

International Fare Usage Conditions of Shandong Airlines Co., Ltd.

(Effective from July 1, 2023)

One, Scope of Application

1. These conditions apply to those who fill in Shandong Airlines international transport ticket, display the flight code and carried by Shandong Airlines; those who fill in international transport ticket and display the flight code of Shandong Airlines but carried by other airlines; those who have signed a mutual sale agreement or interline agreement with Shandong Airlines, fill in other airlines' international transport ticket but carried by Shandong Airlines; international tickets, mainland and Hong Kong/Macau Special Administrative Region tickets Domestic air transport tickets with special management between Mainland and Taiwan, and domestic flight segments filled in by international tickets.
2. The sales management requirements listed in this Conditions are applicable to international tickets sold after July 1, 2023 (inclusive), tickets between the mainland and Hong Kong/Macau Special Administrative Region of China, domestic air transport tickets specially managed between Mainland and Taiwan, and domestic segments filled in with international tickets.
3. The refund and change rules for special fare products shall be implemented in accordance with the relevant product rules.
4. These conditions are considered as an integral part of the General Conditions for the Carriage of Passengers and Baggage of Shandong Airlines Co., Ltd.

Two, General provisions

1. The change and refund fees for international tickets are calculated based on the time you cancel your reservation.
2. Those who comply with these conditions shall have priority in accordance with it. If not specified, it shall be carried out in accordance with the General Conditions for the Carriage of Passengers and Baggage of Shandong Airlines Co., Ltd.
3. The connecting ticket you purchased must be used in the order of the flight after the ticket was issued, and the order of flight usage cannot be changed.
4. The seasonal determination of transfer and connecting fare is based on the date of the first international flight of Shandong Airlines.
5. Provisions on stay period
 - 5.1 Maximum stay period: The maximum stay period that a connecting ticket should follow at the place of stay. The ticket should be used within the specified period of maximum stay. If it exceeds this period, the corresponding upgrade extension should be processed according to provisions before continuing to be used.
 - 5.2 Minimum stay period: The minimum stay period that a connecting ticket should follow at the place of stay. Tickets should be used outside the specified minimum stay period. If the period is

not sufficient, corresponding upgrade changes should be processed according to provisions before continuing to be used.

5.3 If there are different minimum/maximum stay periods, the strictest one shall prevail.

6. Children's tickets. If the age on the day of the return trip exceeds the age limit for children, tickets must be purchased separately based on the age of the passengers on each leg of the trip; If the actual travel date of a child ticket exceeds the specified age due to changes, it will be processed as a voluntary refund.

7. Infant tickets, if the adult ticket carrying the infant changes and the price changes, the infant ticket price should also be changed accordingly; If the age on the day of the return trip exceeds the age limit for infants, tickets must be purchased separately based on the age of the passengers on the day of travel for each segment; If the passenger's actual travel date exceeds the specified age due to changes in the infant ticket, it will be processed as a voluntary refund.

Three, Voluntary change

1. It must be processed within the validity period of the ticket. It will not be processed outside the validity period of the ticket. A change fee will be charged for each change, and the change fee will not be refunded when the ticket is returned.

2. The charging standard for handling fees shall be implemented in accordance with the fare provisions of the purchased ticket.

3. Tickets that have not yet started traveling will be recalculated based on the fare on the day you change the ticket; Tickets that have already started traveling will be recalculated based on the fare on the day of issuance of your original ticket.

4. The difference in tax types between your new ticket and the original ticket after the change shall be subject to the principle of no refund for more and no compensation for less.

5. If you are late for a flight during the planned change of flight segment, an additional fee will be charged during the change. For each NO SHOW flight, an additional NO SHOW fee will be charged.

6. The change fee for the children (including unaccompanied children) and occupied infant tickets you purchased will be charged at the applicable discount rate; No change fee will be charged for non-occupied infant tickets.

7. If your ticket needs to be changed again after voluntary change, it must be executed according to the changed fare provisions. The change fee charged before the change is not refundable.

8. When the ticket is changed, the ticket payment you have paid will be recalculated. If the total amount is higher than the amount you paid for the original ticket, you should pay the difference between the original payment amount and the changed amount, and you need to pay the change handling fee according to the fare rules of the original ticket. If the total amount is lower than the amount you paid for the original ticket, the difference will not be refunded, and we will only charge a change handling fee calculated according to the ticket price rules of the original ticket; In this case, you can also apply for a voluntary refund and purchase a new ticket.

9. Each change requires a change handling fee. If there are multiple changing flight segments for connecting tickets and multiple changing handling fees are applicable, the higher the changing handling fee will be charged.

Four, Voluntary refund

1. The charging standard for refund fees shall be in accordance with the applicable fare provisions.
2. When multiple segment tickets are refunded, a higher refund fee will be charged based on the planned refund segment. If there are situations where refunds are allowed or not allowed in the planned refund segment, the refund fee will be charged for the allowed refund segment, and the refund fee will not be allowed for the non-refundable segment.
3. If you apply for a refund after multiple segments of the ticket have already been used, we need to recalculate the fare for the portion that has already been used. Due to the professionalism and complexity of international fare, the fare for the same sales class and flight segment varies in different itinerary combinations. The fare for the already used portion of the ticket will be based on our company's final calculation.
4. If your ticket is requested to be refunded after the change, we need to calculate based on the class, ticket price, and refund provisions of the first purchased ticket. The changing fee already charged will not be refunded, and the upgrade fee for unused flight segments can be fully refunded.
5. The refund fee for children (including unaccompanied children) and occupied infants' tickets will be charged at the applicable discount rate; Non occupied infant ticket, free refund.
6. If you are late for a flight during the flight segment to be refunded, an additional fee will be charged at the time of refund. For each NO SHOW flight, an additional NO SHOW fee will be charged.

Kind reminder: Taking the round-trip ticket you purchased as an example, if the round-trip ticket has already been used, the total fare and tax amount of the used part may be higher than half of the round-trip ticket fare and tax amount you paid.