

**Announcement on the issue of Rules on  
Handling Special Tickets for Passenger  
Reasons of Shandong Airlines**

To all departments and units related to sales:

The newly issued *Rules on Handling Special Tickets for Passenger Reasons of Shandong Airlines ( 202308 )* shall come into effect from August 15, 2023. Please refer to the annex.

International Affairs & Cooperation

Marketing & Sales Committee

August 15, 2023

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( 17 pages total )

ANNEX:

# **Rules on Handling Special Tickets for Passenger Reasons of Shandong Airlines**

(202308)

## **1. Purpose**

The rules are to clarify the standards of ticket changes and refunds caused by passengers' illness, duplicated purchase, or wrong purchase, to standardize the handling processes, and to improve passenger experience.

## **2.Special Tickets Caused by Passengers' Injury and Sickness, or Infection with COVID-19 (Travel Companions Included)**

### **2.1 Scope of Application**

It is applicable to the SC tickets issued by 324 (carried by SC or code sharing flights of SC), and to passengers who are injured, sick or infected with COVID-19 after ticket purchase. It's also applicable to passengers' companions who travel the same date and flight as long as they submit refund or change application and cancellation at the same time, and the number of companions shall not exceed 5 (inclusive), the same as below.

### **2.2 Supporting Materials under Different Circumstances**

#### **2.2.1 Before arriving at the airport**

Injured and sick passengers are required to provide one of the following documents (original, photocopy, scanned copy, or

photo are all acceptable) as proof. Once the documents being approved by the airline, free refunds or change of passengers and their companions would be handled:

- a. A medical diagnosis certificate issued by a medical institution;

- b. A medical diagnosis certificate signed by a physician (personal doctor or family doctor shall attach a doctor's qualification certificate when issuing the certificate, such as doctor's qualification certificate and medical license);

- c. Diagnostic reports issued by a medical institution;

- d. A medical expense receipt issued by a medical institution for the payment of medication or treatment.

## 2.2.2 After arriving at the airport

### 2.2.2.1 At the airport

For injured and sick passengers who are restricted from transportation by the airline (refer to the "General Conditions for the Carriage of Passengers and Baggage of Shandong Airlines Co., Ltd.") and still restricted by the airport terminal personnel or the flight crew due to physical condition after relevant diagnostic certificates are provided as required, the terminal personnel shall issue a "Passenger Confirmation Form for Denied Carriage (Boarding)/Abandoned Journey" for passengers and their companions (indicating that "the passenger has diagnosis certificate but there is a significant risk of carrying after assessment", stamped with the terminal business seal or the

signature of the terminal business personnel). After the approval by the airline, free refunds or changes can be handled for passengers and their companions.

#### 2.2.2.2 When diversion happened

Once the flight is diverted due to passengers' emergent injury or illness, passengers are supposed to provide the "Passenger Confirmation Form for Denied Carriage (Boarding)/Abandoned Journey" (which must specify the reason for not finishing the journey and be stamped with the terminal business seal or the signature of the terminal business personnel), which is issued by the airport terminal personnel. After the approval by the airline, free refunds for unused flight segments (i.e., alternate airport to destination airport) can be handled for the passenger and their companions. If the flight returns to the origin, the ticket will be refunded for free, including the ticket price, civil aviation development fund and fuel surcharge.

#### 2.2.3 When Passengers or their close relatives die

If the passenger or his/her close relatives die between the purchase time and the scheduled departure time indicated on the ticket, the death certificate shall be provided. After being reviewed and approved by the airline, the passenger and his/her companions' tickets can be refunded or changed for free. Close Relatives refer to the passenger's parents, parents -in-law, spouse or children.

#### 2.2.4 When Passengers infected with COVID-19

If the passenger is infected with COVID-19, the materials provided by the injured and sick passengers in 2.2.1 of this rules, or the positive nucleic acid report issued by the medical institution (should reflect the relevant information of the passenger) should be provided as proof materials. The positive diagnosis date should be within 10 days before the flight date. (for example, if diagnosed positive on April 1st, the boarding date should be on or before April 10th, while tickets with boarding dates on or after April 11th shall be subject to Fare Usage Rules). After being approved by the airline, tickets can be refunded or changed for free.

### 2.3 Requirements for supporting materials

When the agent reviews the original, photocopy, scanned or photo proof materials provided by the passenger, it is necessary to note that the proof materials must meanwhile meet all the following requirements:

- a. The passenger's name, gender and age are consistent with the passenger information in the medical documents;
- b. The issuance date of proof materials should be between the purchase (inclusive) and departure (inclusive) date. The date of additional documents should be based on the hospital visit date, which should be also between the above-mentioned dates;
- c. The proof materials must be stamped with medical institution seal or signed by the physician;
- d. Companions should apply for the refund or change and

cancellation at the same time as the injured or sick passenger. When applying for a refund, companions should note "the ticket number of the injured or sick passengers, the number of their companions, and the specific ticket numbers". Once the refund application being submitted, the information of companions cannot be changed, and the note information shall prevail.

e. A Certificate of Death issued by a competent authority of the country where the death occurred shall be submitted when applying for such refunds in 2.2.3.

## 2.4 Ticket refund/change rules

2.4.1 Refund: During the validity period of the ticket, the unused sector can be refunded without any refund fees.

2.4.2 Change: No matter before or after the departure of the flight, the tickets of the injured or sick passengers and their companions can be changed only once within the validity period of the ticket, of which the change service fee shall be free but the fare difference shall be charged. For those who cannot determine the travel date, the reservation can be canceled first and ticket changes can be processed after the travel date is confirmed.

## 2.5 Handling process

### 2.5.1 Refund

#### 2.5.1.1 BSP tickets in Japan, South Korea, Thailand and Taiwan, China

a. After receiving the passenger's ticket refund application,

the agent should cancel the reservation first and proactively inform the passenger of the refund rules, collect relevant supporting materials, and conduct a preliminary review.

b. After the preliminary review, agent shall fill out the "Application Form for Refund of Injured or Sick Passengers" (see attachment), stamp it with business seal, then scan or take a photo of the form, and submit it along with the other relevant proof materials to the local sales office of Shandong Airlines.

c. After being approved by Shandong Airlines, the local sales office will send the "Application Form for Refund of Injured or Sick Passengers" with the Waiver Code back to the agent, who shall use the Waiver Code to process the refund for the passenger.

d. The agent must complete the refund procedures within 7 working days from the date of receiving the passenger's valid refund application.

#### 2.5.1.2 BSP tickets in other markets

a. After receiving the passenger's ticket refund application, the agent should cancel the reservation first and proactively inform the passenger of the refund rules, collect relevant supporting materials, and conduct a preliminary review.

b. After the preliminary review, agent shall fill out the "Application Form for Refund of Injured or Sick Passengers" (see attachment), stamp it with business seal, then scan or take a photo of the form, and submit it along with the other relevant

proof materials to the Customer Service Center of Shandong Airlines.

c. After being approved by Shandong Airlines, the Customer Service Center of Shandong Airlines will send the "Application Form for Refund of Injured or Sick Passengers" with the Waiver Code back to the agent, who shall use the Waiver Code to process the refund for the passenger.

d. The agent must complete the refund procedures within 7 working days from the date of receiving the passenger's valid refund application.

## 2.5.2 Change

2.5.2.1 For individual tickets, if the agent is able to pay or receive RMB, they can contact the Shandong Airlines Customer Service Center to submit relevant proof materials for ticket changes. If not, it is recommended to purchase a new ticket for travel after the original ticket is refunded.

2.5.2.2 If the passenger requests to change the itinerary and carrier, it is recommended that the passenger purchase a new ticket for travel after processing a refund of the original ticket.

## **3. Duplicated Ticket Purchases**

### 3.1 Scope of application

Two or more 324 tickets with identical itinerary, flight number, and flight date purchased by the same passenger, including the code-sharing flight carried by the same SC flight.

### 3.2 General provisions



3.2.1 Free change or refund application of a duplicated-purchased ticket must be thoroughly unused.

3.2.2 Free change or refund application of a duplicated-purchased ticket must be made before the scheduled departure time of the flight, as well as the cancellation of the reservation.

3.2.3 Among the many duplicated purchased tickets, only one ticket that meets the requirements can be refunded or changed for free, while the other tickets shall be handled according to the Fare Usage Rules.

### 3.3 Refund and change rules

During the validity period of the ticket, according to the order of purchase, "fly the earliest purchased ticket and refund the last purchased ticket" or to the principle of "fly the highest price, refund the lowest price" (choose any one ticket in case of price tie), the ticket purchased later or with a lower price can be refunded or changed for free, and other tickets can be handled according to the Fare Usage Rules. The specific rules are as follows:

a. Ticket shall be refunded and there is no charge of refund fee .

b. Flight date (without changing the itinerary) can be changed for only once, the change service fee shall be free but the fare difference shall be charged.

c. The free refund or change application can be put forward

at any time.

d. If a ticket has been changed according to the above principles, Fare Usage Rules shall be followed as long as it applies for a refund or change again.

### 3.4 Other special circumstances

3.4.1 After the change of the ticket, if duplicated ticket purchases happened, only after the changed ticket being used, shall the other duplicated ticket be handled according to the duplicated ticket purchase rules; If not, the changing fee and price difference shall not be refunded, but the fare price and taxes of the ticket before the changing can be refunded for free.

3.4.2 When duplicated ticket purchases happened on team tickets, refunds can be made according to the duplicated ticket purchase rules, but ticket changes are not allowed.

### 3.5 Handling channels

#### 3.5.1 Refund

For one of the duplicated tickets that meets the requirements, the agent shall submit the application for free refund during which the waiver code must be noted as "DUP + the last 10 digits of the ticket number of the earliest purchased or the highest price ticket". Example: DUP0123456789, no proof materials need to be uploaded.

#### 3.5.2 Change

If the agent is able to pay or receive RMB, they can contact the customer service center of Shandong Airlines to change for

free charge, during which the ticket number of the earliest purchased or the highest price ticket shall be needed; If not, it is recommended to purchase a new ticket after the original ticket is refunded.

#### **4. Incorrect Name or ID Number**

##### **4.1 Scope of application**

It is applicable to tickets issued by 324, which have SC flight number and be carried by SC, or code sharing flights of SC),

##### **4.2 General provisions**

4.2.1 The agent can issue a new ticket on the original flight for such passengers who meet the change rules by refunding the original ticket. Only after the new ticket is used, the original ticket can be refunded for free.

4.2.2 When the flight is approaching departure or the original fare is no longer valid, the agent can contact the airline's ticketing office or Customer Service Center to change the passenger information. The ticket shall be 'open for use'.

4.2.3 The name or the ID number shall be only changed once, and it is not allowed to change both the name and ID number at the same time.

##### **4.3 Circumstance permitted to change name or ID number**

No.	Last name	First name	ID Documents	Note
1	correct	correct	Change the type of valid documents, including but not limited to passport	Passengers are required to provide photos of original ID documents

			and Home Visit Permit, among which are interchangeable	
2	correct	correct	The ID number, validity period, date of birth, gender, and nationality are incorrect and can be changed simultaneously.	1) Infant ticket shall not change birth date 2) Children's tickets shall not change their birth date to the age applicable to non children's tickets
3	correct	correct	The ID number is reversed from other passengers in the same PNR and needs to be swapped.	
4	When the spelling of Chinese Pinyin is different from that in Taiwan and Hong Kong, changes are allowed. For example, 'LI QIANG' can be changed to 'LEE QIANG'		correct	
5	Changes, additions, or deletions of letters in English names up to and including 4		correct	Special circumstances such as Chen Rubi changing to CHEN/RUBY are also acceptable, do not forcefully refuse
6	Add or delete Middle name as a whole		correct	Passengers provide corresponding proof
7	The last name, first name and Middle name of English names are reversed and changed		correct	
8	The English name is correct, and the original surname and husband's surname are changed from each other, or the husband's surname is added		correct	
9	The passenger's name has only one word but is input twice, such as Almina/Almina, or the name is copied twice, such as Zhang San/Zhang San, Zhang/San San,		correct	

	Zhang/Zhang San		
10	Change, addition, or cancellation of addressing terms such as MR and MS	correct	
11	If there is no flight record, a portion of the English name can be added or deleted (not limited to the number of letters).	correct	For example, changing "Cui Ming" to "Cui Mingjun" or "Cui Junming", "Feng Haoen" to "Feng En" or "Feng Hao", and "DELAPAZ/JOSE" to "DELAPAZ/JOSE LARAGAN". Passengers need to provide photos of their valid identification documents.
12	The English name and manually signed Chinese name of a foreign passenger's passport are interchangeable.	correct	For example, the exchange between "Pingliang Shangzi" and "TAIRA/SHOKO"

## 4.4 Handling process

4.4.1 For passengers who comply with Article 4.3 of this rules and there is same RBD open on the original flight, the agent shall use the correct name of the passenger to rebook and issue the ticket for the same flight, itinerary, date, RBD, and price, while canceling the original PNR and noting the original ticket number in the new PNR.

4.4.2 For passengers who comply with Article 4.3 of this rules and there is no same RBD open on the original flight, the agent shall contact the airline's ticketing office or Customer Service Center to change the passenger information.

4.4.3 After the use of the new ticket, the agent shall submit a free refund application of the original ticket, during which the

new ticket number must be noted. For incorrect name tickets, the waiver code must be noted as "NAM + the last 10 digits of the new ticket number". Example: NAM0123456789. For incorrect ID numbers tickets, the waiver code shall be "ID + the last 10 digits of the new ticket number". Example: ID0123456789. No proof materials need to be uploaded.

4.4.4 When the flight is approaching departure or the original fare is no longer valid, the agent shall contact the airline's ticketing office or Customer Service Center to change the passenger information in the original PNR. After the handling of the airline, the original PNR of the agent's reservation system will be converted to the airline's PNR. If further operations such as cancellation are required, the agent shall contact the airline for processing.

## **5. Refund risk prevention and control**

5.1 The agent shall give a timely and clear feedback to passengers who provide nonstandard proof materials through appropriate and effective ways. If necessary, the agent may request passengers to provide additional relevant proof materials.

5.2 Agents shall distinguish the the authenticity of the proof materials. Once the materials are found fake, passengers shall required to provide other relevant proof materials. If passengers are unable to provide the other materials, agents shall politely refuse in an appropriate manner.

5.3 It is strictly prohibited for agents to maliciously forge information or handle free ticket refunds or changes beyond the scope of this regulation. If there is a violation, the airline will handle it seriously in accordance with relevant regulations. If the situation is severe, agents shall be held legally accountable for their actions..

5.4 The agent should strengthen the risk prevention and control of violated ticket refunds. The airline will regularly track and analyze the special refund and change of the agent's tickets, and hold the agent accountable for any violations.

## **6. Relevant Requirements**

6.1 For tickets which comply with the above rules and have already been voluntarily refunded or changed, all the relevant charge shall not be refunded.

6.2 Agents should pay attention to communication methods during passenger service, actively explain the relevant rules to passengers, and collect relevant supporting materials as required.

6.3 Agents shall not refuse passengers on the grounds that they are unable to handle or allow passengers to contact the airline themselves, in order to avoid escalating conflicts and causing complaints.

6.4 This rules shall come into effect from the date of its release, and relevant documents related to various circumstances in this document shall be abolished simultaneously.

6.5 Shandong Airlines reserves the right of final interpretation of these rules.



Attachment:

## **Application Form for Refund of Injured or Sick Passengers**

<b>Name of injured or sick passenger</b>		<b>Ticket number</b>	
<b>Name of accompanying passengers</b>		<b>Ticket number</b>	
<b>Reason for refund</b>			
<b>Application agent</b>			
<b>Application date</b>			
<b>Agent signature</b>			
<b>Opinions and Dates of Shandong Airlines Sales Office/Customer Service Center</b>		<b>Waiver Code</b>	

Please submit the passenger proof materials in the form of an attachment