

Conditions for Use of Domestic Transport Tickets of Juneyao Airlines Co., Ltd. (version 2022)

1. General provisions

1. Our company will start the application of Conditions for Use of Domestic Transport Tickets of Juneyao Airlines Co., Ltd. (version 2022) at 0:00 on December 28, 2022 for the tickets purchased after then.

2. Reservation principle: seats must be reserved in strict accordance with the open seats of the flight, and fill in and issue tickets according to the corresponding price of the reserved seats. It is strictly prohibited to occupy high class seat with low class reservation, or resort to fraud. Otherwise, it will be dealt with seriously according to the regulations of Juneyao Airlines. Caring passengers must reserve seats and issue tickets (important passengers, unaccompanied children, stretcher passengers, passengers with disability, etc.) at the ticket office directly under Juneyao Airlines or Juneyao Airlines customer service center.

2. Ticket price

1. The ticket price is the fare applicable to the flight purchased by passengers at the time of purchase. If Juneyao Airlines adjusts its fare after the ticket is purchased, and the fare of passengers who have purchased tickets will not be changed.

2. Each class fare is subject to the published freight rate and individual passenger freight rate published by Juneyao. The specific price announced in the reservation terminal shall prevail.

3. Ticket filling and issuing

1. The "Ticket Price" column shall be filled and issued according to the ticket price announced in the reservation terminal;

2. The "Endorsement" column shall print "No Transfer" and other restrictions according to the restrictions corresponding to the reserved class;

3. The "Fare Class / Ticket Category" column shall print the applicable fares and passengers ticket type corresponding to the reserved class.

4. Regulations on refund and change of the ticket

1. Refund provisions

(1) Voluntary refund:

1) Passengers who voluntarily request a refund shall be handled in accordance with *Conditions for Use of Domestic Transport Tickets of Juneyao Airlines Co., Ltd.* (version 2022) attached to these provisions, and the remaining fare and taxes shall be refunded after deducting the refund handling fee;

2) Refund after change: the price difference of the ticket shall be handled according to the refund fee standard of the reserved class of the new ticket price after the change, and the original ticket price shall be handled according to the refund fee standard of the reserved class before the change. The total refund fee shall be charged, and the change fee of the original ticket shall not be refunded.

(2) Involuntary refund:

1) For passengers taking Juneyao Airlines flight, if the flight is cancelled, departs in advance, delayed, changes the trip and changes the class, the connection is missed or it is unable to provide the originally reserved seats due to uncontrollable or unpredictable non-Juneyao Airlines' reasons such as weather and air traffic control or Juneyao Airlines' own reasons, the passenger will be exempted from the refund handling fee.

2) Involuntary refund after change: the change handling fee will not be refunded; if there is a price difference in the changed ticket, the price difference shall be refunded; the original ticket shall be refunded according to the involuntary operation.

3) If a passenger requests a refund due to illness, the passenger shall provide a doctor's diagnosis certificate issued by a hospital above class II (including clinics, medical centers and hospitals abroad), and the refund handling fee shall be exempted. If the immediate family members of the sick passenger request a refund, they shall go through the refund procedures at the same time with the sick passenger, and the refund handling fee shall be exempted.

2. Change regulations

(1) Voluntary change

1) Voluntary change of class

If the passenger voluntarily requests to change the class, Juneyao Airlines and its sales agent shall handle it if there are available seats. If the fare is changed from lower to higher, the price difference shall be charged to passengers. If the fare is changed from higher to lower, the ticket can be refunded voluntarily and then repurchased.

2) Voluntary change of flight / date

Passengers who voluntarily request to change the flight or date shall be handled in accordance with *Conditions for Use of Domestic Transport Tickets of Juneyao Airlines Co., Ltd.* (version 2022) attached to these provisions.

3) Passengers who want to change their trip or change the person who will actually take the flight after purchasing the ticket can refund the ticket voluntarily and then repurchase the ticket.

4) The rate calculation time of change fee shall be subject to the seat reservation release time.

(2) Involuntary change

For passengers taking Juneyao Airlines flight, if the flight is cancelled, departing in advance, delayed, changes the trip and changes the class, the connection is missed or it is unable to provide the originally reserved seats due to uncontrollable or unpredictable non-Juneyao Airlines' reasons such as weather and air traffic control or Juneyao Airlines' own reasons, passengers who change the ticket are exempted from change handling fee and price difference if there are available seats.

3. Provisions on involuntary transfer

For passengers taking Juneyao Airlines flight, if the flight is cancelled, departing in advance, delayed, changes the trip and changes the class, the connection is missed or it is unable to provide the originally reserved seats due to uncontrollable or unpredictable non-Juneyao Airlines' reasons such as weather and air traffic control or Juneyao Airlines' own reasons, Juneyao Airlines shall give priority to arranging passengers to take the follow-up flights of Juneyao

Airlines. Unless otherwise specified by Juneyao Airlines, the transfer procedure can be handled with the consent of passengers and relevant carriers.

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2022 December Edition

Seat class	Class definition	Discount rate reference	Applicable to domestic flights							
			Change fee				Refund fee			
			7 days before	7 days (inclusive) to 48 hours	48 hours (inclusive) to 4 hours	4 hours (inclusive) and after flight	7 days before	7 days (inclusive) to 48 hours	48 hours (inclusive) to 4 hours	4 hours (inclusive) and after flight
J	Business class	200% and above	free	5%	5%	10%	5%	5%	5%	10%
C	Business class (discount class)	150%	5%	10%	20%	25%	5%	10%	25%	30%
D		120%	5%	10%	20%	25%	5%	10%	25%	30%
A		custom	5%	10%	20%	25%	5%	10%	25%	30%
R		custom	5%	10%	20%	25%	5%	10%	25%	30%
I	Business class free ticket	Discount ticket	No transfer of the ticket							
Y	Economy class	100%	Free	5%	5%	10%	5%	5%	10%	20%
B	Economy class (discount class)	91%	5%	5%	5%	10%	5%	5%	10%	20%
M		86%	5%	10%	25%	35%	10%	15%	30%	40%
U		81%	5%	10%	25%	35%	10%	15%	30%	40%
H		76%	5%	15%	30%	40%	10%	20%	40%	50%
Q		71%	5%	15%	30%	40%	10%	20%	40%	50%
V		61%	5%	15%	30%	40%	10%	20%	40%	50%
W		51%	10%	20%	50%	70%	20%	30%	70%	90%
S		46%	10%	20%	50%	70%	20%	30%	70%	90%
T		41%	10%	20%	50%	70%	20%	30%	70%	90%
Z		36%	10%	20%	50%	70%	20%	30%	70%	90%
E		31%	10%	20%	50%	70%	20%	30%	70%	90%
K		Custom	10%	20%	50%	70%	20%	30%	70%	90%

E	Group	Custom	Group Class Using Rules							
G	Transfer	Custom	100%				70%			
L	Exclusive class on official website	Custom	30%	50%	60%	80%	60%	80%	90%	100%
N	Economy class free ticket	Discount ticket	No transfer of the ticket							
X	Economy class frequent flyer redemption									
J	Children	50%	Free	5%	5%	10%	5%	5%	5%	10%
Y	Children	50%	Free	5%	5%	10%	5%	5%	10%	20%
J/Y	Infant	10%	Free				Free			
Y	Disabled soldiers / police	50%								
Remarks: 1. When children buy adult tickets, the refund and change fees are the same as those for adults; 2. 70% refund fee will be charged if the G class ticket is not used in the whole process. If it has been used for a segment, 100% refund fee will be charged.										