

# International Fare Usage Rules of Shandong Airlines

(Effective from July 1, 2023)

## One, Scope of application

1.1 These Rules 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.

1.2 Not applicable to charter flights.

1.3 The fee standards listed in these Rules are applicable to tickets sold after July 1, 2023 (inclusive).

1.4 For tickets sold before July 1, 2023 (excluding), if they are changed and replaced after July 1, 2023 (including), the charging standards listed in these rules shall apply when they are changed again.

1.5 For tickets sold before July 1, 2023 (excluding), if a refund is applied after July 1, 2023 (including), the standards before July 1, 2023 (excluding) shall apply.

## Two, General provisions

2.1 During sales, the fare automatically calculated by "QTE:/Ticket Airlines" must be used for sales, and "DFSQ:A" must be used for automatic ticketing. (Note: The instructions involved in this article are all from the Travel Sky system. For other GDS automatic calculation and ticketing instructions, please consult your local GDS). If the DFSQ command is used to manually enter the fare, the fare basis (FARE BASIS), TOUR CODE, maximum stay period, free baggage allowance, EI item, and other contents must be strictly entered according to the corresponding fare notice.

2.2 If the system displays "NO FARES/RBD/CARRIER" after QTE, it indicates that there is no applicable fare, indicating that the passenger's itinerary does not comply with the applicable class rules, and the reservation must be modified again until the QTE result of "NO FARES/RBD/CARRIER" does not appear before sales can proceed.

2.3 When selling tickets, the Chinese Mainland segment can only book seats in the class for which the fare has been issued through ATPCO, etc. (the fare can be queried through the "XS FSD city pair/travel date \* sales date/airline company/\* class" instruction), and other classes for which the fare has not been issued are not allowed to be sold. If there are special fare documents, they shall be executed according to the fare document details.

2.4 All sales fare shall be executed according to the corresponding documents for the actual itinerary. Individual passengers must booked their seats for the first trip, and OPEN is not allowed. Whether OPEN is allowed for the return trip needs to be confirmed based on the results displayed in the system.

2.5 Shandong Airlines is a code sharing flight for the market side, and the fares and application conditions are implemented according to the corresponding rules of SDA (except for special rules). The free baggage allowance is based on the system display.

- 2.6 The price of paper orders that have not been published through the system shall be sold according to the requirements of the paper order product. The price of paper orders shall not be combined with the price in the system.
- 2.7 Under no circumstances are RQ tickets allowed to be filled out.
- 2.8 The sales agent shall strictly comply with the rules corresponding to the price and class, and shall not sell high class at low fares.
- 2.9 When using the system's automatic calculation of prices, the booking class required for foreign flight segments shall be based on the system's display.
- 2.10 The seasonal determination of connecting fares is based on the date of the first international flight of Shandong Airlines.
- 2.11 The shortest connecting time for passenger tickets filled out using transit should comply with MCT rules (can be queried through the "SCM: Airport Three Character Code/DA/Airlines Two Character Code" instruction).
- 2.12 Provisions on stay period
- 2.12.1 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 rules before continuing to be used.
- 2.12.2 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 regulations before continuing to be used.
- 2.12.3 If there are different minimum/maximum stay periods, the strictest one shall prevail.
- 2.13 Combined fare provisions:
- 2.13.1 If there are inconsistent interline ticket slots or multiple flights, the 1/2 RT price combination of the corresponding slot can be used for sales. The FARE BASE column is consistent with the RT price of the slot. If there is a TOUR CODE item, it should be filled in according to the flight sequence. The applicable conditions for this combination of fare rates are subject to stricter class rules.
- 2.13.2 The strictest application conditions are applicable to the rules on the maximum stay period, minimum stay period, and early ticket purchase time of the passenger ticket. The calculation of fees for ticket changes, refunds, extensions, and NO SHOW shall be handled as voluntary changes or refunds.
- 2.13.3 ADD-ON and SPA fares shall not be used separately and shall be combined with sales fare rates. When issuing the ticket, the ADD-ON leg must be filled out with the same ticket as the international, regional, and cross-strait leg, or a continuous ticket. The applicable conditions for the fare are subject to the rules applicable to the international leg of Shandong Airlines.
- 2.13.4 Other specific combination rules shall be subject to the query in the system.
- 2.14 Taxes and surcharges
- 2.14.1 The collection of taxes and surcharges shall be based on the data in the booking system.
- 2.14.2 If there are no special provisions in the fare notices, all fares do not include taxes and surcharges.
- 2.15 Ticket issuance deadline
- 2.15.1 The time limit for individual ticket issuance shall be based on the automatic ticket issuance time limit displayed in the system.
- 2.15.2 If there is a time limit specified by the control personnel of SDA, the earliest time limit shall prevail.
- 2.16 Taxes and fees include taxes or fees collected by YQ/YR, the government, other relevant authorities, or airport operators on behalf of SDA (hereinafter referred to as government taxes and fees).

## **Three, Fare for children/infants**

### **3.1 Children's Fare**

#### **3.1.1 Reservation**

(1) Children accompanied by adults: children and adults must use the same class (both economy class and business class). If a passenger requests to purchase tickets of different class for children and accompanying adults, the children must meet the transportation conditions for unaccompanied children, and must be seated separately according to the class of the purchased ticket. If children issue tickets separately, the complete booking information of adult passengers should be noted in the child ticket booking code.

(2) Unaccompanied children: If there is no accompanying adult, we can apply for unaccompanied children services according to relevant manuals provided that we meet the transportation conditions for unaccompanied children.

#### **3.1.2 Ticketing**

(1) Fare for children accompanied by adults: 75% of the adult applicable price for their booked class; Passengers must enter the CHD identifier after booking their name, and add the discount identifier "CH25" after the fare basis. When there is no child discount for the booking cabin, the adult price corresponding to the booking cabin will apply. When manually issuing tickets using other prescribed rates, the fare basis, TOUR CODE, EI items, etc. must be strictly entered according to the corresponding fare notice.

(2) Fare for unaccompanied children: 100% of the adult applicable price for their booked class; Passengers must enter the UM logo after booking their names and proceed with the procedures according to relevant manuals.

(3) For passengers whose age exceeds the applicable age for children on the day of return travel, sales personnel should fill in and issue two one-way tickets for each leg of the journey, and purchase tickets based on the age of the passengers on the day of travel for each leg.

(4) For passengers holding children's tickets, if the actual travel date exceeds the specified age due to flight schedule changes, the ticket will be voluntarily refunded.

### **3.2 Infant's Fare**

#### **3.2.1 Reservation**

(1) Infant tickets must be booked on the same record as adult tickets, and must be pre applied and confirmed by the system before being issued; Babies do not provide seats. If they need to occupy a seat, it will be considered as a infant and sold at the price of a infant ticket accompanied by an adult. The complete booking information of the adult passenger will be noted in the booking code.

#### **3.2.2 Ticketing**

(1) Fare for unseated infants: 10% of the applicable price for adult booking with infants. If there is no corresponding infant fare for adult booking, the infant fare will be sold at the lowest available infant fare. If there are no seats available on the booked flight, the fare will be charged at 10% of the applicable fare for C/Y class as announced by the system; Passengers must enter the INF label after booking their name, and add the discount label "IN90" after the fare basis.

(2) Fare for occupied seat infants: For infant accompanied by adults, 75% of the applicable adult price for booking the class will be charged, and taxes will be charged according to the child's standard. Passengers must enter the CHD logo after booking their name. When there is no child discount for booking a class, the adult price corresponding to the booking cabin applies. Sales agents are prohibited from selling baby passengers as children's tickets. If there is a special need to occupy a seat, they must enter "SSR INFT SC NN1 Baby Name DDMMYY/OCCUPYING SEAT/Pn/Sn (n represents serial number)" after booking, and issue the ticket after confirming the seat.

(3) If the adult ticket carrying an infant change and the class price changes, the baby fare should also be changed accordingly.

(4) Restrict the sale of infant tickets in accordance with relevant regulations.

(5) When it is clear at the time of ticket purchase that the passenger's age on the return trip exceeds the applicable age for infants, the sales personnel should fill out two one-way tickets for the passenger's journey to and from, and purchase the corresponding ticket price based on the age of the passenger on the day of travel for each segment.

(6) For passengers holding baby tickets, if the actual travel date of the passenger exceeds the specified age due to flight schedule changes, the ticket will be refunded voluntarily.

## **Four Group products**

### **4.1 Scope of application**

4.1.1 The group fare, reservation, and ticketing shall be applied for by the authorized distribution agent of SDA to the local business department of Shandong Airlines.

4.1.2 Group product prices and paper price that have not been published through the system shall be sold according to the requirements of the paper product list.

### **4.2 Sales restrictions and refund and change**

4.2.1 The one-way and round-trip prices must be based on the documents. The round-trip price cannot be directly taken as twice the one-way price, and the one-way price cannot be directly taken as half of the round-trip price.

4.2.2 The maximum stay period for group prices is generally 15 days. In case of special circumstances, the requirements in the paper product list shall prevail.

4.2.3 The group price must have reserved seats, and OPEN is not allowed for return trips.

4.2.4 Unless otherwise applicable policies and rules apply, group passengers are not allowed to change flights or dates after purchasing tickets. They are only allowed to voluntarily increase their service level on the same flight. The specific upgrade price difference and scope of application must be stated in the paper document (if there is no special explanation, it will be deemed that changing the class is not allowed). If a ticket needs to be refunded after upgrading the class, only the upgrade price difference and unused segment government taxes will be refunded.

4.2.5 Unless otherwise applicable policies and rules apply, group tickets are voluntarily refunded and only unused segment government taxes are refunded. If the product rules are stricter, the rules in the product list shall prevail. Unless otherwise specified, the group price is net and does not include any agency fees.

### **4.3 Baggage allowance**

4.3.1 Unless otherwise specified, the free baggage allowance shall be subject to the system rules.

### **4.4 Group size**

4.4.1 Unless otherwise specified, group passengers generally refer to passengers with a unified organization of 10 or more people, who have the same flight distance, boarding date, flight and class, and pay the same group ticket price. The specific number of group members is subject to the group product fare rules.

### **4.5 Fare combination restrictions**

4.5.1 Group products and paper waybill products are not allowed to be sold in combination with other prices.

4.5.2 Unless otherwise specified, group products and paper tickets products are only allowed to be sold in combination with tickets under the same document number.

### **4.6 Discounts for children and infants**

4.6.1 The number of children and infants shall be limited in accordance with relevant requirements of Shandong Airlines. And the number of children and infants in the group is included in the total group size, and the sales discount is considered as adult sales.

4.6.2 Group adults accompanying children do not enjoy child discounts, and the ticket price is the same as that of group adults.

4.6.3 Group unaccompanied children do not enjoy child discounts, and the ticket price is the same as that of group adults. You need to consult your local business department in advance to provide unaccompanied protection if possible.

4.6.4 Group seatless infants do not enjoy infant discounts, and the ticket price is the same as that of group adults.

4.6.5 Group occupied infants do not enjoy infant discounts, and the ticket price is the same as that of group adults.

4.6.6 If children and infants are ticketed separately, they will not be included in the total number of group members. The ticket price can be discounted for normal children and infants, and the corresponding taxes and fees for children and infants will be used.

#### **4.7 Taxes and surcharges**

4.7.1 The collection of taxes and surcharges shall be based on the data in the reservation system.

#### **4.8 Others**

4.8.1 Other matters not covered shall be subject to the provisions in the paper form.

### **Five Voluntary change**

Voluntary ticket changes include: changing flight schedule, changing flight date, changing class, changing carrier, etc.

#### **5.1 Principle of voluntary change**

5.1.1 When handling changes, the passenger's identification information should be carefully checked, and the fare basis, stay period, and whether the ticket has been changed for the first time or multiple times should be checked.

5.1.2 Changes to ticket sales in different locations shall be handled in accordance with the class fare and rules of the booking system for that ticket.

##### **5.1.3 Voluntary change method**

(1) SDA's direct ticket sales agents can use the OI method to issue tickets, and should separate the upgrade fee, same class price difference, and other charges. The new ticket is based on the new class price (FARE item, including upgrade fee), and the change handling fees other than upgrade fees are summarized and included in the OB item.

(2) When handling a replacement, the agent should separate the upgrade fee, class price difference, and other charges. The new ticket is based on the new class price (FARE item, including upgrade fee), and the change handling fees other than upgrade fees are summarized and included in the OB item.

(3) For tickets that have been partially used and have undergone changes, the class, FARE BASIS items, and stay period of the newly issued ticket should comply with the rules for the entire trip along with the already used part.

(4) When changing tickets, all unused flight segments should be changed at the same time.

(5) When upgrading on the same flight, including changes to different class levels, changes to the same class level or subcategory (premium economy class and ordinary economy class are considered the same class level), and changes from high to low ticket prices, only the change handling fee will be charged, and the difference will not be refunded, or the ticket will be processed as a voluntary refund; Change from low to high ticket prices, charge change handling fees and ticket price differences; The same ticket price only charges a change handling fee.

(6) The rules for members to change their tickets free of charge shall be implemented in accordance with the provisions of the membership manual.

5.1.4 When it is necessary to use exchange rates to convert paid ticket prices and change handling fees, the principle of using exchange rates

(1) When converting the actual paid ticket price, use the exchange rate on the date of sale to convert it to the currency of the change.

(2) When converting the change fee, the exchange rate on the day of the change is used to convert the change fee into the currency of the change location, and the rounding method is the same as the ticket price.

(3) Exchange rate conversion instruction: XS FSC XXX is converted to currency/converted to currency/specified exchange rate date (if no date is specified, the system defaults to the current day)

Example: Using the exchange rate of June 1, 2022, to convert 100 RMB into its equivalent US dollar, XS FSC100CNY/USD/01JUN22

5.1.5 If there is a change in the ticket for the OPEN segment, even if there is the same cabin, the ticket price needs to be recalculated during the first booking of the OPEN segment. If there is a fare difference, the fare difference will be charged and no change handling fee will be charged.

5.1.6 The fare difference and change handling fee will be charged simultaneously.

## **5.2 Voluntary change rules**

5.2.1 Within the validity period of the ticket, it can be processed, and a change fee will be charged for each change. The change fee will not be refunded when the ticket is refunded, and the currency rounding method for the change fee is the same as the fare currency rounding method.

5.2.2 The charging standards for handling fees for changes shall be implemented in accordance with the applicable fare rules.

5.2.3 Allow voluntary upgrades class during the validity period of the ticket; If a descent class is requested, it will be processed as a voluntary refund and a new ticket will be purchased.

5.2.4 Tickets that have not yet started traveling shall be recalculated based on the fare on the day of ticket replacement; Tickets that have already started traveling will be recalculated based on the original fare on the day of issuance. When different class codes (including the change of sub class from high class to low class in the same service class and the reduction of class in different service classes) are changed, the new fare must be equal to or higher than the old fare, such as changing business to Y class, changing Y to H class, etc.; When the same class code is changed, if the new fare is lower than the old fare, the difference will not be refunded, and only the change handling fee will be charged.

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

5.2.6 If there is a NO SHOW during the planned change of flight segment, a NO SHOW fee must also be charged during the change, and for each NO SHOW, a NO SHOW fee will be charged.

5.2.7 For children (including unaccompanied children) and occupied infants who change seats, the change handling fee will be charged at the applicable discount rate; Infants who do not occupy seats are exempt from change handling fees.

5.2.8 If there is a need to change again after the voluntary change, the class rules after the change shall be followed, and the change fee charged before the change shall not be refunded.

5.2.9 Change of one-way fare

(1) If the fare increases after the change, in addition to the change handling fee, the corresponding fare difference should also be charged; If the fare decreases after the class changing, the difference will not be refunded and will be treated as a voluntary refund.

(2) For tickets with restrictions such as early ticket purchase time, after change, they must still comply with the various fare rules of the ticket (including early ticket purchase time limit, etc.), otherwise they must be changed to the current applicable fare.

5.2.10 The change of the round-trip ticket combination fare will be charged a higher handling fee for the planned changed segment

(1) If the requirements for the minimum and maximum stay period are still met after the changing, a change fee will be charged before the changing is processed. If the ticket exceeds the minimum and maximum stay period after the changing, an upgrade extension must be applied for first to meet the requirements of the minimum and maximum stay period before the change fee can be charged and the changing can be processed. If the fare after the changing increases, the corresponding price difference should also be charged, and the upgrade fee and change fee should be charged in combination.

(2) Return changing: If the minimum and maximum stay requirements are still met after the changing, a change fee will be charged and the changing will be processed. If the ticket exceeds the minimum and maximum stay requirements after the changing, an upgrade extension must be processed first to meet the minimum and maximum stay requirements before the changing can be processed. Please refer to the specific handling method for changing.

(3) Full changing, if the requirements for the shortest and longest stay period are still met after the changing, the changing will be processed after the higher handling fee is charged. If the ticket exceeds the minimum and maximum stay period after the changing, an upgrade extension must be applied for first to meet the requirements for the minimum and maximum stay period before the change fee can be charged and the changing can be processed. The upgrade fee and change fee will be charged together.

(4) If the fare increases after the changing, in addition to the change handling fee, the corresponding fare difference should also be charged; If the fare decreases after the changing, the difference will not be refunded and can be treated as a voluntary refund.

(5) For tickets with restrictions such as early ticket purchase time, after changing, they must still comply with the various fare rules of the ticket (including early ticket purchase time limit, etc.), otherwise they must be changed to the current applicable fare.

(6) If changing and fee changing are not allowed to occur simultaneously in multiple segments of the planned changing, they need to be calculated separately. Further changing is not allowed for changed segments, and changing is allowed for changed segments after charging a change fee.

(7) After the partial use of the ticket, if the flight segment is not used for upgrade, the calculation of the upgrade fee is: the difference between the new class 1/2RT fare or combined fare and the original class 1/2RT fare or combined fare. Calculate the minimum and maximum stay period of the ticket based on the most stringent application conditions for each class throughout the entire trip.

(8) All tickets have not been used, and a single trip or single return trip is proposed for upgrade. The upgrade rules have been partially used, and the upgrade fee is calculated as the difference between the new class 1/2RT fare or combined fare and the original class 1/2RT fare or combined fare. If the upgrade is processed for the entire trip, the minimum and maximum stay period of the ticket will be recalculated according to the new class rules.

5.2.11 ADD-ON interline ticket change

(1) The ADD-ON price cannot be upgraded for the domestic segment alone, but can be changed for the same class. The corresponding change handling fee for the international segment will be charged, and the transfer connection time after the changing cannot exceed 24 hours; If there are no available seats for the changed flight, you need to voluntarily refund your ticket and purchase a new one.

(2) If there is a price difference in the domestic segment of ADD-ON during the off-season to peak season, the price difference shall be charged. If there is no applicable price during the peak season, the changing is not allowed, and a new ticket must be purchased after voluntary refund; The peak season will be changed to the off-season, and the price difference will not be refunded.

(3) Other conditions shall be implemented in accordance with the corresponding international leg application conditions and rules.

## **Six, Voluntary refund**

### **6.1 Voluntary refund principle**

6.1.1 When handling ticket refunds, the passenger's identification information should be carefully checked, and the status and other contents of the ticket to be refunded should be checked.

6.1.2 The refund of a ticket sold in a different location shall be processed in accordance with the class fare and rules of the booking system for that ticket.

6.1.3 Voluntary refund shall be handled by the issuing agent in principle.

6.1.4 When a combination of fares with different refundability is allowed, the fare that allows refunds will charge the applicable refund handling fee. The fare that does not allow refunds will not permit refunds and YQ/YR will not be refunded either.

6.1.5 Unused taxes or fees (government taxes) collected by the government, other relevant authorities, or airport operators other than YQ/YR and OB taxes collected by SDA can be refunded. When the refundable fare (including YQ/YR) is zero or negative, only government taxes and fees will be refunded.

6.1.6 For tickets sold with SDA International tickets for flights within China, the refund fee for non-flying flights will be charged according to CAT16 display rules.

6.1.7 When it is necessary to use exchange rates to convert refundable ticket prices, refundable taxes, and refund handling fees, the principle of using exchange rates

(1) When converting refundable ticket prices and refundable tax fees, the exchange rate on the sales date is used for calculation.

(2) When converting the refund fee, the exchange rate on the day of refund is used to convert the refund fee into the actual refund currency. The currency rounding method for the refund fee is the same as the currency rounding method for the ticket price.

(3) Exchange rate conversion instruction: XS FSC XXX is converted to currency/converted to currency/specified exchange rate date (if no date is specified, the system defaults to the current day). Example: Using the exchange rate on June 1, 2022, convert 100 RMB to its equivalent in US dollars, XS FSC100CNY/USD/01JUN22.

### **6.2 Voluntary refund rules**

6.2.1 The ticket needs to be refunded within its validity period.

6.2.2 After the change, if a refund is requested for the ticket, it shall be calculated based on the class, fare, and refund rules of the first purchased ticket. The change handling fee already charged shall not be refunded, and the upgrade fee for unused flight segments shall be fully refunded.

6.2.3 The charging standards for refund fees shall be in accordance with the applicable fare rules.

6.2.4 In case of ticket refund, if the refund handling fee is higher than the fare (including YQ/YR), only the corresponding fare (including YQ/YR) will be charged, and the government taxes and fees for unused flight segments will be refunded to passengers.



6.2.5 If there is a NO SHOW during the flight segment to be refunded, an additional NO SHOW fee will be charged. If the ticket is refunded after the upgrade, the upgrade fee will be refunded according to rules and there is no need to deduct the NO SHOW fee.

6.2.6 Children (including unaccompanied children) and occupied infants will be refunded, and the refund fee will be charged at the applicable discount rate; Infants who do not occupy seats are exempt from refund fees.

6.2.7 Tickets filled out using a round-trip combination fare should be charged at a higher rate based on the refund handling fee for the intended flight segment (YQ/YR included in the fare)

(1) If the passenger ticket is not used throughout the entire journey, no single refund is allowed for any of the flight segments, and a refund fee will be charged according to stricter class refund rules; When fares with different refundability are combined, the fare that allows refunds will charge the applicable refund handling fee. The fare that does not allow refunds will not permit refunds.

(2) Partial use of the ticket has been requested for refund, and the difference between the fare and taxes paid and the applicable fare and taxes for the already used segment is calculated using the original ticket issuance date. After deducting the refund fee, the remaining balance is refunded to the passenger. If there is no applicable fare for the corresponding class, the fare higher than the reserved class will be used for calculation. The refund fee for the unused segment will be executed according to the corresponding terms of the fare notice.

6.2.8 ADD-ON Interline ticket refund (YQ/YR credited to fare)

(1) If the ADD-ON ticket is not used throughout the entire journey, no single refund is allowed for any flight segment. The refund must be processed for the entire journey, and the refund fee will be charged according to the corresponding refund fee rules for international flight segments.

(2) Must be used in the order of the ticket itinerary, and one-way tickets cannot only be used for domestic or international segments; The round-trip ticket cannot only be used for the departure or return journey. If there is a violation and the passenger needs to refund the ticket, the published fare for the used segment Y class will be deducted, and the refund fee will be deducted. The remaining balance will be refunded to the passenger.

(3) If an ADD-ON interline ticket is changed and a refund occurs, the change handling fee will not be refunded, and the upgrade fee can be refunded.

6.2.9 Transit connecting products (including but not limited to international OD products) Ticket refunds (YQ/YR included on ticket)

(1) If the passenger ticket is not used throughout the entire journey, no single refund is allowed for any of the flight segments. The refund must be processed for the entire journey and executed in accordance with the applicable fare rules.

(2) The fare products must be used in the order of the ticket itinerary. Single or round-trip tickets are in the same fare group and cannot only use the domestic or international segment. If there is a violation and passengers need to refund their tickets, the published fare for the Y-class of the used segment will be deducted, and the remaining amount will be refunded to the passengers after deducting the refund fee.

(3) If a ticket is refunded after being changed, the handling fee for the change will not be refunded, and the upgrade fee can be refunded.

6.2.10 Other flight segments that are not used in accordance with the flight sequence are voluntarily refunded, and the fare (including YQ/YR) is not refunded. Government taxes and fees for unused flight segments can be refunded.

## **Seven, Agency fees**

If the ticket is refunded, the agency fee will be refunded together.

7.1 For unused tickets throughout the journey, the agency fee must be fully refunded.

7.2 For partially used tickets, calculate the ticket amount corresponding to the unused segment correctly, and refund the agency fee corresponding to the unused segment ticket.

7.3 If, due to the special needs of passengers, the tickets sold by the agent are refunded by SDA or refunded after being exchanged by SDA, SDA will recover the agency fee from the agent through a debit note (ADM note).