anything attributable to a passenger.
- 3.59 'Non-voluntary refund' is defined as any ticket refund caused by the failure to complete the trip pursuant to the transportation contract as a result of Juneyao Airlines flight departing earlier than scheduled, any delay, cancellation, change of trip, or failure to provide reserved seat(s).
- 3.60 "Ticket change" refers to the rescheduling, class change, endorsement, etc. of the ticket.
- 3.61 "Voluntary change" is when passengers request to change the ticket for their own reasons.
- 3.62 'Non-voluntary change' is defined as a passenger changes ticket due to flight cancellation, delay, departing early, itinerary change, class change, or the carrier's inability to operate the original flight.
- 3.63 'Change fee' is defined as the commission charged for any passenger consistent with the original terms specified of the ticket and these transportation conditions due to the passenger's request to change their flight or boarding date.
- 3.64 "Damage" refers to the loss incurred when the carrier provides transportation or transportation-related services, including death, injury, delay, loss, partial loss or other damage.
- 3.65 'Facilities for disabled passengers' is defined as equipment provided to disabled passengers to assist them hear, see, communicate, and move.
- 3.66 "Preferential tickets" refers to discount tickets and free tickets of flights actually

operated by Juneyao Airlines, which are divided into: business trip discount tickets, cooperative organizations discount tickets and agreement discount tickets.

- 3.67 "Baggage straight through" flights: Passengers holding a connecting flight ticket can check through the baggage at the airport of departure and do not have to reclaim their baggage at the transit airport.
- 3.68 "Sectional check-in" flights: for connection flights that the baggage is not checked through and the passenger has to re-check in at the transit airport to fulfil the same contract of carriage.

## **4. Tickets**

### **4.1 General Provisions**

- 4.1.1 A ticket is a prima facie evidence for the air transportation contract between Juneyao Airlines and its passengers.
- 4.1.2 Juneyao Airlines or its sales agents shall have the obligation to issue tickets to passengers provided that the passengers have paid the tickets in full in accordance with Juneyao Airlines regulations.
- 4.1.3 Juneyao Airlines only provides transport services to passengers whose names are listed on tickets, and may request passengers to present relevant valid certificates.
- 4.1.4 Tickets are not transferable. The transferred ticket is invalid and the fares is non-refundable. If the ticket is not presented by the person who has the right to board or refund the ticket, and Juneyao Airlines provides transportation or refund to the person who presented the ticket according to regulations, Juneyao Airlines has the right to board or refund the original ticket and shall not be liable.
- 4.1.5 Tickets cannot be altered without the permission of Juneyao Airlines. Altered tickets are invalid and non-refundable.
- 4.1.6 Passengers must check the entry and exit, health and quarantine, customs and other relevant regulations of the place of departure, stop or destination of the flight. Juneyao Airlines is not be liable if the passenger fails to complete the trip due to failure to comply with or non-compliance with the regulations.

### **4.2 Requirements for the use of passenger tickets**

- 4.2.1 Each passenger shall hold a separate ticket.
- 4.2.2 Passenger holding a paper ticket fails to provide a valid ticket pursuant to the requirements of Juneyao Airlines will be denied boarding. This includes flight coupons for the flight he/she intends to take, and the flight coupons and passenger coupons not yet used. Any passenger that provides a defaced

ticket or a ticket altered by any person other than Juneyao Airlines or its sales agent shall also be denied boarding.

- 4.2.3 Passengers holding an electronic ticket shall provide the valid identity certificate used at the time of purchasing their ticket. Juneyao Airlines will accept passengers with a valid flight coupon on an electronic ticket;
- 4.2.4 Unless noted otherwise by Juneyao Airlines, the flight coupons or electronic coupons of ticket must be used in sequence from the departure place, as the trip listed on the ticket. Juneyao Airlines will not provide the carrier service for flight coupons not used in sequence. However, refunds can be processed in accordance with the refund regulations for the reserved seat class for the unused flight coupons.
- 4.2.5 Each flight coupon or electronic coupon should list the flight segment and class, and Juneyao Airlines shall accept transportation services after the seat and flight date are confirmed. For flight coupons where seats have not been finalized, Juneyao Airlines shall book a seat for the passenger based on the applicable price condition of the held ticket and seat availability on the requested flight.
- 4.2.6 The passenger shall take the flights for the entire trip as stated on the ticket before the expiry of the validity period of the ticket.
- 4.2.7 For international connecting ticket with a domestic segment, the flight coupon of the domestic segment can be used directly without changing to a domestic ticket.
- 4.2.8 For entirely domestic air transport ticket issued on international ticket purchased by overseas passengers (including Hong Kong & Macau Special Administrative Region and Taiwan), and international connecting tickets containing domestic segments, the flight coupon of domestic segments or electronic flight coupon can be used directly without changing to a domestic ticket.
- 4.2.9 Fixed Ticket is only applicable for the person, date, flight and class listed on the flight coupons.
- 4.2.10 Open ticket or a ticket containing open flight segment means the open status of the full ticket or certain flight segment chosen by the passenger as per her/his own demands and fare rules. According to fare rules of airlines products, any item of carrier, flight number, date of flight, seat status of the ticket may be remained as open, but the passenger must confirm with Juneyao Airlines before actual carriage.

#### **4.3 Validity Period of Ticket**

- 4.3.1 The validity period of the ticket is valid for one year from the date of travel; if the first segment of the ticket is not used, it is valid for one year from the date of issuing the ticket, except for special fare tickets.
- 4.3.2 The validity period of special fare tickets shall be determined pursuant to the special fare ticket conditions set forth by Juneyao Airlines.
- 4.3.3 The calculation of the validity term of any ticket is from 00:00 of the day following the trip commencement or the ticket issue date, until 00:00 of the day following the expiry date.

#### **4.4 Extending Ticket Validity Period**

- 4.4.1 If due to any of the following reasons, the passenger fails to take their flight during the validity term of their ticket, the validity term shall be extended until the earliest Juneyao Airlines flight that has available seats of the same class as the purchased ticket:
  - 4.4.1.1 Juneyao Airlines cancels the flight which the passenger has reserved seat.
  - 4.4.1.2 Juneyao Airlines cancels the agreed flight stopover, and which is the departure, or destination of the passenger.
  - 4.4.1.3 Juneyao Airlines fails to fly according to the flight schedule within the reasonable timeframe.
  - 4.4.1.4 Juneyao Airlines causes the passenger to miss the connecting flight with reserved seat.
  - 4.4.1.5 Juneyao Airlines fails to provide the passenger with their reserved seat.
- 4.4.2 If Juneyao Airlines fails to provide seat of the ticketed class when the passenger makes a reservation, causing the passenger fail to travel within the validity period of the ticket, the validity period of the passenger ticket will be extended to the earliest Juneyao Airlines flight with available seats in the same class.
- 4.4.3 The validity period of special fare tickets with a validity period different from ordinary fare tickets shall be implemented in accordance with Juneyao Airlines' regulations.
- 4.4.4 For passengers unable to continue travel due to disease, Juneyao Airlines can extend the validity of the ticket of these passengers to the date which the passenger can travel according to a doctor's certificate of diagnosis; or to the earliest date after the date specified on the certificate of diagnosis which a Juneyao Airlines flight has the same class listed on their ticket and available seats, provided that the passenger should provide a certificate of diagnosis

issued by hospitals at second or above level (in case of abroad, clinic is also included or foreign medical institutions at equivalent level). Ticket for the companions of sick passengers shall also be extended in the same manner but this shall not apply to more than 2 persons.

- 4.4.5 If passenger decease during the journey, the passenger's companion ticket can be changed by extending the validity period of the ticket. If the immediate family member of a passenger decease, while the passenger has started traveling, the passenger and accompanying immediate family member's ticket may also be changed. Such changes shall be processed after receiving the death certificate.

## **4.5 Loss of Paper Tickets**

### **4.5.1 Report of Loss of Paper Ticket**

- 4.5.1.1 In the case of any whole or partial loss or damage of any ticket or in case that the ticket presented by the passenger does not include passenger coupon and all unused flight coupon, the passenger shall file a written loss application report to Juneyao Airlines.
- 4.5.1.2 At the time of any loss application report, the passenger shall provide valid identity certificate. If passenger entrusts others to handle the loss application report, then the valid identity certificate of the passenger and the entrusted person along with other documents and certificates required by Juneyao Airlines shall also be provided.
- 4.5.1.3 If any ticket is used or refunded by others in the name of the passenger prior to the loss application report, then Juneyao Airlines will not be legally liable.

### **4.5.2 Reissuing of Lost Ticket**

- 4.5.2.1 If fixed ticket is lost, the passenger should provide materials and certificates stipulated in Article 4.5.1.2 to Juneyao Airlines no later than 1 hour before departure time of the flight. Upon check by Juneyao Airlines, a new ticket can be reissued under the following circumstances:
- 4.5.2.1.1 The passenger shall complete Juneyao Airlines' Reissuing Application of Lost Ticket.
- 4.5.2.1.2 The passenger shall make a statement and agree to compensate all the losses that may be suffered by Juneyao Airlines thereby, including fraudulent use or refunds made by others and the necessary litigation cost occurred.

4.5.2.2 In case of loss of tickets (fixed tickets and open tickets), passenger should make loss reporting to Juneyao Airlines through sales service hotline 021-95520 according to Article 4.5.1 For lost tickets that are not used or refunded fraudulently by others, Juneyao Airlines can conduct the relevant procedures within 30 days from the expiration of the ticket.

4.5.2.3 For lost tickets that are not verified or recognized, Juneyao Airlines has the right to refuse to reissue the ticket. If the passenger intends to take the flight, they shall purchase another ticket.

4.5.2.4 Reissued tickets shall be non-refundable and non-changeable.

4.5.2.5 For lost ticket that are of other airlines but issued by Juneyao Airlines, it can only be reissued after agreed by the carrier listed on the original ticket.

#### 4.5.3 Refund of Lost Ticket

4.5.3.1 For lost open tickets, passenger should make loss reporting to Juneyao Airlines in writing according to the procedures stipulated in the Article 4.5.1. For lost tickets that are not used or refunded fraudulently by others, Juneyao Airlines can conduct the relevant procedures within 30 days from the expiration of the ticket.

4.5.3.2 Refund formalities for lost fixed ticket shall be carried out within 30 days after expiration of its valid period and upon airlines verification, with materials and certificates stipulated in the Article 4.5.1 and the passenger coupon of repurchased ticket.

#### 4.5.4 Loss of Itinerary

If printed itinerary is lost because of reasons of passengers, according to Temporary Regulations on Itineraries of Air Transportation E-tickets, it cannot be reprinted.

## 5. Fares and Taxes

### 5.1 Application of Fares

5.1.1. Fares refers to the price of air transportation from the departure airport to the destination airport. It excludes ground transportation costs incurred between airport and the city, or between the two airports in the same city. This also excludes the Civil Aviation Development Fund, fuel surcharges, or extra taxes and duties charged to passengers as required by the destination country.

- 5.1.2. The fares announced by Juneyao Airlines are applicable to direct and stopover flights. If passengers request to transfer to other flights, the fare shall be calculated by adding up the actual flight segments.
- 5.1.3. The fares shall be the fares applied at the time passenger purchases a ticket. The price of tickets already sold to passengers shall not be changed even when fares are adjusted.
- 5.1.4. Any passenger using special fare tickets shall comply with the conditions applicable to such special fares. This includes only refund part of the fare, or no refund, no change, etc., passengers should choose the fare that best suits their needs to purchase.

## **5.2 Special Fares**

- 5.2.1 Child passengers shall purchase child tickets at 75% of the applicable normal adult fare (unless otherwise stipulated by Juneyao Airlines), and seat will be provided.
- 5.2.2 Infant passengers shall purchase infant tickets at 10% of the applicable normal adult fare (unless otherwise stipulated by Juneyao Airlines), and seat will not be provided. Where an infant passenger needs to occupy a seat, a child ticket shall be purchased. Each adult passenger can only carry a maximum of two infant passengers. If more than one infant passenger is carried, a ticket must be purchased at the child fare and a seat will be provided by Juneyao Airlines.
- 5.2.3 Fuel surcharges are issued and collected by the carrier in accordance with relevant national regulations. If there are no special regulations, infants who do not occupy a seat using the infant fare are exempt from fuel surcharges, and children are charged fuel surcharges as adults.

## **5.3 Tax**

- 5.3.1 Any tax, fee or charge imposed by government, authority, or airport operator in terms of passenger or the use of any service or facility, will be in addition to the published fares. The tax or fee shall be paid by the passenger.
- 5.3.2 Fuel surcharge and civil aviation surcharge are published and charged by the carrier, according to relevant regulations of the State.

## **5.4 Paying Fares**

Fares and charges are payable in any currency acceptable to Juneyao Airlines. Unless otherwise agreed by Juneyao Airlines and passenger, fares and charges are all paid in cash.

## **6 Reservations**

### **6.1 Reservation Requirements**

- 6.1.1 Reservations shall be tentative until Juneyao Airlines has issued a validated ticket for the carriage to passenger, and the passenger makes payment by the time fixed by Juneyao Airlines. Reservations are not confirmed until recorded as accepted by Juneyao Airlines or its authorized agents.
- 6.1.2 According to Juneyao Airlines's regulations, special fares may have conditions that will limit or exclude the passenger's right to endorse, change, refund or cancel reservations.
- 6.1.3 When booking connecting flights, passengers must know and follow the minimum connection time stipulated by airports or relevant carriers; if the connection time does not meet the minimum connection time standard, Juneyao Airlines reserves the right not to reserve the seat.

### **6.2 Seat Reservation of Contracted Company**

Contracted company should reserve seats as per contract.

### **6.3 Time Limit for Purchasing Tickets**

If a passenger has not paid for the ticket prior to the specified time limit, Juneyao Airlines may cancel the reservation.

### **6.4 Personal Information**

- 6.4.1 Passengers should confirm their person information provided to Juneyao Airlines. Such personal information will be used for seat reservation and the arrangement of transportation services. Passengers authorize Juneyao Airlines to retain their personal data and permit Juneyao Airlines to transmit the data to the Juneyao Airlines' departments, other relevant carriers, or relevant service providers.
- 6.4.2 Passengers are responsible for providing true, accurate, and complete valid identity information, contact numbers, etc. in accordance with Juneyao Airlines regulations.
- 6.4.3 The valid ID used by passengers for seat reservation and ticket purchase must be the same as the one used for check-in and boarding.

### **6.5 Priority of Seat Reservations**



6.5.1 Juneyao Airlines is entitled to prioritize seat reservation requests from important passengers, rescuers, and other passengers Juneyao Airlines deems necessary to prioritize.

6.5.2 Any passenger who alters their flight involuntarily may be prioritized for seat reservation if the flight has any available seats.

## **6.6 Seat Reservation Cancellation**

6.6.1 If any passenger fails to purchase a ticket within the time period stipulated by Juneyao Airlines or as agreed upon in advance, the previously reserved seat will not be reserved, including any departing flight seat, continuing flight seat or return flight seat.

6.6.2 If a passenger alters or cancels their reserved seat, they shall file a request within the time period stipulated by Juneyao Airlines. If there are any restrictions applicable to the fares, the passenger shall be bound by such restrictions at the time of requesting alterations or cancellations of their seat reservation.

## **7. Ticket Purchasing**

### **7.1 General Provisions**

7.1.1 Passengers may purchase tickets at the Juneyao Airlines ticket offices or its sales agent, and by logging onto Juneyao Airlines' official website ([www.juneyaoair.com](http://www.juneyaoair.com)) and Juneyao Air mobile phone APP. Passengers also can consult and purchase tickets by calling Juneyao Airlines sales service hotline. Juneyao Airlines sales service hotline is 021-95520, and Juneyao Airlines membership hotline is 4007006000.

7.1.2 To buy a ticket, passenger should provide valid identity document or other valid identity documents provided by public security departments.

7.1.3 Passengers who purchase infant tickets or child tickets shall provide valid certificates to prove the birth day of the infant or child.

7.1.4 Juneyao Airlines reserves the right not to sell tickets and refuse to carry passengers who are not suitable to fly

7.2 If passenger purchase a code sharing flight ticket, Juneyao Airlines or its sales agents should inform passenger the nature, selling carrier and operating carrier of the flight during seat reservation and ticket sales.

7.3 If passenger purchase a transit connecting flight ticket, Juneyao Airlines or its sales agents should inform passenger the rules of connecting time of transit flight during seat reservation and ticket sales.

7.4 Juneyao Airlines or its sales agents should sell one-way tickets, connecting tickets and round-trip tickets according to the requirements of passengers.

7.5 The printing of itinerary, by calling Juneyao Airlines sales service hotline 021-95520, should not be later than 28 days after all flight segments are used.

## **8. Flight Overbooking**

According to air transportation practices, Juneyao Airlines may overbook flights when necessary on flights that are prone to high cancellation rates of reserved seats. When overbooking happens, Juneyao Airlines will inform passengers of the overbooking, compensation schemes and the rights they have, before they check-in.

### **8.1 Applicability**

It applies to scheduled flights and additional flights that operate normally according to Juneyao Airlines' flight schedule and, including code-share flights that are actually operated by Juneyao Airlines. Charter flights are not included in this scope.

### **8.2 Procedures for Volunteers Call**

8.2.1 When a flight is oversold, Juneyao Airlines will initiate a volunteer recruitment procedure to find passengers who voluntarily give up the trip at the airport.

8.2.2 After obtaining the consent of the volunteers, if the passenger cannot make the flight, Juneyao Airlines will compensate the passenger for the overbooked flight and the passenger will confirm the "Overbooking Compensation Agreement".

### **8.3 Priority boarding rules**

In the event that Juneyao Airlines does not have enough volunteers, some passengers will be denied boarding. Juneyao Airlines will give priority boarding to the following passengers.

8.3.1 Passengers who are on urgent national business.

8.3.2 Passengers who have special service needs with the consent and prior arrangement of Juneyao Airlines.

8.3.3 Business class passengers.

8.3.4 Members of Juneyao Airlines Platinum Card, Gold Card and Star Alliance Gold Card.

8.3.5 Passengers who have already booked seats on connecting flights and have a short connection time.

8.3.6 Silver card members and alliance silver card members of Juneyao Airlines

8.3.7 Passengers who prove that they have special difficulties and are in a hurry to make the trip.

8.3.8 Ordinary members of Juneyao Airlines.

8.3.9 Group travelers.

#### 8.4 Overbooking Service and Compensation

In the event that a passenger voluntarily gives up his or her trip or is denied boarding due to an overbooking, Juneyao Airlines will provide the following overbooking services and compensation:

##### 8.4.1 Overbooking service

8.4.1.1 To give priority to the earliest available flight to ensure that the passenger can travel as soon as possible;

8.4.1.2 Or handled as involuntary refund, no refund fee will be charged;

8.4.1.3 Or handled as an involuntary change of the voyage, any overpayment will be refunded, no supplemental payment will be required.

8.4.1.4 If the scheduled subsequent flight is a non-same-day flight, the passenger will be provided with meals and accommodation free of charge;

8.4.2 In addition to providing the above-mentioned service guarantees for passengers, According to the fare of the ticket held by the passenger and the waiting time of the subsequent flight after rebooking, Juneyao Airlines will pay compensation in the following standards:

8.4.2.1 Compensation standard for regional and international (except EU member states) routes

<div>Compensation Standards</div> <div>Route</div>		Waiting time≤4H		Waiting time≥4H	
		Mileage≤4000km	Mileage > 4000km	Mileage≤4000km	Mileage > 4000km
regional and international (except EU member states) routes	Cash Compensation	800 元	1200 元	1000 元	1400 元
	Compensation standard for points or vouchers	Under the same conditions, the compensation amount for "points or ticket vouchers" is <b>1.5 times the cash compensation.</b>			

**Notes:**

- 1、Overbooking compensation is in one of the three forms: points, ticket vouchers and cash.
- 2、The compensation amount for equity coupons shall be rounded up to tens place.

**8.4.2.2 Routes from airports in EU member states**

<b>Specific Conditions</b>	<b>Compensation Standard</b>
Voyage≤1500 km	250Euros Or 1900RMB
All flights within the EU borders with a voyage of over 1500 km, and all other flights with a voyage of over 1500 km and less than 3500 km	400Euros Or 3000RMB
Flights outside EU borders with a voyage of over 3500 km	600Euros Or 4600RMB
For flights with a standard voyage of economic compensation ≤ 1500 km, the re-scheduled arrival time is no later than 2 hours after the original planned arrival time	125Euros Or 900RMB
All flights within the EU borders with a voyage of over 1500 km, and all other flights with a voyage of over 1500 km but less than 3500 km, the re-scheduled arrival time is no later than 3 hours after the original planned arrival time	200Euros Or 1500RMB
For flights outside EU borders with a voyage of more than 3,500 km, the re-scheduled arrival time is no later than 4 hours after the original planned arrival time	300Euros Or 2300RMB
<b>Notes:</b> <ol style="list-style-type: none"><li>1、Form of overbook compensation: cash compensation.</li><li>2、The above compensation in RMB is the standard made after exchange rate conversion. If the exchange rate fluctuates greatly, it can be converted according to the actual exchange rate and compensated in equivalent RMB (rounded up to the nearest tens place).</li></ol>	

8.4.3 If the overbooking offer and compensation standards are inconsistent with the applicable mandatory laws and regulations, they can be implemented in accordance with the corresponding laws and regulations.

## **9. Check-in and Boarding**

### **9.1 General Provisions**

- 9.1.1 The applicable boarding deadline varies between airports. Passengers shall arrive at the airport within the time frame specified by Juneyao Airlines. They shall conduct ticket validation, baggage check-in and pick up their boarding pass by producing their valid identity certificate and ticket in a timely manner.

- 9.1.2 If a passenger fails to arrive at the Juneyao Airlines check-in counter or boarding gate on time or fails to present their valid identification document and transportation certificate, then Juneyao Airlines can cancel the passenger's reserved seat to prevent the flight from a delayed departure.
- 9.1.3 Except for accidental injuries or deaths of passengers or other emergencies (such as the sudden death/death of immediate family members, and the absence of life-threatening medicines, etc.), After the aircraft is pushed back, the company does not accept requests from passengers on the aircraft to terminate the itinerary and taxi back due to personal reasons.
- 9.1.4 Prior to travel, passengers are responsible for obtaining the required travel documents, visas and other necessary documentation for travel and for understanding and complying with all applicable laws, regulations, orders and travel rules. Juneyao Air is not responsible for the consequences of a passenger's failure to obtain such documents or visas or to comply with the applicable laws, regulations, orders and travel rules.

## **9.2 Security Checks**

Passengers and their carry-on baggage shall be subject to security checks prior to boarding.

## **9.3 No-Show Passengers**

When a passenger misses their flight, requires changing to a subsequent flight and such flight has spare seats, Juneyao Airlines shall actively make arrangements for the passenger, and will collect the corresponding fees according to regulations; if the passenger requests a refund, Juneyao Airlines may charge a refund fee according to the applicable conditions of the ticket.

## **9.4 Missed Boarding**

- 9.4.1 If passenger missed boarding due to their own fault, 'Voluntary Refund' of these Conditions will apply.
- 9.4.2 If passenger missed boarding due to Juneyao Airlines, Juneyao Airlines will arrange the passenger to take a subsequent flight as early as possible, or process it according to 'Involuntary Refund' of these Conditions.

## **9.5 Boarding Wrong Flight**

- 9.5.1 If any passenger boards the wrong flight and arrives at the wrong destination, the fares will not be refunded.
- 9.5.2 If any passenger boards the wrong aircraft due to Juneyao Airlines, Juneyao Airlines will arrange the passenger to take a subsequent flight as early as possible, to complete the passenger's scheduled trip. The fares will not be

refunded. If the passenger requests a refund, Juneyao Airlines will process this as specified in 'Involuntary Refund' of these Conditions.

## **9.6 On-Board Seat Arrangements**

- 9.6.1 Apart from providing a seat according to the flight and class reserved by the passenger, Juneyao Airlines will endeavor to meet the passenger's seat requirements of the same class but does not promise to provide the specified seat requested.
- 9.6.2 In order to ensure flight safety, emergency exit seats on the aircraft shall be designated by Juneyao Airlines.
- 9.6.3 For operation, safety and security, Juneyao Airlines reserves the right to allocate or reallocate seats on the aircraft, even after passengers have boarded and/or taken their seat.

## **9.7 Boarding**

- 9.7.1 Passengers shall wait to board at the boarding gate within the period specified by Juneyao Airlines under the 'Important Notes' section of the passenger's boarding pass.
- 9.7.2 When a passenger fails to follow the regulation specified in Article 9.7.1 of these Conditions and fails to board in the specified time before the boarding gate closes, then Juneyao Airlines will cancel the passenger's seat and shall not be responsible for the loss suffered by the passenger therefrom.

## **10. Baggage**

The baggage carried by Juneyao Airlines is divided into checked baggage and unchecked baggage according to the transportation responsibility.

### **10.1 Items Unacceptable as Baggage**

Any of the items set out below shall not be included in passenger's baggage or carried into the cabin, otherwise, Juneyao Airlines is entitled to refuse to provide transportation services to the passenger:

- 10.1.1 Items that do not comply with the 'Baggage' Article 3.40 of these Conditions.
- 10.1.2 Dangerous goods that are prohibited from being transported as baggage, listed in ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air,

IATA DGR and the company's "Dangerous Goods Manual" (include but are not limited to):

- 10.1.2.1 Explosives.
- 10.1.2.2 Gases, including explosive gases, non-explosive and non-toxic gases, and toxic gases.
- 10.1.2.3 Flammable gases.
- 10.1.2.4 Flammable solids, spontaneously combustible substances, and substances which are flammable when in contact with water.
- 10.1.2.5 Oxidizing agents, and organic peroxides.
- 10.1.2.6 Toxic substances, and contagious substances.
- 10.1.2.7 Radioactive substances.
- 10.1.2.8 Corrosive substances.
- 10.1.2.9 Magnetic substances.
- 10.1.2.10 Substances that are anesthetic or unpleasant, or substances of a similar nature.
- 10.1.2.11 Lithium batteries with a lithium content >2 grams or lithium-ion batteries with a nominal energy value >160Wh (watt hours).
- 10.1.2.12 Other dangerous goods that are not allowed to transport as baggage as stipulated by Juneyao Airlines.
- 10.1.2.13 Controlled tools, i.e. controlled knives, military & police equipment or others
- 10.1.2.14 Live animals (except for service dogs)
- 10.1.2.15 Wild animals and their products.
- 10.1.2.16 Items that are prohibited from exiting, entering or transiting through the People's Republic of China or relevant national laws during transportation.
- 10.1.2.17 Items with packaging, shape, weight, volume, or nature that are not suitable for transportation.
- 10.1.2.18 Items that may contaminate the aircraft.

## **10.2 Items Unacceptable as Checked Baggage**

No passenger is allowed to mix or include any of the following in their checked baggage. For the loss or damage of the following items placed or included in checked baggage, Juneyao Airlines will be responsible for them as general checked baggage:

- 10.2.1 Important documents and materials;
- 10.2.2 Including but not limited to currency, bank draft and other securities;
- 10.2.3 Jewelry, precious metals (gold, silver, etc.) and their products;
- 10.2.4 Antique calligraphy and painting;
- 10.2.5 Fragile and vulnerable items, perishable items.
- 10.2.6 Portable electronic devices containing lithium metal batteries or lithium ion batteries for personal use.
- 10.2.7 Travel documents, Medical certificate, X-ray film
- 10.2.8 Prescription drugs that need to be taken regularly
- 10.2.9 Other items requiring special care shall not be included or mixed in checked baggage. If they meet the requirements of Juneyao Airlines for weight and volume, they may be treated as Carry-on baggage, brought into the passenger cabin and kept by the passenger.

### **10.3 Items subject to transportation restriction**

Strict restrictions on unit and quantity and packaging requirements apply to the following items. Only when it meets these Conditions of Carriage for Juneyao Airlines, and with the consent of the Juneyao Airlines, may it be accepted for transportation:

- 10.3.1 Items such as precision instruments, electrical appliances, etc. shall be consigned as goods. If they are to be transported as checked baggage, they must be properly packaged, and the weight of such items must not be calculated in the amount of free baggage. Overweight baggage fee applies.
- 10.3.2 Firearms, including various types of simulated toy guns, gun-type lighters and various other types of offensive weapons, except for sports equipment. The transportation of such guns and ammunition shall comply with applicable laws, regulations and the provisions of Juneyao Airlines.
- 10.3.3 Diplomatic letter bag, confidential document.
- 10.3.4 Electric wheelchairs to be used during the journey.
- 10.3.5 Service dogs.



- 10.3.6 Controlled tools and blunt tools other than knives, such as choppers, fruit knives, table knives, handicraft knives, scalpels, scissors, sickle knives, performance knives, swords, spears, antiques, knives, swords, and steel knives and axes, short sticks, hammers, etc., cannot be carried on, and should be placed in checked baggage for transport.
- 10.3.7 Dry ice, liquid goods (including alcoholic beverages, drinks containing alcohol, etc.), smoking accessories, medicines, cosmetics, etc. that are required by passenger in travel. The volume and capacity of liquid goods should meet the restrictions of the government authorities, Juneyao Airlines, and related carriers and airports. Alcoholic beverages in alcoholic products must not be carried on as checked baggage.
- 10.3.8 Lithium batteries with rated energy exceeding 100Wh but not exceeding 160Wh.
- 10.3.9 Gaseous oxygen or air cylinders required for medical purposes; small carbon dioxide cylinders for passengers to wear on the limbs; and catalytic curlers containing hydrocarbons, no more than one item per passenger.
- 10.3.10 Items that are not suitable for transportation in the cargo compartment of an aircraft (such as delicate musical instruments) and whose weight and volume exceed the restrictions on unchecked baggage shall be taken into the passenger cabin as seat-occupying baggage. Such items need to be paid separately and kept by the passengers themselves.

#### **10.4 Special baggage**

Juneyao Airlines will transport the following baggage as special baggage, and charge corresponding fees according to the flight route of the passenger's ticket and the type and weight of the special baggage. Please refer to the "Baggage Transportation Regulations of Juneyao Airlines" for details of the transportation regulations. Passengers can also inquire about the specific transportation requirements and charging standards from Juneyao Airlines (Junealian Airlines customer service hotline 95520) and sales agents of Juneyao Airlines.

- 10.4.1 Baggage with declared value
- 10.4.2 Seat-Occupying Baggage
- 10.4.3 Sports equipment
- 10.4.4 Firearms/Ammunition
- 10.4.5 Human Donated Organs and Blood Products
- 10.4.6 Service Dogs
- 10.4.7 Light and Spongy Baggage

10.4.8 Electric wheelchairs

10.4.9 Confidential documents/diplomatic pouches

10.4.10 Sports bicycles

10.4.11 Portable electronic devices

## **10.5 Checked baggage**

10.5.1 Checked baggage must be packed in a suitcase or other suitable container, locked properly and strapped securely and must be able to withstand a certain pressure to ensure safe transportation under normal operation conditions.

10.5.2 Passengers shall attach their name label or other discernible personal label to their baggage before the baggage is accepted for transportation.

10.5.3 After the baggage is accepted by Juneyao Airlines, Juneyao Airlines will issue one baggage ticket per item of baggage.

10.5.4 Domestic: The weight of each piece of checked baggage shall not exceed 50 kg, and the size shall not exceed 40 \* 60 \* 100cm. Baggage that exceeds the above limit will have to obtain the prior consent of Juneyao Airlines.

## **10.6 Carry-on Baggage**

10.6.1 For details on the free baggage allowance that passengers can enjoy, please refer to the "Baggage Transport Regulations of Juneyao Airlines".

10.6.2 International: Each piece of carry-on baggage shall not exceed a weight of 10kg, and the sum of its length, width and height shall not exceed 115 cm.

10.6.3 Baggage to be taken on board shall be placed under the seat in front of the passenger or in the top baggage rack in the cabin. Carry-on baggage exceeding the above-mentioned weight, number, or size limitations shall be transported as checked baggage.

10.6.4 Lithium-ion batteries or battery packs that exceed 100Wh but less than 160Wh can only be carried as carry-on baggage; each passenger can only carry 2 pieces of the above-mentioned lithium-ion batteries or battery packs and be protected in accordance with the requirements for safe transportation of CAAC and Juneyao Airlines.

10.6.5 Seat-occupying baggage

Passengers carrying items that are not suitable for transportation in the aircraft's cargo compartment (such as delicate musical instruments) and whose weight and volume exceed the restrictions on unchecked baggage should apply for

seat-occupying baggage in advance and bring them into the cabin for a separate payment. The passenger shall keep it by himself and bear the responsibility of keeping it alone. The volume of each piece of seat-occupying baggage shall not exceed :

A/C Type	Class	Dimension (Length x width x Height)
A320 Family Aircraft	Business	50cmx50cmx90cm
	Economy	Occupies 1 seat: 40cmX40cmX85cm Occupies 2 seat: 40cmX80cmX85cm Occupies 3 seat: 40cmX85cmX120cm Up to 3 seats can be used for seat occupying luggage
B787 Aircraft	Business	60cmx50cmx100cm
	Economy	Occupies 1 seat: 40cmX40cmX85cm Occupies 2 seat: 40cmX80cmX85cm Occupies 3 seat: 40cmX85cmX120cm Up to 3 seats can be used for seat occupying luggage

The weight shall not exceed 75 kg.

Seat-occupied baggage shall be charged according to the applicable fare for the number of occupied seats in the cabin.

## 10.7 Free Baggage Allowance

10.7.1 For the free baggage allowance that passengers can enjoy, please refer to the "Baggage Transportation Regulations of Juneyao Airlines".

10.7.2 Unless otherwise specified, the free baggage allowance on all international and regional routes of Juneyao Airlines is calculated by pieces.

10.7.3 There is no free baggage allowance for seat-occupied baggage tickets.

10.7.4 If a passenger has their ticket class involuntarily altered, they will be entitled to the free baggage allowance according to the original ticket class.

10.7.5 For the domestic Juneyao Airlines segment that constitutes international transportation, the free baggage allowance for each passenger is calculated according to the applicable free baggage allowance for international routes.

10.7.6 Facilities for disabled passengers (including but not limited to wheelchairs, walking sticks and artificial limbs) may be accepted for transportation for free.

10.7.7 The free baggage allowance for charter flights is determined in accordance with the charter agreement.

## 10.8 Charges for Overweight Baggage

- 10.8.1 The part of checked baggage of any passenger in excess of the free baggage allowance shall be referred to as overweight baggage, for which the passenger shall pay an overweight baggage fee.
- 10.8.2 An overweight baggage ticket will be issued to the passenger if overweight baggage is accepted for transportation.
- 10.8.3 For the rates and calculation methods of overweight baggage, please refer to the "Baggage Transport Regulations of Juneyao Airlines" for details.

## **10.9 Declared Value of Baggage**

- 10.9.1 Any passenger whose checked baggage has a value more than USD 20 per kilogram may apply for declared baggage value.
- 10.9.2 The declared value of any checked baggage shall not be greater than the actual value of the baggage. The upper limit applicable to declared value of checked baggage of each passenger shall be USD 2,000 (or the equivalent of such amount in other currency. When this limit is exceeded, passengers may purchase other insurance products on their own). Where Juneyao Airlines objects to the declared value or the passenger refuses to accept inspection, Juneyao Airlines have the right to reject the baggage.
- 10.9.3 Juneyao Airlines will impose a 5‰ excess charge for the declared value exceeding the limit specified in Article 10.8.1 of these Conditions. The currency is CNY and rounded off to the nearest 1 Yuan.
- 10.9.4 Baggage for which an application for declared value is accepted will not be covered by free baggage allowance.
- 10.9.5 Checked baggage for which an application for declared value is accepted is limited to whole package. No single item in the baggage can apply for declared value.
- 10.9.6 Declared value applications for non-checked baggage will not be accepted.

## **10.10 Acceptance of baggage**

- 10.10.1 Refusal to Accept Passengers
- 10.10.1.1 If the passenger's checked baggage or carry-on baggage belongs to or includes items that cannot be transported as baggage, Juneyao Airlines reserves the right to refuse to accept the baggage.
- 10.10.1.2 If the passenger's checked baggage or carry-on baggage does not meet Juneyao Airlines air transport conditions due to its form, packaging, size, weight or characteristics, Juneyao Airlines shall request the passenger to improve it. If

the passenger cannot or refuses to improve, Juneyao Airlines has the right to refuse accept the transportation of this baggage.

10.10.1.3 For baggage whose packaging does not meet the requirements, Juneyao Airlines may refuse to accept it as checked baggage or not be liable for damages.

10.10.1.4 The passenger or passenger's baggage violates any applicable laws, regulations or orders of the country of origin, destination, stopover or overflight.

#### 10.10.2 Right of inspection

For reasons of transportation safety, Juneyao Airlines may check the baggage with the passenger; if necessary, it may check with the relevant department. If the passenger refuses to check, Juneyao Airlines reserves the right to refuse to accept the baggage.

#### 10.10.3 Acceptance and transportation requirements

10.10.3.1 Passengers must check in their baggage with a valid ticket. Juneyao Airlines shall fill in the number and weight of checked baggage on the ticket and baggage ticket, or fill in the number of checked baggage on the baggage identification tag.

10.10.3.2 Juneyao Airlines will only accept baggage at the time of check-in for boarding on the date the flight departs from the terminal.

10.10.3.3 Juneyao Airlines will attach a baggage tag to each piece of checked baggage and will give an identification tag to the passenger.

10.10.3.4 When a passenger checks in baggage that might involve transport liability dispute, Juneyao Airlines will hang a liability-exempt baggage tag onto the baggage after obtaining consent from the passenger.

#### 10.10.4 Carriage of Baggage

10.10.4.1 Checked baggage of the passenger shall be transported on the same plane as the passenger. If the aircraft cannot be transported on the same plane under special circumstances, Juneyao Airlines shall explain to the passenger and give priority to the transportation on the follow-up flight.

10.10.4.2 The overweight baggage of passengers shall be carried on the same plane as the passengers under the conditions permitted by the aircraft load. If the load is not allowed and the passenger refuses to use the subsequent available flight, Juneyao Airlines may refuse to accept the passenger's overweight baggage.

#### 10.10.5 Service dogs

Passengers with disability who are eligible to board the flight should provide a valid identity and quarantine certificate for the service dog. The service dog, together with its container and food, can be transported for free and not included in the free baggage allowance. If it involves transportation on international/regional routes, valid documents/certifications required for the service dog's exit, entry and transit from the relevant country/region should also be provided during the transportation.

#### 10.10.6 Diplomatic Bag

10.10.6.1 Diplomatic bags shall be carried and kept by the diplomats themselves. If the diplomat requires so, diplomatic bags may be accepted as checked baggage, provided however that Juneyao Airlines will only be liable for damage and loss of such diplomatic bag during transport in the same way as regular checked baggage.

10.10.6.2 The weight or number of pieces of diplomatic bags and baggage may be combined together when determining the weight or number of pieces. The parts in excess of the free baggage allowance shall be subject to the rules applicable to overweight baggage fee.

10.10.6.3 If the diplomatic bag needs to occupy a seat, the passenger shall make a request at the time of seat reservation. No such bags will be allowed unless consented to by Juneyao Airlines.

10.10.6.4 The weight standard of diplomatic letter bags brought into the cabin as unchecked baggage can be relaxed to 30 kilograms. If the standard is exceeded, the baggage must occupy seat.

10.10.6.5 Any confidential documents carried by confidential messengers shall be handled according to the above provisions.

#### 10.10.7 Illegal Baggage

Any checked or carry-on baggage of a passenger that contains any state prohibited items, hazardous items, or restrictive items without the consent of Juneyao Airlines shall be deemed as illegal baggage in its entirety. Juneyao Airlines shall apply the following provisions to illegal baggage:

10.10.7.1 If an illegal item is discovered at the departure airport, Juneyao Airlines may refuse to accept the baggage. If the baggage has already been accepted, Juneyao Airlines may terminate transportation thereof, and any overweight baggage fee that has been charged will not be refundable.

10.10.7.2 If an illegal baggage is found at a stopover, Juneyao Airlines shall immediately terminate its transportation, and the overweight baggage charges incurred shall not be refunded.

10.10.7.3 Prohibited items, restricted items or hazardous items included in illegal baggage shall be handed over to the competent authorities.

#### 10.10.8 Cancellation of Baggage Transportation

10.10.8.1 Passengers who request to cancel the carriage of baggage at the origin port of departure must make a request before the baggage is loaded. If the passenger refunds the ticket, the collected baggage must also be returned at the same time. For the above cancellation, the overweight baggage fees that have been charged shall be refunded.

10.10.8.2 Unless not permitted at the time, cancellation of carriage of baggage at the stopover may be accepted. Any overweight baggage fees will not be refunded.

10.10.8.3 When returning baggage with declared value, the charged declared value surcharge shall be refunded if applied at the place of departure, it will not be refunded if applied at stopover.

10.10.8.4 If passengers are arranged to take another flight due to Juneyao Airlines, the carriage of their baggage shall be adjusted accordingly. Overweight baggage fees will be refunded or supplemented by Juneyao Airlines, the charged baggage declaration value surcharges will not be refunded. For passengers arranged to endorse flights to other carriers, baggage returns should be processed, and the charged overweight baggage fees and declared value surcharges shall be refunded.

### 10.11 Delivery of Checked Baggage

#### 10.11.1 Baggage delivery

10.11.1.1 Passengers should claim their baggage with the identification coupon of the baggage tag at the destination or stopover point stated on the ticket. If necessary, passengers are required to present their ticket for validation. Juneyao Airlines has the right to deal with perishable items in the passenger's baggage 24 hours after the baggage arrives

10.11.1.2 Juneyao Airlines delivers baggage according to the baggage identification tag. Passengers are required to present a valid baggage identification tag when collecting their baggage. Juneyao Air is not responsible for any loss or damage caused by failure to present the baggage identification tag.

10.11.1.3 If the baggage arrives later than the scheduled time, Juneyao Airlines will immediately notify the passenger and request them to pick up the baggage or deliver it directly to the passenger..

10.11.1.4 If the passenger does not to raise a written objection at the time of pick-up of baggage, the checked baggage shall be deemed to have been delivered properly pursuant to the transportation contract.

10.11.1.5 If a passenger loses the identification tag of lost baggage tag, he/she shall immediately report to Juneyao Airlines. If passengers request to collect their baggage, they should provide sufficient evidence to Juneyao Airlines and issue a receipt when they collect their baggage. Juneyao Airlines shall not be liable if the baggage has been taken by others before the report of the loss.

#### 10.11.2 Unclaimed Baggage

If a baggage is unclaimed after 90 days from the next day of baggage's arrival, Juneyao Airlines has the right to process it according to the regulations on unclaimed baggage.

#### 10.11.3 Processing of Abnormal Carriage of Baggage

10.11.3.1 In the event of delay, loss or damage in the carriage of baggage, Juneyao Airlines and its authorized ground handling agency, together with passenger, should fill up a Record Form of Accidents of Baggage Carriage, check out the situation and reasons, and report the results of investigation to passenger and departments concerned. Requests for baggage compensation may be filed at the departure airport, stopover site, or destination airport.

10.11.3.2 For specific standards, please refer to the "Baggage Transportation Regulations of Juneyao Airlines", and other unsettled matters are subject to the relevant national laws and regulations.

## 11. Refusal and Limitation Of Carriage

### 11.1 Refused transportation

If based on reasonable judgment, Juneyao Airlines determines one of the following situations, it can refuse to transport any passengers and their baggage to ensure flight safety:

11.1.1 Any passenger refuses to abide by relevant laws, government regulations or orders in the country of origin, stopover, destination or flying pass.

11.1.2 Any passenger refuses to abide by the rules of Juneyao Airlines or refuses to follow the arrangement or advice of personnel of Juneyao Airlines.

11.1.3 Any passenger refuses safety inspection.



- 11.1.4 A passenger is not suitable for the flight due to their behavior, age, mental or physical conditions, or the passenger or other persons or properties associated with them is likely to cause a threat or harm others.
- 11.1.5 Passengers in a state of intoxication.
- 11.1.6 There is a physical disability, but the only seat suitable for the person is an exit seat.
- 11.1.7 Passengers who need help from others to quickly move to the exit in an emergency, but the number of such persons carried on the flight has reached the limit.
- 11.1.8 Any passenger fails to provide a valid identity certificate, or the identity certificate they provide is not the same as the one used to purchase the electronic ticket.
- 11.1.9 Any passenger does not use the flight coupon in the order set forth on the ticket.
- 11.1.10 Any passenger fails to provide a valid ticket, including:
  - 11.1.10.1 Tickets are obtained illegally, or their tickets are not purchased from Juneyao Airlines or its sales agents.
  - 11.1.10.2 Any passenger fails to pay the fares, taxes or payable fees, or does not comply with any credit arrangements between them and Juneyao Airlines.
  - 11.1.10.3 A reported loss is filed for the ticket.
  - 11.1.10.4 The ticket is counterfeited.
  - 11.1.10.5 The flight coupon thereof is changed, altered, damaged, or destroyed without the consent of Juneyao Airlines or its authorized agents.
  - 11.1.10.6 The ticket holder is not able to prove that he/she is the person listed under 'Name of Passenger'.
- 11.1.11 An action must be taken due to weather or other reasons beyond the control of Juneyao Airlines.
- 11.1.12 Passengers who are pregnant for more than 35 weeks (inclusive), or have symptoms of premature delivery, and those who have given birth less than 7 days after delivery.
- 11.1.13 The expected date of delivery is approaching but the correct date cannot be determined, but is known to have multiple births or is expected to have pregnancy complications.
- 11.1.14 Newborn babies less than 14 days old or premature babies less than 90 days old.

11.1.15 For passengers suffering from the following diseases, Juneyao Airlines has the right to refuse transportation except those who have been specially arranged by Juneyao Airlines in order to save lives:

11.1.15.1 The acute attack or infectious period of various infectious diseases;

11.1.15.2 The mentally ill patients in the onset state may cause harm to other passengers or their own personal and property, or endanger aviation safety;

11.1.15.3 Severe anemia, low hemoglobin less than 50% of the standard, or red blood cells lower than  $(2.5-3) \times 10^{12}/L$ ;

11.1.15.4 Myocardial infarction occurred within three weeks without complications, and myocardial infarction occurred within six weeks with complications or severe congestive heart failure;

11.1.15.5 Severe hypertension accompanied by complications;

11.1.15.6 Patients with intracranial hypertension and risk of cerebrovascular accidents;

11.1.15.7 Epilepsy, severe asthma, pneumonia, bronchiectasis, acute pulmonary edema, etc. that are still difficult to control after treatment;

11.1.15.8 Have gastrointestinal surgery within ten days or those who have undergone thoracic surgery within 20 days;

11.1.15.9 Patients who have suffered from spontaneous pneumothorax in the past 2 weeks or who have undergone artificial pneumothorax or pneumothorax;

11.1.15.10 Cavitary tuberculosis, pulmonary pneumothorax;

11.1.15.11 Gastric ulcer bleeding, or hemoptysis for less than 3 weeks;

11.1.15.12 Intestinal obstruction and Compton hernia may occur;

11.1.15.13 Severe otitis media and paranasal sinusitis affect the ventilation function of the Eustachian tube, and otitis media surgery has not recovered;

11.1.15.14 Open limb injuries that require surgery, but no surgery or bandage;

11.1.15.15 Surgical suture of skin trauma that has not been bandaged;

11.1.15.16 High-risk fracture patients who have been assessed by the company to be unsuitable for taking the opportunity;

11.1.15.17 During check-in and boarding procedures, passengers experience symptoms such as severe bleeding, persistent vomiting, persistent groaning,

difficulty breathing, sudden falling down and other obvious symptoms that are not suitable for flight;

11.1.15.18 Those with unstable vital signs due to various reasons or those with other diseases that are medically considered unsuitable for flying.

## **11.2 Limited Transportation**

11.2.1 Infants, unaccompanied children, disabled passengers, pregnant passengers, stretcher passengers, passengers requiring oxygen, who need to be given care services due to their physical and mental conditions (see the "Caring Passengers Transportation Instructions of Juneyao Airlines" for relevant services), can be transported only when they meet the conditions specified, and with the prior approvals and necessary arrangements of Juneyao Airlines and relevant carriers. (Passengers who need above limited transportation can call Juneyao Airlines customer service hotline 95520 for consultation and application)

11.2.2 For the safety, Juneyao Airlines controls the number of passengers transported on each flight.

11.2.3 For applying wheelchairs for boarding (WCHS), wheelchairs on board (WCHC) and stretcher services, passengers must call Juneyao Airlines' customer service hotline 95520 48 hours before flight departure to apply for care services. The passenger will be accepted for carriage after Juneyao Airlines and relevant carriers agreeing in advance and making arrangements when necessary.

11.2.4 Passengers applying for stretcher service must be accompanied by an adult passenger who has the same physical class and has reached 18 years of age (inclusive) and has full capacity for civil conduct when taking the flight.

11.2.5 In order to ensure the flight safety of passengers, sick passengers and pregnant women who are more than 32 weeks pregnant but less than 35 weeks old should consult their doctors regarding their physical conditions before planning to travel; and truthfully inform Juneyao Airlines of their health. In the event of a flight, a medical certificate issued by a national second-level and above hospital (including clinics, medical centers and hospitals abroad) within 48 hours before the flight is provided, and only after the approval of Juneyao Airlines, can tickets be purchased and boarded.

11.2.6 Juneyao Airlines has reasonable grounds to believe that the disabled cannot complete the air travel safely without additional medical assistance during the flight.

## **11.3 Arrangements for refused carriage of passengers**

11.3.1 For passengers who fall under the provisions of "11.1.11 and 11.1.15" of these conditions, the purchased tickets shall be processed in accordance with the regulations of involuntary refund.

11.3.2 Passengers in other circumstances other than the above clauses shall be handled in accordance with the regulations of voluntary refunds.

## **12 Ticket Refunds**

### **12.1 General Provisions**

12.1.1 In case of failure by Juneyao Airlines to provide carriage in accordance with the contract of carriage, or voluntary change of travel arrangements by passengers, refund for an unused ticket or portion thereof shall be made by Juneyao Airlines according to Juneyao Airlines's regulations.

12.1.2 Unless the ticket is lost, at the time ticket refund request, the flight coupon' and passenger coupon of the paper ticket for the segments not taken shall be submitted. For electronic tickets of unused flight segment, refund will only be accepted when the flight coupon's status is OPEN FOR USE. Passengers who have printed the itinerary must use original copy of the itinerary to process the refund.

At the time of a ticket refund request, the passenger shall provide valid identity card provided at the time of ticket purchase. If another person is entrusted to handle the ticket refund, the entrusted party shall provide a power of attorney, valid identity certificates of passenger as set forth on the ticket, the ticket and the valid identity certificates of the entrusted party.

12.1.3 Juneyao Airlines' refunds made to any person who holds all flight coupons, passenger coupons and payment vouchers for unused flight segments and who complies with the provisions in Articles 12.1.2 of these Conditions shall be deemed as formal, and the carriage contract relationship between Juneyao Airlines and the passenger will immediately cease.

### **12.2 Ticket Refund Period**

A refund must be applied for within 13 months after the carriage commencement day (or from the ticket issuance day, if the first segment is not used). Juneyao Airlines will not accept any requests filed after this period.

### **12.3 Locations for Requesting Ticket Refund**

12.3.1 Passengers can refund their tickets at the Juneyao Airlines ticket office at the place where the ticket was originally purchased, or at the place of departure, stopover, and destination of the flight. Passengers can also apply through official channels such as

Juneyao Airlines official website, Juneyao Airlines APP, Juneyao Airlines customer service hotline 95520, and Juneyao Airlines WeChat official account.

12.3.2 Passengers who purchase e-tickets through Juneyao Airlines direct sales channels shall file the ticket refund application at the original purchase platform.

## **12.4 Currency**

12.4.1 Any refund shall comply with the applicable laws and rules of the country of original ticket purchase and country of ticket refund. Juneyao Airlines will usually provide refunds using the original payment currency, but can also use the currency of the country where the ticket is bought or returned in.

### **12.4.2 Refund to credit or debit card**

The refund amount will be returned to the account of the previous payment if a passenger used a credit or debit card to pay the fares at the time of purchase. Juneyao Airlines will calculate the refund amount based on the amount and currency of the ticket originally paid by the passenger according to this rule. Due to the currency exchange difference, the amount of the ticket refunded to the passenger's card may be different from the original amount credited by the credit card or debit card company. Passengers are not entitled to submit a refund claim to Juneyao Airlines for this difference.

## **12.5 Involuntary refunds**

If the passenger requests a refund due to any reason listed in Article 4.4.1 of these Conditions, then:

12.5.1 If the entire ticket is unused, the entire fares, taxes and duties will be refunded, and refund service fees will not be charged.

12.5.2 If part of the ticket has been used, after subtracting the amount of applicable fare on the used segment, the remaining ticket fare and tax will be refunded, no refund fee shall be charged.

12.5.3 In the case of an alternate flight, if the fare paid by the passenger is a discounted fare, the refund shall be calculated at the same discount rate. If the fare is not announced from the landing station to the arrival station (such as within the Yangtze River Delta region, or when the journey from the landing city to the original flight destination is relatively short), fare of other means of transportation from landed airport to destination shall be refunded. Where there are more than one applicable rates of a same means of transportation, the median one shall be chosen.

12.5.4 Change fee shall be paid by passenger who requires flight change of his/her own will. When the changed flight is not performed as scheduled, the ticket can be refunded free of charge while the previously paid change fee will not be refunded.

## **12.6 Voluntary Refunds**

Passengers voluntarily requesting refunds shall be implemented in accordance with Juneyao Airlines' regulations.

12.6.1 If the entire ticket is unused, the fares, taxes and duties after deducting refund handling charges will be refunded.

12.6.2. For a partially used ticket, the balance of the ticket will be refunded to the passenger, subtracting the applicable fare for the used leg, relevant taxes and charges and the refund fee for the unused leg, but shall not exceed the amount of the original ticket paid.

12.6.3 If the applicable fares for the segments already taken is equal to or greater than the fares for the whole flight, the fares for the segments not taken will not be refundable, but the refundable taxes and duties for the segments not used will be refunded to the passenger.

## **12.7 Refund Handling Charges**

12.7.1 For voluntary refunds of passengers, Juneyao Airlines shall charge passengers a refund handling fee for each flight segment in accordance with the provisions of "12.6" of these conditions.

12.7.2 The refund fee is waived in the following circumstances:

12.7.2.1 Passengers requesting refunds for infant tickets, charged at 10% of the applicable normal adult fare, will be exempt from refund handling fees.

12.7.2.2 For refund due to illness, a certificate of diagnosis (including medical certificate, registration form, medical record, etc.) issued by a hospital of level II or above (or medical institutions at an equivalent level overseas) and passenger's ID shall be provided, and will be exempt from refund handling fees. If the accompanying person requests a ticket refund, it shall be processed at the same time with the sick passenger, and will be exempt from refund handling fees. If the immediate family member who travel together with the sick passenger requests a refund, it shall be processed at the same time with the sick passenger, and will be exempt from refund handling fees.

12.7.2.3 If a passenger decease in the journey and the handling person applies for refund, a death certificate issued by the public security department or military police authority shall be submitted, and will be exempt from refund handling fees. If the accompanying person of the deceased requests a refund, the request shall attach a photocopy of the ticket of the deceased passenger and the relevant supporting documents. The refund shall be processed together and will be exempt from refund handling fees.

12.7.3 If children and infants choose other applicable fare tickets, refunds shall be executed in accordance with the regulations of the corresponding class.

## **12.8 Rejected Ticket Refund Requests**

12.8.1 If any passenger completes their journey at a stopover site, the fares for the segment of the flight not taken by him is non-refundable.

12.8.2 Only taxes and duties may be refunded for tickets which state that the fares is non-refundable or that no balance remains.

12.8.3 Juneyao Airlines retains the right to forfeit any falsified or counterfeited ticket and will not return or refund those tickets.

12.8.4 Failure to submit a refund application after the due date.

12.8.5. Failure to present valid documents or tickets when applying.

## **13. Ticket Changes**

### **13.1 Involuntary Changes**

13.1.1 Involuntary ticket change refers to the situation where the passenger changes the ticket due to the cancellation, delay, advancement, change of itinerary, class of cabin change, or the inability of the carrier to operate the original flight.

For passengers taking Juneyao Airlines flights, if the ticket is changed involuntarily due to reasons other than Juneyao Airlines, Juneyao Airlines should take into account the reasonable needs of passengers and take one of the following measures:

13.1.1.1 Give passengers priority arrangements for available seats for Juneyao Airlines flights;

13.1.1.2 Transfer passengers to other flights, with the consent of passengers and the relevant carrier;

13.1.1.3 Change the itinerary listed on the original ticket and arrange Juneyao Airlines flights to transport the passenger to the destination or stopover location. The difference of the fare and overweight baggage fee will be refunded or supplied. Passengers are responsible for the additional tax surcharges difference, cost of ground transportation and other services arising from this.

13.1.2 For take Juneyao Airlines flight passengers who need involuntary ticket change due to Juneyao Airlines, Juneyao Airlines should consider the reasonable needs of passengers and take one of the following measures:

13.1.2.1 Give passengers priority arrangements for available seats for Juneyao Airlines flights;

13.1.2.2 Transfer passengers to other flights, with the consent of passengers and the relevant carrier;

13.1.2.3 Change the itinerary listed on the original ticket, arrange flights by Juneyao Airlines or other carriers, or other modes of transportation agreed by both parties, to transport the passenger to the destination or stopover point. The difference of the fare and overweight baggage fee will be refunded or supplied.

13.1.3 If there is a change in the flight of Juneyao Airlines, passengers may only apply for and change the flight within 3 days before or after the original flight.

## **13.2 Voluntary Change**

13.2.1 Voluntary change refers to the passenger's request to change the ticket (change of flight/date) for own reasons.

13.2.2 After the purchase of tickets, if passenger voluntarily requiring change of flight, date or cabin class, Juneyao Airlines shall actively handle the request if there are available seats and allowed by fares conditions. If the change results in fare increase, passengers shall pay for the difference on top of change fees. If the fare is reduced, the ticket shall be reissued after refunded on a voluntary basis. Alternatively, the passenger may choose to maintain the original fare for further travel.

13.2.3 If a passenger holds a Juneyao Airlines ticket or a ticket issued by other carrier that includes a flight segment of Juneyao Airlines, the original carrier of the flight segment is required to be changed due to their own reasons. If the applicable conditions of the ticket permit, the After Juneyao Airlines agrees, it can go through endorsement procedures for passengers, and endorsements are limited to the same class of cabins on flights of air transport companies that have settlement agreements with Juneyao Airlines

13.2.3.1 There is no endorsement restriction on the fare used by the passenger;

13.2.3.2 The passenger's ticket has not changed the flight, date, and class of class;

13.2.3.3 The signed carrier has a ticket settlement relationship with Juneyao Airlines and the transfer is signed The carrier's flight has the corresponding service class available seat.

13.2.4 If the fare of the carrier receiving the endorsement is inconsistent with the fare of Juneyao Airlines, the resulting fare difference will be refunded or compensated.

13.2.5 Passengers who do not meet the requirements of "13.2.3 and 13.2.4" of these conditions and request to change the carrier shall be processed in accordance with the "voluntary refunds" of these conditions.

13.2.6 The sales agents of Juneyao Airlines are not allowed to go through the endorsement formalities for passengers without special authorization.



## **14. Passenger Services**

14.1 Juneyao Airlines does not provide ground transport service within airport areas or between airports in the same city or between airports and downtown. Juneyao Airlines will not be liable for the acts or omissions of anything done by an agent or representative of Juneyao Airlines in assisting the passenger to make arrangements for such ground transport service.

14.2 The meal costs off the aircraft incurred by passengers at connecting flight points shall be borne by the passengers.

14.3 If illness happens to passenger during air carriage, Juneyao Airlines shall take active measures and do its best to save the passenger.

14.4 During the flight, Juneyao Airlines will offer free drinks or food to passengers according to its rules and standards. Juneyao Airlines may charge a reasonable fee for services requested by any passenger beyond those provided for free.

14.5 Juneyao Air provides value-added differentiated product services in addition to transportation services, including additional services such as preferred seat products and excess baggage products. Passengers may voluntarily pay for the value-added differentiated services and if they need to change or cancel the booked services, they should follow the corresponding product rules.

## **15. Conduct Aboard Aircraft**

### **15.1 Unappropriated behavior**

Juneyao Airlines may take any measures it deems necessary, including restraining and controlling or requesting the passenger to disembark at any place, if any passenger displays the following behavior or acts whilst on board the aircraft:

15.1.1 Any act that may jeopardize the safety of the aircraft or any person or property on board the aircraft.

15.1.2 Any act that impede the crew to perform their duties;

15.1.3 Refusing to follow the arrangements or advice of the crew.

15.1.4 Smoking, excessive drinking of alcohol or taking drugs.

15.1.5 Acts that cause or may cause discomfort, inconvenience, damage or injury to other passengers, or that another passenger objects to.

### **15.2 Electronic Devices**

Passengers shall not use mobile phones, walkie-talkies, remote-controlled toys and other electronic devices with remote control devices, and other radio transmission devices that are deemed to interfere with the safe operation of aircraft by the relevant departments and Juneyao Airlines. Passengers may not use any electronic devices other than hearing aids and cardiac pacemakers on aircraft without the permission of Juneyao Airlines. It is not allowed to use mobile power bank to charge electronic devices in flight..

### **15.3 'No-smoking' Policies on the Flight**

All flights of Juneyao Airlines are non-smoking. Smoking is not allowed in all areas on board, including electronic cigarettes.

### **15.4 Alcoholic Beverages**

On aircraft, except for alcoholic beverages provided by Juneyao Airlines, no other alcoholic beverages may be consumed.

### **15.5 Safety Belt**

Passengers are required to fasten their safety belt following instructions after they are seated on board the aircraft.

## **16. Schedule Time And Flight Delays, Cancellations And Diversion**

### **16.1 General Regulations**

16.1.1 The flight schedule or aircraft type shown in the flight schedule or elsewhere are only the estimated time and aircraft type, not the confirmed time and aircraft type. The flight schedule or aircraft type does not constitute a part of the contract of carriage between Juneyao Airlines and the passenger part.

16.1.2 Juneyao Airlines may change the flight schedule after the passenger purchases the ticket, and will try its best to notify the passenger of the change of the flight schedule through the contact information reserved when the passenger purchases the ticket.

16.1.3 Juneyao Airlines will take all reasonably required measures to avoid flight delays, cancellations and diversions. If Juneyao Airlines has taken all reasonably required measures or it is impossible to take such measures, Juneyao Airlines will not be liable for the losses caused to passengers, unless otherwise stipulated by national laws and international conventions.

16.1.4 If the laws of the countries and regions involved in the flight have this requirement, we will provide you with services in accordance with applicable laws.

## **16.2 Passenger service for flight departure delays/ cancelation/ alternate landing on the day of travel**

16.2.1 Within 30 minutes of noticing flight status change, Juneyao Airlines should promptly and accurately announce abnormal flight information including departure delay, cancellation, reason of alternate landing and status updates to the passengers, through public information platforms, official websites, short messages, telephones, and broadcastings.

16.2.2 When the flight is delayed or canceled during departure, Juneyao Airlines shall properly handle the refund or change procedures of tickets for passengers based on these Conditions and the conditions of use of the tickets.

16.2.3 After a delay or cancellation of a flight during of the departure, Juneyao Airlines or its ground service agent shall provide boarding and lodging services for passengers in the following situations:

16.2.3.1 In the case of any departure delays or flight cancellations due to Juneyao Airlines, Juneyao Airlines shall provide passengers with meals and accommodation services in accordance with the Compensation Standards for Flight Delay Services (see Appendix 1 for details).

16.2.3.2 In the case of any departure delays or flight cancellations due to reasons not attributable to Juneyao Airlines, Juneyao Airlines will help arrange meals and/or accommodation for passengers at the cost of the passenger.

16.2.3.3 Regardless of any reason, if a flight is delayed or cancelled at stopover, Juneyao Airlines shall provide stopover passengers with meals and accommodation services in accordance with the Compensation Standards for Flight Delay Services (see Appendix 1 for details).

16.2.3.4 Regardless of any reason, if diversion happens to domestic flight, Juneyao Airlines shall provide passengers with meals and accommodation services in accordance with the Compensation Standards for Flight Delay Services (see Appendix 1 for details).

16.2.4 In the case of flight departure delay, cancellation, or alternate landing on the day of travel, Juneyao Airlines shall give priority to providing services for the disabled, the elderly, pregnant women, unaccompanied children and other passengers who need special care.

## **16.3 On-board delay handling**

16.3.1 In the case of any delays on board the aircraft, Juneyao Airlines will provide passengers the cause of delay, estimated duration of delay, and other information regarding the flight every 30 minutes.

16.3.2 During delays on board the aircraft, Juneyao Airlines will ensure that the washing rooms are available and functional provided that it will not affect aviation safety.

16.3.3 In the case of any delay on board for more than 2 hours (inclusive), Juneyao Airlines will provide drinking water and food to the passengers on board.

16.3.4 Where any such delay lasts for over 3 hours (inclusive) and take-off time is still not determined, Juneyao Airlines will ask passengers to disembark the aircraft and wait, subject to aviation safety and security regulations.

#### **16.4 Delay compensation**

16.4.1 Passengers will be given service or financial compensation for the same-day flight delay caused by Juneyao Airlines and non-Juneyao Airlines reasons.

16.4.1.1 If the delay is within 4 hours (inclusive) due to Juneyao Airlines, service compensation will be given as appropriate.

16.4.1.2 If the delay exceeds 4 hours due to Juneyao Airlines, economic compensation will be given in addition to service compensation. The economic compensation standards are as follows:

If the flight is delayed for 4-6 hours (inclusive) due to Juneyao Airlines, the compensation standard is RMB 200 or 300 member points; if the flight is delayed for 6-8 hours (inclusive), the compensation standard is RMB 300 or 450 member points; delay For more than 8 hours, the compensation standard is RMB 400 or 600 member points.

16.4.1.3 For delays not caused by Juneyao Airlines, passengers will be assisted in providing meals and accommodation at their own expense.

16.4.2 Passengers who hold Juneyao Airlines member points to redeem tickets are within this compensation range.

16.4.3 Passengers holding Juneyao Airlines preferential tickets are not covered by economic compensation.

16.4.4 Infant tickets do not enjoy the above financial compensation.

### **17. Passenger complaint management**

17.1 Complaint hotline of Juneyao Airlines

For China: 021-95520;

For overseas: +86-95520

#### 17.2 The complaint e-mail address of Juneyao Airlines

customercare@juneyaoair.com;

17.3 Juneyao Airlines will handle passenger complaints and inform passengers of the result within 10 days after receipt.

### **18. Administrative Formalities**

18.1 Passengers shall be responsible for obtaining travel documents and visas required by country of departure, destination country, or country of transit, and complying with all their laws, regulations, orders, instructions and travel requirements.

18.2 Passengers should present valid documents required by national laws, regulations, rules, government regulations, orders, requirements or travel conditions. Juneyao Airlines reserves the right to refuse carriage for passengers who have not complied with national laws, regulations, rules, regulations, and orders, or passengers whose travel conditions and documents do not meet the requirements.

18.3 When the relevant government authorities check the checked or unchecked baggage of passengers, passengers should be present. Juneyao Airlines is not be liable for any losses incurred by passengers not present.

18.4 If the passenger is refused entry, the passenger shall repay any fines or fees imposed by the relevant government on Juneyao Airlines, as well as the passenger's return transportation expenses from the country. Juneyao Airlines will not refund the fare paid for the passenger to the point of refusal of entry by Juneyao Airlines. Passengers are responsible for paying fines and other expenses. Juneyao Airlines shall not be liable for any loss or damage incurred during such inspections, or any loss or damage incurred by passengers not complying with these requirements.

18.5 If the passenger fails to comply with the laws, regulations, orders, requirements, or other travel regulations of the relevant country, or the passenger fails to produce the required documents, which causes Juneyao Airlines to be required to pay a fine or penalty, or to bear any expenses, the passenger shall reimburse Juneyao Airlines. Any money paid or borne by the airline. Juneyao Airlines may deduct the above expenses from the fare of the passenger's unused flight segment or the passenger's payment under the control of Juneyao Airlines. In order to avoid the loss of passengers, passengers should understand and abide by the relevant regulations of the countries where they will travel from, to or through.

## **19. Successive Carriers**

Flights undertaken by Juneyao Airlines and other carrier(s) (including carriers that operate sharing code flights) pursuant to one contract or based on successive ticket numbers shall be deemed as an inseparable carriage, and unless otherwise provided by law, each carrier named on the ticket shall be bound by its own transportation terms regarding its responsibilities owed to passengers.

## **20. Liability for Damage and Compensation Limits**

### **20.1 General provisions**

20.1.1 The transportation handled by Juneyao Airlines is international transportation as defined by the Montreal Convention, and the liability rules of the Montreal Convention shall apply. For transportation that is not an international transportation defined by the Montreal Convention, Juneyao Airlines shall be liable for compensation in accordance with the relevant provisions of the Warsaw Convention for any damage to passengers and baggage caused by transportation.

20.1.2 For the transportation other than the international transportation applicable in the Convention:

20.1.2.1 Juneyao Airlines is only responsible for loss to passengers or their checked baggage caused by the carrier's deliberate or knowingly possible loss and reckless actions or omissions.

20.1.2.2 Unless the loss is caused by Juneyao Airlines intention or reckless act or omission on known possible loss, Juneyao Airlines' liability limits for death or other personal injury of each passenger shall be in accordance with the applicable laws and the stipulated liability limits.

20.1.3 When the Convention applies to the transportation:

20.1.3.1 Juneyao Airlines shall only be liable for damages in accordance with the law for the air transportation contract performed by itself. Except for special provisions of Chinese laws, Juneyao Airlines does not assume the liability for compensation arising from the agency. Agency behaviors include but are not limited to Juneyao Airlines: issuing passenger tickets for other carriers, handling baggage check, etc.

20.1.3.2 Juneyao Airlines' contract of carriage, including these conditions and clauses for exemption or limitation of liability, also applies to Juneyao Airlines' authorized agents and employees. In any case, the total amount of compensation received from Juneyao Airlines and its authorized agents and employees shall not exceed the liability limit of Juneyao Airlines. Unless expressly stipulated, these conditions shall not make

Juneyao Airlines waive the application of any exemption or limitation of liability according to the convention or applicable laws, regulations, and rules.

20.1.3.3 If the damage is caused or contributed to by the passenger's fault, Juneyao Airlines' liability for compensation shall be exempted or reduced accordingly with relevant laws and regulations.

20.1.3.4 Juneyao Airlines shall not be liable for any losses incurred in the course of implementing laws or government regulations, orders or requirements, or losses caused by passengers' failure to comply with the above regulations.

20.1.3.5 The weight of the passenger's baggage or any item in the baggage can only be limited to the actual weight of the damaged baggage or object; if the weight of the damaged baggage or object cannot be determined, only the free baggage allowance will be calculated as the passenger's damaged baggage.

20.1.3.6 The liability of Juneyao Airlines shall not be higher than the actual loss of the passenger. Juneyao Airlines is not liable for indirect or consequential losses.

20.1.3.7 Juneyao Airlines shall not be liable for the loss of the passenger or his baggage due to the contents of the passenger's baggage. Since the contents of the passenger's baggage cause injury to others or damage to other's belongings or property of Juneyao Airlines, the passenger shall compensate Juneyao Airlines for the loss and all expenses incurred thereby.

20.1.3.8 Juneyao Airlines shall only be liable for the loss or damage of the items listed in "10.2" of these Conditions in the checked baggage according to the general checked baggage compensation limit.

20.1.3.9 Juneyao Airlines is not liable for any illness, injury, disability or death caused or aggravated by the passenger due to his or her age, mental or health condition during the transportation process. This illness, injury, disability or death is caused by an "accident" as defined in Chapter 17 of the Montreal Convention.

## **20.2 Baggage Compensation**

### **20.2.1 Compensation Limit**

20.2.1.1 Compensation of 17 SDRs per kilogram for the loss of checked baggage if it meets the conditions of a contracting party to the Warsaw Convention of 1929; Compensation for each passenger's checked baggage and non-consigned baggage if it meets the requirements of a contracting party to the Montreal Convention of 1999. The limit is 1288 SDRs.

20.2.1.2 In the case that the flight complies with the Warsaw Convention, if the amount of checked baggage is not recorded in the ticket, the amount of baggage used to calculate

the compensation shall not be higher than the free baggage allowance for the passenger's corresponding class.

20.2.1.3 Juneyao Airlines will provide reasonable compensation in accordance with the provisions of the Warsaw Convention and the Montreal Convention for the loss of passengers and baggage due to delay in air transportation. However, for the loss caused by flight delay caused by factors beyond the control or avoidance of Juneyao Airlines, and Juneyao Airlines proves that it or its employees or agents have taken all reasonably required measures or it is impossible to avoid the loss, Juneyao Airlines shall not be liable for compensation.

20.2.1.4 The carrier shall not be liable for the destruction, loss or damage of the passenger's checked baggage or unchecked baggage entirely due to the natural attributes, quality or defects of the baggage itself.

20.2.2 Time limit for claims and litigation

20.2.2.1 Time limit for filing an objection

20.2.2.1.1 When a passenger discovers that the checked baggage has been lost, he must raise an objection to Juneyao Airlines immediately, and no later than 7 days from the date of receipt of the baggage. In the case of baggage delay, any objection shall not exceed 21 working days from the date the baggage is delivered to the recipient for safekeeping.

20.2.2.2 Any objection must be filed in writing within the time limit specified above, otherwise no claim can be filed with Juneyao Airlines.

20.2.2.3 The time effect of an air transportation claim shall be filed within 2 years from the date the aircraft arrives at the destination, or from the date the aircraft should arrive, or from the date of termination of the transportation.

## **21. Effectiveness and modification**

21.1. These conditions will come into effect and take effect from 28 December , 2022. From the date of entry into force, the "Shanghai Juneyao Airlines Co., Ltd. General Conditions for International Carriage of Passengers and Luggage", " Baggage Transportation Regulations", " Transportation Description for Passengers with Care Needs" ,and " Conditions for Use of Domestic Transport Tickets" released on June 10, 2022 shall be repealed at the same time. For tickets purchased before December 28, 2022, the general conditions of carriage applicable at the time of purchase still apply.

21.2 Juneyao Airlines has the right to modify its Conditions of Carriage, transportation regulations, fares and fee standards without notice in accordance with the procedures



prescribed by the Civil Aviation Administration of China. However, such modification does not apply to carriage that have already started before the modification.

21.3 The staff, sales agents or employees of Juneyao Airlines have no right to change or violate the applicable transportation conditions, transportation regulations, fares and fee standards of Juneyao Airlines.

Appendix 1: Flight Delay Compensation Standards(except for routes departing from airports in EU member states)

Delay reason	Delay time	Ground service compensation standards	On-board service compensation standards
Delay caused by Airlines	Within 4 (including) hours	✓Notify flight information every 30 minutes; ✓When the flight is expected to be delayed for 2-4 hours on the date of travel, Juneyao Airlines should provide meals for passengers during meal time (breakfast 07:00-09:00; lunch 11:00-13:00; dinner 17:00-19: 00); ✓According to the passengers 'need, Juneyao Airlines should handle rebook or refund formalities for passengers free of charge; ✓According to the passengers' request, Juneyao Airlines should issue a written flight delay or cancellation certificate.	✓Notify flight information every 30 minutes; ✓In case of any delay on board for more than 2 hours (including), Juneyao Airlines should provide drinking water and food to the passengers. ✓Where any such delay lasts more than 3 hours (including) and departure time is still not determined, Juneyao Airlines should ask passengers to disembark the aircraft and wait, subject to aviation safety and security regulations.
	More than 4 hours	✓Notify flight information every 30 minutes; ✓If the flight is delayed more than 4 hours on the date of travel, Juneyao Airlines should provide meals or accommodation services for passengers; meal time (breakfast 07:00-09:00; lunch 11:00-13:00; dinner 17:00-19: 00); ✓According to the passengers' need, Juneyao Airlines should handle rebook or refund formalities for passengers free of charge. ✓According to the passengers' request, Juneyao Airlines should issue a written flight delay or cancellation certificate.	/
Delay reason	Delay time	Ground service compensation standards	On-board service compensation standards
Delay not caused by Airlines	Within 4 hours	✓Notify flight information every 30 minutes; ✓Juneyao Airlines should assist passengers in arranging meals, at the expense of the passengers themselves; ✓According to the passengers' request, Juneyao Airlines should issue a written flight delay or cancellation certificate; ✓According to the passengers' need, Juneyao Airlines should handle rebook or refund formalities for passengers free of charge.	✓Notify flight information every 30 minutes; ✓In case of any delay on board for more than 2 hours (including), Juneyao Airlines should provide drinking water and food to the passengers. ✓Where any such delay lasts over 3 hours (including) and departure time is still not determined, Juneyao Airlines should ask passengers to disembark the aircraft and wait, subject to aviation safety and security regulations.
	4(including)hours - 8 hours	✓Notify flight information every 30 minutes; ✓Juneyao Airlines should assist passengers in arranging meals, at the expense of the passengers themselves; ✓According to the passenger's request, Juneyao Airlines should issue a written flight delay or cancellation certificate; ✓According to the passengers' need, Juneyao Airlines should handle rebook or refund formalities for passengers free of charge.	/