

## Article 1 Definitions

The following terms used in these Transportation Terms shall have the following meanings ascribed to them, unless as otherwise required or expressly indicated herein:

1.1 'Domestic Air Transportation' ('Domestic Transportation') is defined as air transportation in which the departure airport, the destination and the agreed stopover are situated in the People's Republic of China (except Hong Kong Special Administrative Region, Macao Special Administrative Region and Taiwan China), as stated in the transportation contract.

1.2 'CEA', is the abbreviation of China Eastern Airlines; and its flight code is 'MU'.

1.3 'SA', is the abbreviation of Shanghai Airlines; and its flight code is 'FM'.

1.4 'Carrier' is defined as all air carriers that issue tickets and that carry or agree to carry passengers and their luggage listed on such tickets.

1.5 'Ticket issuing carrier' is defined as the air carrier whose ticket issuance code is shown on the electronic ticket transaction of flight coupons or valuable coupons. The ticket issuing carrier shall be the controlling and authorizing party for electronic ticket transactions.

1.6 'Selling carrier' is defined as an air carrier whose code is recorded as the selling carrier on electronic flight coupons or valuable coupons. If there is a

bilateral agreement, such as a code sharing agreement, the selling carrier is not necessarily the actual carrier.

1.7 'Actual carrier' is defined as the air carrier that performs the whole or a part of the Air Transportation Contract.

1.8 'China Eastern Airlines Regulations' is defined as the regulations (except these Conditions herein) issued by China Eastern Airlines for managing the safe carriage of passengers and their luggage, which come into effect on the day tickets are issued, this shall include any valid applicable fares and their applicable conditions.

1.9 'China Eastern Airlines passenger transportation sales agent' is defined as an entity which has been authorized by China Eastern Airlines to sell passenger air transportation products under an agreed-upon scope, and represent China Eastern Airlines.

1.10 'China Eastern Airlines ground service agent' is defined as an entity which has been authorized by China Eastern Airlines to represent China Eastern Airlines and provide ground services to passengers and their luggage under an agreed-upon scope.

1.11 'Passenger' is defined as any person that China Eastern Airlines agrees to carry or that has already been carried on an aircraft. This does not include crew members.

1.12 'Child passengers' is defined as passengers who are over 2 but under 12 years old on the day of air carriage.

1.13 'Infant passengers' is defined as passengers who are over 14 days but under 2 years old on the day of air carriage.

1.14 'Group passengers' is defined as a group of over 10 (inclusive, or the minimum number of members specified by specific products) passengers, whose journey, boarding date, and flight are the same and who pay for their tickets at an applicable group ticket price.

1.15 'Freight rate' is defined as ticket prices, fees and/or applicable conditions published by China Eastern Airlines.

1.16 'Normal adult fare' is defined as the highest fare of one-way direct flights for adult passengers in first class, business class and economy class published by China Eastern Airlines.

1.17 'Special fare' is defined as any ticket price that is lower than the normal adult fare on which certain usage restrictions are imposed.

1.18 'Flight' is defined as the flight of an aircraft according to scheduled flight segments, dates and hours.

1.19 'China Eastern Airlines series' is defined as flights with a two-digit code of MU or FM.

1.20 'Reservation form' is defined as the form required to be completed by the passenger before ticket purchase, which serves as a basis for China Eastern Airlines or its sales agent to permit seat reservation and to prepare and issue tickets.

1.21 '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 luggage.

1.22 'Valid identity certificate' is defined as any certificate proving the identity of the passenger required by government authorities which shall be produced at the time of ticket purchase and boarding. For Chinese passengers these certificates include: Identity card, temporary identity card, military officer certificate, armed police officer certificate, soldier's certificate, cadet certificate, civilian cadre certificate, retiring military cadre certificate, military employee certificate, Passport to Compatriots from Hong Kong and Macao, Passport to Taiwan Compatriots, valid passport permissible, foreigner residence permit, diplomat certificate, seaman certificate; For children under 16 years old: Household register, student certificate, birth certificate or valid identity certificate issued by the public security department at the place of household register.

1.23 'Ticket' is defined as the transportation certificate sold or recognized by China Eastern Airlines or its sales agents which grants the passenger the right to take a flight. This includes paper tickets and electronic tickets.

1.24 'Paper Ticket' is defined as a document known as 'Ticket and Baggage Check' filed with China Eastern Airlines or its sales agents on behalf of China Eastern Airlines, which includes the conditions, statements and notice of the transportation contract, flight coupon and passenger coupon.

1.25 'Electronic ticket' is defined as a ticket which is in the form of data sold by China Eastern Airlines or its sales agent and is an electronic substitute for a paper ticket.

1.26 'Electronic Ticket Itinerary for Air Services' ('Itinerary') is defined as the proof of purchase provided by China Eastern Airlines or its sales agents to passengers for purchases of electronic tickets. It can also remind the passenger of their trip itinerary.

1.27 'Interline ticket' is defined as a ticket with more than two (inclusive) flights.

1.28 'Round ticket' is defined as a ticket including the flight from a departure airport to destination airport and then back to the original departure airport through the original flight segment.

1.29 'Conjunction ticket' is defined as a ticket issued to any passenger, which is connected to the ticket number of another ticket or tickets, of which form the same ticket and transportation contract.

1.30 'Day' is defined as a calendar day, not a business day. A week contains seven days. Provided however that, in determining the valid term of any

ticket, the date the ticket is issued and the date the first trip commences shall not be included. When notifying passengers, the date of the notice shall not be included.

1.31 'Fixed ticket' is defined as any ticket listing the flight, boarding date and seat reserved.

1.32 'Open ticket' is defined as any ticket that does not expressly list the flight, boarding date and seat reserved.

1.33 'Flight coupon' is defined as the section titled 'Valid flight' on a paper ticket, and, in the case of an electronic ticket, the part indicating the flight information stored in the air carrier's database displayed in the form of data, which indicates that the passenger whose name is shown on the coupon is entitled to take the flight between the designated locations set forth on the coupon.

1.34 'Passenger coupon' is defined as the section on a paper ticket titled 'Passenger coupon' which shall be retained by the passenger at all times.

1.35 'No-show passenger' is defined as the failure by a passenger to board their flight on time due to their own failure to handle boarding formalities in time or failure of their travel certificate to comply with relevant regulations.

1.36 'Missed flight' is defined as the failure of a passenger to board their designated flight after completing the boarding formalities or at the stopover site.

1.37 'Wrong boarding' is defined as a passenger who boards the flight which is not specified on the ticket.

1.38 'Overbooking' is defined as the sale of tickets exceeding the maximum number of seats permitted for any flight.

1.39 'Code sharing flights' is defined as flight of another carrier on which China Eastern Airlines uses its company code by signing an agreement, or a flight on which multiple airline companies use their respective flight numbers.

1.40 'Luggage' is defined as the necessary or proper amount of articles or other personal belongings carried by any passenger to be worn, used, or used for comfort or convenience purposes, including checked luggage and carry-on luggage.

1.41 'Checked luggage' is defined as the luggage handed over by any passenger to the care of China Eastern Airlines, and of which China Eastern Airlines will issue luggage tickets.

1.42 'Unchecked luggage' is defined as luggage in the care of the passenger, which are luggage that are not checked luggage.

1.43 'Free luggage allowance' is defined as the maximum amount of checked luggage for which China Eastern Airlines will provide a free transportation service to any passenger.

1.44 'Luggage ticket' is defined as the record on the ticket related to the transportation of luggage.

1.45 'Luggage identification/claim tag' is defined as the tag issued by China Eastern Airlines specifically for the passenger to identify their checked luggage.

1.46 'Cut-off time for check-in' is defined as the latest time for passengers to check-in as defined by China Eastern Airlines.

1.47 'Departure time' is defined as the time at which passengers have completed boarding, loading of luggage and cargoes is completed, and all cabin doors out of the engine room are closed.

1.48 'Agreed stopover site' is defined as a predetermined place of stopover on the passenger's travel route other than the departure airport and the destination airport, which is listed on the ticket.

1.49 'Flight delay' is defined as when the actual arrival time of the aircraft at the destination airport is later than the scheduled arrival time by over 15 minutes.

1.50 '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.

1.51 'Flight cancellation' is defined as when the scheduled flight is canceled due to any anticipated flight delay or due to an actual delay.

1.52 '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.

1.53 'Extensive flight delays' is defined as when the delay or cancellation of a certain number of departing or arriving flights during a certain period of time causes extensive hold-ups to passengers. Extensive flight delays in an airport shall be determined by the airport authority based on the number of flights, airport support capability and other factors.

1.54 'Force majeure' is defined as an event that is unforeseeable, inevitable and insurmountable, whose effect is inevitable despite of all reasonable measures taken.

1.55 '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.

1.56 '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 a China Eastern Airlines flight departing earlier than scheduled, any delay, cancellation, change of trip, or failure to provide reserved seat(s).

1.57 '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.

1.58 'Damage' is defined as the loss arising from death or any other personal injury, or the destruction or loss of, or damage to consigned cargo caused during the course of carriage or during other services associated to China Eastern Airlines.

1.59 'Facilities for disabled passengers' is defined as equipment provided to disabled passengers to assist them hear, see, communicate, and move.

## Article 2 Scope of Application

### 2.1 Basic Principles

2.1.1 These Conditions shall apply to all the paid domestic carriage by air of passengers and baggage performed by China Eastern Airlines.

2.1.2 These Conditions shall also apply to free and special fare transportation, unless otherwise stated in the terms of such free and/or special fare transportation.

### 2.2 Chartered Flights

In accordance with the China Eastern Airlines contract for transportation provided on chartered flights, these Conditions shall only apply to parts stated in the contract for chartered flights and the clauses stated on the chartered flight ticket.

### 2.3 Code Sharing

In accordance with code sharing arrangements between China Eastern Airlines and other carriers, these Conditions only apply to code sharing flights actually operated by China Eastern Airlines.

### 2.4 Validity

China Eastern Airlines Conditions for Carriage of Domestic Passengers and Luggage and China Eastern Airlines' tariff rules shall become valid at the time when the carrier issues a ticket. If the date of validity has not yet been determined, then these Conditions and China Eastern Airlines transportation rate rules shall become valid on the date when the first ticket of transportation is issued (paper ticket or electronic ticket).

### 2.5 Legal Priority

In the case of any inconsistency between any terms found in these Conditions and any national laws, regulations, bylaws and orders, all clauses other than those conflicting clauses found in these Conditions shall still be effective.

## Article 3 Tickets

### 3.1 General Provisions

3.1.1 A China Eastern Airlines ticket is a prima facie evidence for the air transportation contract between China Eastern Airlines and its passengers.

3.1.2 China Eastern Airlines or its sales agents shall only issue tickets to passengers provided that the passengers have paid the tickets in full in accordance with China Eastern Airlines regulations.

3.1.3 China Eastern Airlines will provide transportation services to the passenger who is indicated on the ticket and the passenger should present their valid identification documents and certificates as requested by China Eastern Airlines.

3.1.4 Tickets are not transferable.

3.1.5 Any passenger holding a paper ticket fails to produce a valid ticket pursuant to the requirements of China Eastern 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 produces a defaced ticket or a ticket altered by any person other than China Eastern Airlines or its sales agent shall also be denied boarding.

3.1.6 Passengers holding an electronic ticket shall produce the valid identity certificate used at the time of purchasing their ticket. China Eastern Airlines will accept passengers with a valid flight coupon on an electronic ticket; China Eastern Airlines will only accept passengers with an electronic ticket which was converted to a paper one after the passenger produces the valid and complete paper ticket.

3.1.7 The ticket shall be used in sequence according to the flight itinerary listed on the ticket and from the place of departure. Failure to use the flight coupons in sequence will result in the refusal by China Eastern Airlines. However, the flight coupons that remain unused can be refunded according to the refund regulations of the specific reserved seat.

3.1.8 The flight segments and the cabin class shall be indicated on each flight coupon or electronic flight coupon and shall be accepted by China Eastern Airlines for carriage after the seat and flight date are confirmed. China Eastern Airlines shall book a seat for the passenger according to the passenger's application and based on the price of applicable condition of the held ticket and seat availability on the requested flight for flight coupons or electronic flight coupons where seats have not been finalized.

3.1.9 The passenger shall take the flights for the entire trip set forth on the ticket before the ticket expires.

3.1.10 International or regional flight coupons which include a domestic flight coupon or electric flight coupon can be used and do not need to be converted into a domestic ticket. Any all-domestic flight tickets (see Article 1.1 herein) purchased by any passenger overseas (including HK, Macao Special Administrative Region and Taiwan District) that were issued as an international ticket, shall only be used after it is converted into a domestic ticket.

## 3.2 Ticket Validity Period

3.2.1 The validity period of tickets begins from the first date of transportation and remains valid for 1 year. If your ticket has not been used, it will be valid for 1 year from the date of issuance, except for special fare tickets.

3.2.2 The validity period of special fare tickets shall be determined pursuant to the special fare ticket conditions set forth by China Eastern Airlines.

3.2.3 The calculation of the validity term of any ticket is from 00:00 of the day following the date the trip commences or the day the ticket is issued and expires at 00:00 of the day following the expiry date thereof.

### 3.3 Extending Ticket Validity Period

3.3.1 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 China Eastern Airlines flight that has available seats of the same class as the purchased ticket.

3.3.1.1 China Eastern Airlines cancels the flight which the passenger has reserved a seat on.

3.3.1.2 China Eastern Airlines cancels the agreed flight stopover site, and which is the departure, destination or stopover site of the flight.

3.3.1.3 China Eastern Airlines fails to within reason, fly according to their flight schedule.

3.3.1.4 China Eastern Airlines causes the passenger to miss their connecting flight.

3.3.1.5 China Eastern Airlines fails to provide the passenger with their reserved seat.

3.3.2 If a passenger fails to travel within the validity period prescribed on the ticket due to China Eastern Airlines' inability of providing a seat of the class specified in the ticket, the validity period shall be extended to the earliest in-flight date on which seats of the same class are available on a flight of China Eastern Airlines as was previously purchased.

3.3.3 If a passenger who has begun their trip fails to continue within the ticket validity period due to sickness, China Eastern Airlines may extend the ticket validity period until the sick passenger becomes fit to travel as listed on a diagnosis certificate issued by a doctor or to the earliest date after the aforesaid date on which the seats of the same class are available as the passenger has purchased. The sick passenger shall provide a diagnosis certificate issued by a Chinese medical institution of at least secondary A level, or overseas medical institutions, including clinics, medical centers and hospitals. China Eastern Airlines may extend the tickets of passengers (2 persons at most) accompanying the sick passenger to the same validity period.

3.3.4 If any passenger dies during their trip, the validity term of ticket(s) for their companion(s) can be extended. If any of the passenger's close relatives dies after their trip begins, the validity term of such tickets can also be extended in the same manner as above; The term extensions of any of the above tickets will not be granted until a death certificate is received, and the extension shall not be longer than 45 days after the date of death.

#### 3.4 Loss or Damage of Paper Tickets

3.4.1 In the case of any whole or partial loss or damage of any ticket, the passenger shall file a written loss application report to China Eastern Airlines within the valid term of the ticket.

3.4.2 At the time of any loss application report, the passenger shall produce their valid identity certificate and a photocopy or faxed copy of the issuer coupon for the lost ticket. If any 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 China Eastern Airlines shall also be produced.

3.4.3 If any ticket is used or refunded by others in the name of the passenger prior to the loss application report, then China Eastern Airlines will not be legally liable howsoever.

3.4.4 When the ticket is lost and the passenger applies for the ticket to be reissued, the passenger shall submit an application before the scheduled flight departure and provide China Eastern Airlines with the documents and certificates specified herein. After they are verified and recognized by China Eastern Airlines, the new ticket of the scheduled flight can be reissued, and the passenger will be charged a reissuing service fee.

3.4.4.1 The passenger shall complete China Eastern Airlines' Reissuing/Refunding Application of Lost Ticket.

3.4.4.2 The passenger shall make a statement agreeing to compensate all losses that may be suffered by China Eastern Airlines, including fraudulent use or refund by others and the necessary litigation costs that have occurred.

3.4.5 For lost tickets that are not verified or recognized, China Eastern Airlines will refuse to reissue the ticket. If the passenger intends to take the flight, they shall purchase another ticket.

3.4.6 Replacement tickets shall not be altered, and are non-refundable.

3.4.7 For lost tickets that are not used or refunded fraudulently by others, China Eastern Airlines can process a refund and charge the passenger the corresponding refund service fees within 30 days from the expiration of the ticket.

3.4.8 Any ticket for which an application for reported loss is filed cannot be used or refunded. The passenger shall promptly notify the department receiving the loss report application if they recover or are become aware of the whereabouts of the lost ticket. If the passenger recovers the ticket during the validity term of their ticket, they may apply for a ticket refund to the department receiving the loss report application.

### 3.5 Loss of Electronic Ticket Itinerary

In accordance with the Administrative Measures on Electronic Ticket Itinerary, if the printed itinerary is lost due to the fault of the passenger, no replacement itinerary will be printed.

## Article 4 Ticket Price and Taxes

### 4.1 Application of Ticket Prices

4.1.1 Ticket price refers to the air transportation price from the departure airport to the destination airport, excluding the service fees for the land transportation within the airport, between the terminals and between the airports, or any other taxes and fees, such as Civil Aviation Development Fund, Bunker Adjustment Surcharge, etc.

4.1.2 The ticket price shall be the ticket price applied at the time a passenger purchases a ticket. The price of tickets already sold to passengers shall not be changed should China Eastern Airlines adjust ticket price.

4.1.3 The ticket price released by China Eastern Airlines shall apply to direct flights. If a passenger requests to stopover or transfer to other flights, the ticket price shall be increased by the sum of the prices applicable to all such journeys.

4.1.4 A discount of 50% will be granted to normal adult fares for servicemen and policemen disabled due to service by the presentation of a PRC

Certificate for Disabled Servicemen and the PRC Certificate for Disabled Policemen.

4.1.5 Child passengers shall purchase child tickets at a 50% proportion of the normal flight adult fare, and China Eastern Airlines shall provide seats.

4.1.6 Infant passengers shall purchase infant tickets according to 10% of the corresponding normal flight adult fare, and China Eastern Airlines will not provide seats. Where an infant passenger needs to occupy a seat, a ticket shall be bought according to child fare. Each adult passenger can only carry up to 2 infant passengers. For every additional infant passenger, a child ticket shall be purchased, and a seat will be offered for the infant by China Eastern Airlines.

4.1.7 Any passenger using special fare tickets shall comply with the conditions applicable to such special fares.

## 4.2 Paying Ticket Prices

4.2.1 Passengers shall pay fares in the currency of the country and subject to the payment methods as required by China Eastern Airlines. Unless otherwise agreed by China Eastern Airlines and the passenger, fares shall be paid in cash.

4.2.2 When the received ticket payment is inconsistent with the applicable ticket price or there is a calculation error, the passenger shall supplement the part of the payment or China Eastern Airlines shall return the overcharged amount.

### 4.3 Tax expense

4.3.1 The taxes or fees levied on the passengers by the government or other relevant authority or airport operator for offering services and facilities to the passengers are not included in published ticket prices. Such taxes or fees shall be paid by the passengers and put onto tickets.

4.3.2 Bunker adjustment surcharge and civil aviation development funds are charged by China Eastern Airlines according to the relevant regulations of the PRC.

## Article 5 Seat Reservation and Ticket Purchasing

### 5.1 General Provisions

5.1.1 Any passenger intending to take a flight with China Eastern Airlines shall place a reservation order for a seat with China Eastern Airlines or its sales agent. Seat reservation shall not be deemed to be complete and effective until the passenger has supplied the required information, certificates and

indicated the specific flight they intend to take in accordance with China Eastern Airlines procedures.

5.1.2 China Eastern Airlines is entitled to cancel the seat reserved by any passenger if they fail to pay the ticket price within the specified period.

5.1.3 China Eastern Airlines will reserve the seat as reserved by the passenger for the required period or a period agreed in advance, and will provide the seat according to the flight and cabin class reserved by the passenger.

5.1.4 If any passenger reserves any seat on a connecting flight, they shall comply with the requirements of each airport or applicable carrier on the shortest time between connecting flights, if the time between connecting flights required does not meet the criteria for connecting flights, China Eastern Airlines will not approve the seat reservation.

5.1.5 China Eastern Airlines may impose restrictions on certain discount fares in order to restrict or exclude the passengers' rights to change or cancel reservations.

5.1.6 When necessary, China Eastern Airlines can suspend the reservation of a particular flight.

## 5.2 Personal Information

5.2.1 The passenger confirms that the personal information supplied by them to China Eastern Airlines is accurate, and is willing to undertake all consequences of any inaccuracy of such information. Such personal information will be used for seat reservation, ticket purchasing and the arrangement of transportation services. China Eastern Airlines retains and transmits personal information to its internal departments, other relevant carriers, government authorities, and service providers.

5.2.2 The valid identity certificate required at the time of check-in and boarding shall be same as the one used at the time of seat reservation and/or ticket purchase.

### 5.3 Priority Seat Reservations

5.3.1 China Eastern Airlines is entitled to prioritize seat reservation requests from important passengers, rescuers, and other passengers China Eastern Airlines deems necessary to prioritize.

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

### 5.4 Seat Reservation Cancellation

5.4.1 If any passenger fails to purchase a ticket within the time period stipulated by China Eastern 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.

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

## 5.5 Purchasing Tickets

5.5.1 Passengers may purchase tickets at the China Eastern Airlines ticket boxes or its sales agent or by logging onto China Eastern Airlines' official website, [www.ceair.com](http://www.ceair.com), mobile website, [m.chair.com](http://m.chair.com) or mobile application (APP), or may consult and purchase tickets by calling China Eastern Airlines hotline number, 95530.

5.5.2 A passenger shall fill in the Passenger Reservation Document with their valid identification certificate or other identification documents issued by public security organs in order to purchase tickets. When purchasing tickets through the above websites, mobile client or customer service hotline, passengers shall produce their valid identification documents, contact

number, etc., to China Eastern Airlines as required, and shall be liable for the authenticity of the foregoing information. Passengers shall ensure that the certificate they provide at the time of ticket purchase is the same as the certificate to be used during check-in and boarding.

5.5.3 Passengers who purchase infant tickets or child tickets shall provide valid certificates to prove the birthday of the infant or child.

5.5.4 Passengers who are sick or pregnant (no more than 32 weeks pregnant) must hold a Certificate of Diagnosis and after obtaining permission from China Eastern Airlines should complete the Transportation Application for Special Passengers (Category) before purchasing a ticket. Any sick passengers shall produce a Certificate of Diagnosis issued by a hospital with a rating above second class (including second class. In foreign countries this includes clinics, medication centers and hospitals) within 48 hours prior to the commencement of their trip. Passengers over 32 weeks pregnant but less than 36 weeks pregnant shall produce a Certificate of Diagnosis signed and sealed by a hospital within 72 hours prior to boarding. Any requests for a ticket made by any passenger over 36 weeks pregnant will be denied. The Certificate of Diagnosis produced by any passenger with a serious illness (such as heart illness, cancer or acute trauma, etc.) requires a validity of 24 hours.

5.5.5 Each passenger shall hold one ticket.

5.5.6 China Eastern Airlines or its sales agent will issue a ticket subject to the passenger paying the ticket price within the required ticket issuance period.

5.5.7 After passengers have paid the ticket price they shall collect and verify the details and itinerary on the ticket.

5.5.8 Any requests by passengers made for seat reservations due to special circumstances shall be subject to the consent of China Eastern Airlines, and the passenger shall purchase their ticket within the ticket issuance period stated on the seat reservation record.

5.5.9 A child under 5 years old must be accompanied by an adult with full capacity for civil conduct. If a child aged between 5 (inclusive) and 12 needs to fly alone, then they must first apply to China Eastern Airlines as an unaccompanied minor and gain approval before purchasing a ticket. China Eastern Airlines will not transport any infants less than 14 days old.

5.5.10 Teenager passengers aged between 12 and 15 can board alone, and may check in as unaccompanied minors if necessary. Passengers who are under 18 are not allowed to carry infants or children while traveling with China Eastern Airlines.

5.5.11 If the passenger purchased an electronic ticket, the itinerary can be printed out up to 7 days after the segment has been fully used.

## Article 6 Flight Overbooking

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

6.2 In the case of overbooking, China Eastern Airlines will provide reasonable compensation and arrange suitable flights or refunds based on the requirements of the passengers who voluntarily give up their seats. If not enough passengers give up their seats then China Eastern Airlines may reject some passengers according to its rules on priority boarding.

6.3 China Eastern Airlines will arrange the next earliest flight on the same class for passengers who are rejected from taking their original flight, and provide reasonable compensation according to the original flight, time of delay and applicable rules.

## Article 7 Boarding

### 7.1 General Provisions

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

7.1.2 If a passenger fails to arrive at the China Eastern Airlines check-in counter or boarding gate on time or fails to present their valid identification document and transportation certificate, then China Eastern Airlines has the right to cancel the passenger's reserved seat to prevent the flight from a delayed departure. China Eastern Airlines shall not be held responsible for losses and expenses caused by the passenger's failure to comply with this provision.

7.1.3 China Eastern Airlines shall commence check-in no later than 90 minutes before the scheduled departure time of the flight indicated on the ticket, and shall close check-in 30 minutes before the scheduled departure time, unless otherwise announced or noticed.

7.1.4 China Eastern Airlines and its ground service agents will timely open the check-in counter, which will handle passenger check-in procedures according to regulations. Passengers and their luggage shall be subject to security checks prior to boarding.

## 7.2 No-Show Passengers

7.2.1 Any passenger holding a normal adult ticket that misses their flight shall handle formalities to alter or refund their ticket at the airport of their flight or original purchase location.

7.2.2 When a passenger misses their flight and requires to change to a subsequent flight and such flight has spare seats, China Eastern Airlines can make arrangements for the passenger to take that flight, and will collect the corresponding fees according to regulations. Should the passenger request a refund, China Eastern Airlines may charge a refund fee according to the applicable conditions of their ticket.

7.2.3 Any passenger holding a special fare ticket that misses their flight shall handle formalities pursuant to the conditions applicable to the type of special fare ticket they possess.

## 7.3 Missed Boarding

7.3.1 If a passenger requests a ticket refund due to missing boarding as a result of their own fault, the rules applicable to no-show passengers shall apply.

7.3.2 If a passenger misses the airplane due to China Eastern Airlines, then China Eastern Airlines will arrange for the passenger to take a subsequent

flight as early as possible, or process them as specified in Article 11.4

'Involuntary Refunds'.

#### 7.4 Wrong Boarding

7.4.1 If any passenger boards the wrong flight, China Eastern Airlines will arrange the earliest flight for the passenger to fly to the destination set forth on their ticket. The ticket price will not be refunded and no compensation will be offered the ticket's price.

7.4.2 If any passenger boards the wrong aircraft due to the fault of China Eastern Airlines, then China Eastern Airlines will arrange a subsequent flight for the passenger as soon as possible to complete the passenger's scheduled trip. Should a passenger request a refund, China Eastern Airlines will process this as specified in Article 11.4 'Involuntary Ticket Refunds' of these Conditions.

#### 7.5 On-Board Seat Arrangements

7.5.1 Apart from providing a seat according to the flight and class reserved by the passenger, China Eastern Airlines will endeavor to meet the passenger's seat requirements of the same class, but does not promise to provide the specified seat requested.

7.5.2 In order to ensure flight safety, emergency exit seats on the aircraft shall be designated by China Eastern Airlines.

7.5.3 China Eastern Airlines reserves the right to allocate or reallocate seats on the aircraft, even after passengers have boarded and/or taken their seat for the sake of operation, safety and security.

## 7.6 Missed Connection

If during a connected journey a passenger misses a connecting flight due to the fault of China Eastern Airlines, then China Eastern Airlines shall, in its capacity as the previous actual carrier, make arrangements for the passenger at the location of connection.

## 7.7 Boarding

7.7.1 Passengers shall wait to board at the boarding gate within the period specified by China Eastern Airlines under the 'Important Notes' section of the passenger's boarding pass.

7.7.2 In case a passenger fails to comply with Article 7.7.1 and fails to board in the specified time before the aircraft door closes, then China Eastern Airlines will cancel the passenger's seat and shall not be responsible for the loss suffered by the passenger therefrom.

## Article 8 Luggage Transportation

### 8.1 General Provisions

#### 8.1.1 Articles not Permitted as Checked Luggage

Articles prohibited by the International Civil Aviation Organization (ICAO) Technical Regulations on the Safe Air Transport of Hazardous Articles, the International Air Transport Association (IATA) Regulations on the Transportation of Dangerous Goods, and by Chinese laws and regulations, along with articles that may jeopardize the safety of the aircraft, or the persons and properties on board the aircraft as stated in the applicable regulations of China Eastern Airlines.

Any of the articles set out below shall not be included in passenger's luggage or carried into the cabin, otherwise, China Eastern Airlines is entitled to refuse transportation services to the passenger:

8.1.1.1 Items that do not comply with the definition of 'Luggage' as defined in Article 1.40 hereof.

8.1.1.2 Hazardous goods include but are not limited to:

(1) Explosives.

(2) Gases, including explosive gases, non-explosive and non-toxic gases, and toxic gases.

(3) Flammable gases.

(4) Flammable solids, spontaneously combustible substances, and substances which are flammable when in contact with water.

(5) Oxidizing agents, and organic peroxides.

(6) Toxic substances, and contagious substances.

(7) Radioactive substances.

(8) Corrosive substances.

(9) Other hazardous articles.

8.1.1.3 Firearms, ammunition, military or police equipment (including main components and parts), except for those meeting requirements set forth in Article 8.1.3.10 of these Conditions.

(1) Military guns, guns for state use: handguns, rifles, sub-machine guns, machine guns, riot guns, etc.

(2) Guns for civilian use: air pistols, anesthetic guns, etc.

(3) Other guns: Sample guns, prop guns, etc.

(4) Military equipment, police equipment: batons, military or police daggers, bayonets, etc.

(5) Guns and equipment prohibited by the state: Steel ball guns, tear guns, electric stun guns, electric shocking devices, and protectors.

(6) Model versions of any of the above guns.

#### 8.1.1.4 Controlled Knives

(1) Knives listed in the Interim Regulation of Control over Some Knives issued by the Ministry of Public Security. Of which includes: Daggers, three square knives (including triangular scrapers used for processing machineries), knives with self-locking devices, any single-edged knives, two-edged knives that are similar to daggers but are longer than daggers, and other similar single-edged knives, two-edged knives, and triangular knives, except for those meeting requirements set forth in Article 8.1.3.1 of these Conditions.

(2) Any Tibetan knives, broadswords, boot knives carried by ethnic minority passengers in ethnic autonomous regions in China as a custom shall only be accepted as checked luggage for a flight whose departure and destination airports are both in an ethnic autonomous region, and shall not be carried into the cabin.

#### 8.1.1.5 Other Articles

(1) Articles with a weight, volume, packaging, size or nature that is not suitable for transportation.

(2) Live animals: Any wild animal and/or animals with an unusual shape or that is very aggressive, etc. (such as snakes), except for those meeting requirements set forth in Article 8.1.3.9 of these Conditions.

- (3) Fresh and perishable goods with strong odors, such as durian.
- (4) Articles that may contaminate the aircraft.
- (5) Magnetic substances.
- (6) Substances that are anesthetic or unpleasant, or substances of a similar nature.
- (7) Articles not suitable for acceptance as luggage for transportation as stated in national laws, regulations or China Eastern Airlines regulations.

#### 8.1.2 Articles not Permitted as Checked Luggage

No passenger is allowed to mix or include any of the following in their checked luggage: Currency notes, negotiable instrument, securities, promissory note, fragile articles, perishable articles, jewelry, valuable metal and products thereof, gold, silver product, antiques, calligraphy and painting, videos out of print, publications out of print, manuscripts, specimens or other valuable articles, documents and files, diplomatic bag, travel certificate, computer and computer components, personal communication equipment and components, personal electronic and digital devices and components and other articles requiring personal custody, and prescription drugs required to be taken regularly. Terms on damages liabilities are set forth in Article 18.3.4 and Article 18.3.8 of these Conditions.

#### 8.1.3 Items subject to transportation restriction

8.1.3.1 Any blunt, sharp tools and similar articles other than instruments subject to national control may be included in checked luggage, but the packaging thereof shall be proper and such articles are not allowed in the cabin.

8.1.3.2 Any drugs or cosmetics required during the journey, such as drugs containing alcohol, conditioners and perfumes.

8.1.3.3 Dry ice contained in perishable articles.

8.1.3.4 Beverages containing alcohol.

8.1.3.5 Toy guns shall only be accepted as checked luggage, and are not allowed in the cabin.

8.1.3.6 Precision instruments, electrical appliances, metals, large quantities of the same articles shall only be accepted as checked luggage, and the weight of such articles will not be included in the free luggage allowance.

8.1.3.7 Any liquid, gels or spraying articles included in the hand-luggage of each passenger shall be contained in a container with a capacity of less than 100 milliliters, and the total volume thereof shall not exceed 1 liter.

8.1.3.8 Electric wheelchairs to be used during the journey.

8.1.3.9 Service Dogs. Including: Service dogs, guide dogs, and hearing dogs.

8.1.3.10 Firearms and ammunition used for hunting and sporting shall be carried as checked luggage with the firearms carriage license provided by

the related companies which entrust the carriage and the approval issued by provincial public security organs, but shall not be carried into the cabin as unchecked luggage or carry-on items. Ammunitions of guns shall be unloaded, safety catches must be turned on, and guns shall be properly packaged. Transportation of ammunitions shall be subject to rules applicable to the transportation of hazardous articles.

8.1.3.11 Large-sized musical instruments and other articles not suitable to be placed in the cargo bay of the aircraft, and whose weight and volume exceeds the limits for carry-on luggage, may be carried into the cabin (to occupy a seat) by paying a separate fee, and will be managed by the passenger, and the passenger shall be solely liable for the custody thereof.

8.1.3.12 Lithium batteries are not permitted as checked luggage.

8.1.4 Passengers may inquire about transportation terms on other restricted articles by logging onto China Eastern Airlines' official website, [www.ceair.com](http://www.ceair.com), mobile website, [m.ceair.com](http://m.ceair.com) or mobile application (APP) or by calling China Eastern Airlines hotline number at 95530.

## 8.2 Checked luggage

8.2.1 After the luggage is accepted by China Eastern Airlines, China Eastern Airlines will issue one luggage ticket per item of luggage.

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

8.2.3 Checked luggage will be carried on the same aircraft as the passenger, apart from under special circumstances, under which China Eastern Airlines will explain the situation to the passenger and transport the checked luggage on a subsequent flight provided that the carrying capacity of that flight permits.

8.2.4 Checked luggage 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. China Eastern Airlines can refuse to carry Luggage that is not packaged according to these requirements and/or shall not take the responsibility for any damages incurred therein.

8.2.5 The weight of each piece of checked luggage shall not exceed 50 kg, and its size shall not exceed 40 × 60 × 100 cm. Luggage that exceeds the above limit will have to obtain the prior consent of China Eastern Airlines.

### 8.3 Unchecked Luggage

8.3.1 Each piece of unchecked luggage shall not exceed a weight of 10 kg, its size shall not exceed 20 × 40 × 55 cm.

8.3.2 Luggage to be taken on board shall be placed under the seat in front of the passenger or in the top luggage rack in the cabin. Luggage determined to be oversized or overweight according to the standard set forth in Article 8.3.1 are not permitted in the cabin.

8.3.3 Each passenger holding a first class ticket may carry 2 pieces of unchecked luggage. Each passenger holding a business class or economic class ticket is only allowed to carry 1 piece of unchecked luggage.

8.3.4 Note: Unchecked luggage exceeding the above-mentioned weight, allowance, or size limitations shall be transported as checked luggage.

8.3.5 Lithium-ion batteries or battery packs with a rated energy value of between 100Wh and 160Wh can be carried on as unchecked baggage only. Each passenger is allowed to carry two of the above-mentioned lithium-ion batteries or battery packs at most and shall take protective measures in accordance with the requirements on safe transportation of Civil Aviation Administration of China and China Eastern Airlines.

#### 8.4 Free Luggage Allowance

8.4.1 The free luggage allowance for each passenger (including checked and carry-on luggage) shall be, respectively: For first class adult or child tickets, 40 kilograms. For business class tickets, 30 kilograms. For economic class

tickets, 20 kilograms. For infant tickets, no allowance. Each infant passenger can check in one baby stroller free of charge.

8.4.2 Free luggage allowance of any two (inclusive) or more passengers traveling together that take the same flight to the same destination may be combined to calculate their free luggage allowance according to the standard applicable to their ticket class, respectively, if they check-in their luggage at the same location.

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

8.4.4 The free luggage allowance of each passenger in a domestic segment in an international flight shall be subject to the same allowance applicable to the international flight.

8.4.5 Small animals, their utensils and food included in checked luggage will not be covered by free luggage allowance. These can only be accepted for transportation as overweight luggage. The passenger shall pay charges at the rate for overweight luggage, which will be applied to the weight of such small animals, their utensils and food.

8.4.6 Facilities for disabled passengers, including but not limited to wheelchairs, will not be covered by free luggage allowance, but may be accepted for transportation for free separately.

## 8.5 Charges for Overweight Luggage

8.5.1 The part of checked and carry-on luggage of any passenger in excess of the free luggage allowance shall be referred to as overweight luggage, for which the passenger shall pay a overweight luggage fee.

8.5.2 An overweight luggage ticket will be issued to the passenger if overweight luggage is accepted for transportation.

8.5.3 Excess baggage charge rate: Each excess kilogram of overweight baggage is calculated at 1.5% of the cost of a one-way adult direct flight ticket for the applicable segment on that day. Charges will be calculated in CNY and rounded to the nearest whole unit.

## 8.6 Declared Value of Luggage

8.6.1 Any passenger whose checked luggage has a value of CNY 100 per kilogram may apply for declared luggage value.

8.6.2 The declared value of any checked luggage shall not be greater than the actual value of the luggage. The upper limit applicable to declared value of checked luggage of each passenger shall be CNY 8,000 (if greater than CNY 8,000, the passenger may purchase insurance products by themselves). Where China Eastern Airlines objects to the declared value or the passenger

refuses to accept inspection, then China Eastern Airlines shall have the right to reject the luggage.

8.6.3 China Eastern Airlines will impose an excess charge of 5% for the declared value exceeding the limit specified in Article 8.6.1 hereof. The amount shall be denominated in RMB, and the last figure after the decimal point shall be rounded off.

8.6.4 Declared luggage value applications for any unchecked luggage, carry-on articles, small animals, seat-occupying luggage will not be accepted by China Eastern Airlines.

8.6.5 Luggage for which an application for declared value is accepted will not be covered by free luggage allowance.

## 8.7 Inspection Rights

For the purposes of safety and security, China Eastern Airlines may, together with related authorities, conduct safety inspection, scans or X-ray inspections of a passenger's luggage, and the passenger shall be present at the inspection. China Eastern Airlines will not be liable for any loss as a result of the failure of the passenger to be present at the inspection. If a passenger refuses to accept inspection, China Eastern Airlines can refuse to transport the passenger or their luggage.

## 8.8 Luggage Collection and Transportation

8.8.1 Passengers shall complete luggage check-in by presenting valid tickets, and China Eastern Airlines will record the number of pieces and/or weight the checked luggage of the ticket and luggage ticket.

8.8.2 China Eastern Airlines will only accept luggage at the time of check-in for boarding on the date the flight departs from the terminal. Any requests by passengers for earlier acceptance of luggage transportation shall be subject to the prior consent of China Eastern Airlines.

8.8.3 China Eastern Airlines will attach a luggage tag to each piece of checked luggage, and will give an identifier tag to the passenger.

8.8.4 If any checked luggage is likely to generate any dispute on carriage liability, China Eastern Airlines shall upon the passenger's written consent attach a tag with a disclaimer to such checked luggage, and China Eastern Airlines will not be liable for any damage caused during carriage and reserves the right to refuse to transport it.

8.8.5 No disclaimer letter shall be issued for any assistance equipment for disabled passengers, unless the equipment was damaged before the passenger delivered it for transportation.

## 8.9 Small Animals

8.9.1 Any request for the transportation of dogs, cats, pet birds or other small animals shall be filed by the passenger at the time of application of seat reservation, and no such small animals will be accepted unless China Eastern Airlines consents in advance. Requests, if any, made by the passenger for the transportation of small animals by a successive carrier shall also be subject to the consent of the successive carrier. Small animals shall be placed into a suitable container and accompanied by a valid health and vaccination certificate.

8.9.2 Small animals are only permitted to be transported in the cargo bay. The passenger shall ship the small animals to the airport and conduct check-in for them on the date of boarding.

8.9.3 The weight of small animals, their utensils, and food will not be covered by the passenger's free luggage allowance. (See Article 8.4.5 hereof)

8.9.4 Except for any fault or negligence attributable to China Eastern Airlines, the passenger shall bear all the responsibilities for illness, escape, injury and death of checked small animals during carriage.

8.9.5 Containers containing small animals shall meet the requirements of China Eastern Airlines.

8.9.6 Subject to compliance with China Eastern Airlines' transportation terms, service dogs, guide dogs, and hearing dogs may be carried into the cabin

by passenger's who have difficulties walking, or who are blind or deaf.

Service dogs, guide dogs, hearing dogs, and their containers and food may be carried free of charge, and shall not be use the free luggage allowance.

8.9.7 China Eastern Airlines has the right to restrict the number of small animals to be checked in and decide the way in such small animals are transported on each aircraft according to health and safety requirements.

8.9.8 The passenger shall be liable for all damage or personal injuries caused by such small animals (including service dogs, guide dogs, and hearing dogs) to other passengers or to China Eastern Airlines.

#### 8.10 Diplomatic Bag

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

8.10.2 The weight or number of pieces of diplomatic bags and luggage carried by any diplomat may be combined together when determining the weight or number of pieces. The parts in excess of the free luggage allowance shall be subject to the rules applicable to overweight luggage fee set forth in Article 8.5 of these Conditions.

8.10.3 If the diplomatic bag needs to occupy a seat, the diplomat shall make a request at the time of seat reservation. No such bags will be allowed unless consented to by China Eastern Airlines and the applicable carriers.

8.10.4 The total weight of diplomatic bags occupying any seat shall not exceed 75 kilograms, and the total volume thereof shall not exceed 40 × 60 × 100 cm. No free luggage allowance will be applicable to diplomatic bags occupying seats, and the freight rate shall be calculated in the manners set out below, whichever is higher:

8.10.4.1 A fee will be charged for overweight luggage based on the actual weight of the diplomatic bags occupying a seat.

8.10.4.2 A fee will be charged based on the number of seats occupied by the diplomatic bags and according to the price applicable to the same cabin class tickets held by the diplomat for their flight between the place of departure place and destination.

8.10.5 Any classified documents carried by messengers shall be subject to provisions under this Article.

## 8.11 Illegal Luggage

Any luggage of a passenger that contains articles not acceptable as luggage, any state prohibited articles, hazardous articles, or restrictive articles without

the consent of China Eastern Airlines shall be deemed as illegal luggage in its entirety. China Eastern Airlines shall apply the following provisions to illegal luggage:

8.11.1 If an illegal item is discovered at the departure airport, China Eastern Airlines may refuse to accept the luggage. If the luggage has already been accepted, China Eastern Airlines may terminate transportation thereof, and any overweight luggage fee will not be refundable.

8.11.2 Transportation will be immediately terminated if any illegal items are discovered at the stopover site. China Eastern Airlines will hand over the illegal luggage to the competent authorities at the cost of the passenger, and the overweight luggage fee will not be refundable.

8.11.3 Prohibited articles, restricted articles or hazardous articles included in illegal luggage shall be handed over to the competent authorities as required by the states.

## 8.12 Cancellation of Luggage Transportation

8.12.1 Any request made by any passenger for the cancellation of luggage transportation shall be filed prior to the loading of the luggage. If any passenger applies for a ticket refund, the luggage already accepted for transportation shall also be canceled.

8.12.2 Unless not permitted at the time, the request made by the passenger for cancellation of the transportation of luggage at the stopover site may be accepted. However, any overweight luggage fees already received for the section of the journey not taken will not be refunded.

8.12.3 At the time the passenger files an application for the cancellation of luggage transportation, for which a value is declared, China Eastern Airlines will refund the extra fee charged for the declared luggage value application already paid if filed at departure airport. If filed in a stopover airport, then it will not be refundable.

8.12.4 If passengers are arranged to take another flight due to a reason on the part of China Eastern Airlines, the carriage of their luggage shall be adjusted accordingly. Overcharges or deficiencies for the luggage allowance will be returned or supplemented by China Eastern Airlines, but the fare paid for the luggage declaration value will not be refunded.

### 8.13 Delivery of Checked Luggage

8.13.1 Passengers are required to pick up their luggage by presenting the identifier coupon at the airport immediately after the aircraft arrives at the destination. If necessary, passengers are required to present their ticket for validation.

8.13.2 Unless otherwise provided by law, if the passenger fails to raise a written objection at the time of pick-up of luggage, the checked luggage shall be deemed to have been delivered properly pursuant to the transportation contract.

8.13.3 China Eastern Airlines will deliver the luggage according to the identification coupon tag and is not responsible to ascertain whether the person who collects the luggage is the passenger. This directly implies that any loss or cost so caused shall be borne by the passenger.

8.13.4 If a passenger fails to produce the identifier coupon at the time of luggage pick-up, they shall provide sufficient proof to evidence their ownership of the luggage. Where necessary, China Eastern Airlines may request the passenger to issue a security notice stating that they will be liable for any loss, expense, or liabilities that may be caused to China Eastern Airlines as a result of them taking the luggage.

8.13.5 If the passenger fails to pick up their luggage immediately, China Eastern Airlines may charge the passenger a luggage storage fee from the day following the arrival date of their luggage. China Eastern Airlines has the right to deal with perishable items in the passenger's luggage 24 hours after the luggage arrives for the sake of public health.

8.13.6 If the luggage arrives later than the scheduled time, China Eastern Airlines will immediately notify the passenger and request them to pick up the luggage or deliver it directly to the passenger.

8.13.7 When luggage is not claimed for over 90 days from the day after arrival, China Eastern Airlines will process it as unclaimed luggage.

#### 8.14 Compensation for Luggage

8.14.1 In the event of delay, loss or damage to luggage during transportation, China Eastern Airlines or its ground service agents shall complete an Abnormal Luggage Transport Record or Damaged Luggage Record together with the passenger, and send the investigation results to the passenger as soon as possible. Requests for luggage compensation may be filed at the departure airport, stopover site, or destination airport.

8.14.2 According to its relevant regulations, China Eastern Airlines shall offer compensation towards temporary living costs for passengers who are not local residents of the arrival destination whose check-in luggage fails to arrive on the same flight as them due to fault of China Eastern Airlines. This compensation will be CNY 100 for economic class passengers, CNY 200 for business class passengers, and CNY 300 for first class passengers.

## Article 9 Flight Schedule, Delays and Cancellations

9.1 All flights within China Eastern Airlines series (flights coded with MU or FM) will be operated with aircraft and aircrew from China Eastern Airlines (including its holding subsidiary Shanghai Airlines), and China Eastern Airlines and its holding subsidiary will provide passengers with full services in unified standards.

9.2 The flight schedule or aircraft types displayed on flight timetables or at other places are scheduled flight times and aircraft types only, these are not guaranteed, and such flight schedules or aircraft types shall not constitute an integral part of the carriage contract between China Eastern Airlines and the passenger.

9.3 China Eastern Airlines will to the best of its ability, make efforts to transport passengers and their luggage reasonably according to the flight schedule announced on the day of travel. China Eastern Airlines will notify passengers of the flight schedule set forth on their ticket when China Eastern Airlines accepts the seat reservation and/or ticket purchase request from a passenger.

9.4 China Eastern Airlines may change the flight schedule after the ticket is sold. China Eastern Airlines will notify passengers of any changes made to the flight schedule according to the contact information supplied by passengers. If a passenger cannot accept the changes to the flight schedule made by China Eastern Airlines and an alternate flight acceptable by the passenger can be agreed, then passengers can apply for a refund according to regulations in Article 11.4 'Involuntary refund' found in these Conditions.

9.5 China Eastern Airlines will not be liable for any errors or omissions on flight timetables or other published flight schedules, unless caused by any willful misconduct, a negligent act, or inactivity by China Eastern Airlines where it was known that this would cause resulting losses. China Eastern Airlines will not be responsible for any interpretation on the time or date of departure or arrival, or any scheduled flight adopted by its employees, agents or representatives. These are only for reference.

9.6 In the case of any changes, delays or cancellations of a flight, China Eastern Airlines will take all necessary measures to avoid any delays to the transportation of passengers and their luggage. China Eastern Airlines will not be liable if it has taken all necessary measures or if the measures were impossible to be taken.

9.7 China Eastern Airlines can change the aircraft type or route, or cancel, interrupt, postpone or delay the scheduled flight without prior notice in accordance with the Article 9.8 hereof if any of the following situations occur:

9.7.1 In order to comply with any national laws, government regulations, orders and requests.

9.7.2 In order to ensure flight safety.

9.7.3 Other causes that are beyond the control of or are unforeseeable by China Eastern Airlines.

9.8 When China Eastern Airlines cancels or delays a flight due to one of the reasons listed in Article 9.7 hereof, which results in the failure to provide passengers with their reserved seats (including the class), fails to stop at a passengers' stopover or destination, or causes passengers to miss their connecting flight for which the passengers has reserved seats, China Eastern Airlines will consider reasonable requests made by passengers and adopt any of the following measures as chosen by the affected passenger:

9.8.1 China Eastern Airlines will offer passengers an available seat on the successive direct flight, or extend the validity term of the passenger's ticket.

9.8.2 Change the routes listed on the original ticket, and arrange a China Eastern Airlines' flight to transport the passenger to their destination or stopover site. The difference between the original ticket price and new ticket along with any overweight luggage fee will be refunded or will not need to be paid, depending whether the new ticket price is higher or lower than the original.

9.8.3 Transfer passengers to another carrier after obtaining consent from both the passenger and the carrier in question.

9.8.4 Article 11.4, 'Involuntary Ticket Refund' of these Conditions shall apply.

9.9 In case any circumstance specified in Article 9.7 hereof occurs, the remedies listed in Articles 9.8.1 to 9.8.4 shall all be available to the passenger. However, this does not exclude any other responsibilities to be taken by China Eastern Airlines as requested by the passengers according to the applicable laws and provisions of these Conditions.

9.10 China Eastern Airlines may, according to its reasonable determination or as required by its operational needs, change or cancel any stopover site listed on the ticket or flight schedule, and may switch to another carrier or aircraft without giving prior notice.

9.11 In case of load reduction arising from a reason out of China Eastern Airlines control, China Eastern Airlines will according to its reasonable judgment, refuse to transport some passengers or part of their luggage. In such cases, China Eastern Airlines will, in accordance with its applicable rules, offer successive flight services, change the ticket or refund the ticket, but is not liable beyond this.

#### 9.12 Help for Irregular Flights

9.12.1 In the case of any departure delays or flight cancellations due to aircraft maintenance, aircraft rotation, commercial or crew reasons, China Eastern Airlines and its ground service agents will provide updated information on the flight to the passenger, and will arrange meals and/or accommodation for passengers. Expenses thereof will be borne by China Eastern Airlines. Such services may be supplied independently by entities other than China Eastern Airlines.

9.12.2 In the case of any flight delays or cancellations due to aircraft maintenance, aircraft rotation, commercial, or crew reasons, China Eastern Airlines and its ground service agent will compensate the passenger for any losses. Compensation shall be RMB 200 for delays of 4 hours (inclusive)-8 hours, and RMB 400 for over 8 hours (inclusive).

9.12.3 In the case of any departure delays or flight cancellations due to bad weather, emergencies (including any mechanical breakdown affecting flight safety), air traffic control, safety inspections, the fault of a passenger, and other events not attributable to China Eastern Airlines, China Eastern Airlines and its ground service agents will provide updated information on the flight to the passenger, and will arrange meals and/or accommodation for passengers at the cost of the passenger.

9.12.4 In the case of any departure delay or cancellation of any flight, China Eastern Airlines and its sales agent or ground service agent will offer services to the disabled, senior, pregnant women and children without adult companion and other passengers needing special care prior to other persons.

9.12.5 In the case of any delays on board the aircraft, China Eastern Airlines will provide passengers with a notice of the cause of delay, estimated duration of delay, and other information regarding the flight every 30 minutes. During delays on board the aircraft, China Eastern Airlines will ensure that the washing rooms are available and functional provided that it will not affect aviation safety. In the case of any delay on board for more than 2 hours (inclusive), China Eastern Airlines will provide drinking water and food to the passengers on board. Where any such delay lasts for over three hours (inclusive) and take-off time is still not determined, China Eastern

Airlines will ask passengers to get off the aircraft and wait, subject to aviation safety and security regulations.

9.12.6 If a flight is delayed or canceled at the stop-over site for whatever reason, China Eastern Airlines shall provide food and/or lodging services to passengers.

9.12.7 If a flight diversion is necessary (whatever the reason), China Eastern Airlines will provide meals and/or accommodation services to the passengers.

## Article 10 Transportation Rejection and Restrictions

### 10.1 Refusal to Accept Passengers

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

10.1.1 In order to comply with any national laws, government regulations, and/or orders.

10.1.2 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.

10.1.3 Any passenger refuses to abide by the rules of China Eastern Airlines, or refuses to follow the arrangement or advice of personnel of China Eastern Airlines.

10.1.4 Any passenger refuses to take part in the safety inspection.

10.1.5 Any passenger fails to pay the ticket price, taxes or payable fees, or any passenger or payer of the ticket price does not comply with any credit arrangements between them and China Eastern Airlines.

10.1.6 Any passenger fails to produce a valid identity certificate, or the identity certificate they produce is not the same as the one used to purchase the electronic ticket.

10.1.7 Any passenger does not use the flight coupon in the order set forth on the ticket.

10.1.8 Any passenger fails to produce a valid ticket, including:

10.1.8.1 The ticket was obtained illegally, or is purchased from any person other than China Eastern Airlines or its authorized agents.

10.1.8.2 A reported loss is filed for the ticket.

10.1.8.3 The ticket is counterfeited.

10.1.8.4 The flight coupon thereof is changed, altered, damaged, or destroyed without the consent of China Eastern Airlines or its authorized agents.

10.1.8.5 The ticket holder is not able to prove that they are the person listed under 'Name of Passenger'.

## 10.2 Transportation Restriction

Special passengers, including infant, unaccompanied children, sick, disabled, pregnant, or criminal (including criminal suspect) passengers can be transported only when they meet the conditions specified by China Eastern Airlines and its carriers, and with the prior approvals and necessary arrangements of China Eastern Airlines and its carriers.

## 10.3 Ticket Refunds after Refusal to Accept Passengers

Any passenger with carriage refused according to the provisions of this article can apply for a ticket refund according to Article 11.5 of these Conditions.

## Article 11 Ticket Refunds

### 11.1 General Provisions

11.1.1 China Eastern Airlines will accept refund requests by any passenger for any ticket of which the whole or part of the journey has not been taken

before its expiry date and when meeting the conditions applicable to that ticket.

11.1.2 Unless otherwise provided herein, China Eastern Airlines will refund the ticket price to the passenger, payer or entrusted party indicated on the ticket in the manner described on the ticket.

11.1.3 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. The status of flight coupons for segments not taken on an electronic ticket shall be set to 'OPEN FOR USE'. Any passenger holding a printed itinerary shall request a ticket refund by presenting their original itinerary. At the time of a ticket refund request, the passenger shall produce their valid identity card produced at the time of ticket purchase. If another person is entrusted to handle the ticket refund, the entrusted party shall produce a power of attorney, valid identity certificates of passenger as set forth on the ticket, and the valid identity certificates of the entrusted party.

11.1.4 A refund made to any person who holds all flight coupons, passenger coupons and payment vouchers for unused flight segments or printed itinerary and meets the requirements specified in Articles 11.1.2 and 11.1.3 hereof shall be deemed as an official refund and shall discharge China

Eastern Airlines from the transportation contract between it and the passenger.

## 11.2 Ticket Refund Period

A refund must be applied for within 13 months after the carriage commencement day (where the first segment is not taken, and from the ticket issuance day). China Eastern Airlines will not accept any requests filed after this period.

## 11.3 Locations to File a Ticket Refund Request

11.3.1 In case the passenger applies for a voluntary refund at the place where their ticket was issued, then applications shall be processed at the original ticketing place or local ticket office of China Eastern Airlines.

11.3.2 In case the application is not made at the original ticketing place, then it may be directly processed at the local ticket offices or by an authorized sales agents of China Eastern Airlines.

11.3.3 For involuntary refund requests, the refund shall be processed by either the ticket office operated directly under China Eastern Airlines, at the original ticket purchasing place, the departure place, the stopover, place of

destination, by China Eastern Airlines authorized agents, or at the place where the involuntary refund was triggered.

11.3.4 Any passenger that purchases tickets on China Eastern Airlines' official website, mobile website, mobile application or hotline shall file the ticket refund application at the original purchase platform.

#### 11.4 Involuntary refunds

If the passenger requests a refund due to any reason listed in Article 3.3.1 of these Conditions, then:

11.4.1 The whole ticket price, taxes and duties will be refunded, and refund service fees will not be charged if the whole ticket is unused.

11.4.2 If part of the ticket is used, the applicable ticket price for the segment taken will be deducted, and the remaining amount of the ticket price for segments not taken shall be refunded to the passenger. However such refund amounts shall not exceed the total purchase price. Taxes not taken shall be refunded to the passenger, and refund service fees will not be charged.

#### 11.5 Voluntary Refunds

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

11.5.2 If part of the ticket is used, the ticket price shall be refunded to the passenger after the deduction of the ticket price of segments already taken, and the applicable taxes, duties and refund handling charges.

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

## 11.6 Refund Handling Charges

11.6.1 China Eastern Airlines may charge passengers a refund handling charge. If a passenger applies for a refund, China Eastern Airlines will charge the passenger with refund handling charges according to Article 11.5 of these Conditions and the Ticket Price Use Conditions of China Eastern Airlines.

11.6.2 If a passenger holding a ticket for a disabled revolutionary servicemen or a people's policeman who is disabled while on duty requests a refund, the refund service fee shall not be charged.

11.6.3 Any passenger holding an infant ticket purchased at a price equal to 10% of a regular adult ticket may be exempt from refund handling charges if they request a ticket refund. Refund handling charges will be charged to child tickets in accordance with adult ticket standards.

11.6.4 A Certificate of Diagnosis issued by a hospital of above upper class two (inclusive, in case of a foreign country, including clinics, medication center hospitals) shall be produced within 48 hours prior to the commencement of the trip, and in such cases the passenger will be exempted from refund handling charges. If the companion of any sick passenger requests a ticket refund, the request shall be accompanied by a photocopy of the ticket of the sick passenger and the related certificates, and the ticket refund procedure shall be handled together for the sick passenger and companion. Refund handling charges will be not be charged. However, this provision shall not apply to more than 2 persons.

11.6.5 When a passenger holding a special fare ticket requests a refund, the refund handling charges will be collected according to Article 11.5 of these Conditions, unless otherwise specified.

## 11.7 Rejected Ticket Refund Requests

11.7.1 If any passenger completes their journey at a stopover site, the ticket price for the segment of the flight not taken by them is non-refundable.

11.7.2 Only taxes and duties may be refunded for tickets which state that the ticket price is non-refundable or that no balance remains. A handling charge will not be charged.

11.7.3 China Eastern Airlines retains the right to forfeit any falsified or counterfeited ticket, and will not return or refund those tickets.

## Article 12 Ticket Changes

12.1 In the event that a passenger requests to change their ticket class after purchasing a ticket, China Eastern Airlines and its sales agents should process the request provided that the flight has available seats and time permits. Any passenger wishing to lower their cabin class shall apply for a ticket refund according to the rules on 'Voluntary ticket refund' before they purchase a new ticket.

12.2 In the event that a passenger requests to change their flight and date after purchasing a ticket, China Eastern Airlines and its sales agents shall process the request according to the conditions of the ticket held and the fare regulations provided, and if the flight has available seats and time permits. The passenger shall bear the difference in ticket fares and other related expenses arising therefrom.

12.3 If a passenger requests a change of carrier after purchasing the ticket, China Eastern Airlines can process ticket endorsement formalities for

passengers carried by and holding a ticket issued by China Eastern Airlines according to the applicable conditions of the ticket.

12.4 When a passenger holding a ticket issued by China Eastern Airlines or a ticket not issued by China Eastern Airlines but which includes a segment of China Eastern Airlines requests to change the original carrier of a transport segment due to personal reasons, the endorsement formalities can be completed for the passenger provided that the applicable conditions of the ticket permit and China Eastern Airlines agrees, but the endorsement must be limited to the same class of a flight and be with a airline company who has signed a settlement agreement with China Eastern Airlines. Any passenger whose request for a change of carrier does not meet requirements under Article 12.3 hereof and this clause shall be handled according to voluntary ticket refunds.

12.5 Sales agents of China Eastern Airlines are not permitted to conduct passenger transfer formalities for any passenger without the authorization of China Eastern Airlines.

### Article 13 Passenger Services

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

13.2 If the passenger becomes sick during carriage, China Eastern Airlines shall take active measures and do its best to help the passenger.

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

13.4 If a flight has a delayed departure or is canceled, China Eastern Airlines, its ground service agents shall inform passengers of the details of the flight delay or cancellation in a timely manner.

13.5 In the case of any flight delay or cancellation, China Eastern Airlines will provide proof of flight delay or cancellation to passengers who require it.

#### Article 14 Third-Party Services

14.1 When China Eastern Airlines arranges any services supplied by a third party other than flight services for any passenger, or China Eastern Airlines issues any tickets or payment receipts to passengers for ground transportation, hotel booking, tourism car rental or other services provided

by a third party (excluding flight), China Eastern Airlines only acts as an agent for the passenger and/or the third party, and in such case the terms and conditions of the third party service providers shall apply to those services.

14.2 China Eastern Airlines is responsible for providing passengers with ground transportation services, and such services will also be subject to these Conditions.

#### Article 15 Behavior on Board the Aircraft

15.1 China Eastern Airlines may take any measures it deems necessary, including restraining and controlling or requesting the passenger to get off 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 Preventing crew members to fulfill their duties.

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

15.1.4 Including but not limited to 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 other passengers object to.

## 15.2 Electronic Devices

Except for the hearing aids and pacemakers, passengers are forbidden to use any other electronic equipment including but not limited to laptop computers, portable recorders, portable radios, electronic games or remote transmitting devices including radio-control toys, wireless network interface controllers, mobile phones and walkie-talkies on board without permission of China Eastern Airlines' crew.

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

Smoking is prohibited on all China Eastern Airlines flights and all sections on board aircrafts.

## 15.4 Alcoholic Beverages

Passengers are forbidden to drink any alcoholic beverages in the cabin other than the alcoholic beverages supplied on the flight by China Eastern Airlines.

## 15.5 Safety Belt

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

## Article 16 Administrative Formalities

16.1 Passengers shall present the valid travel certificates required by national laws, regulations, orders or provisions, and permit China Eastern Airlines to keep a copy of their certificates. China Eastern Airlines is entitled to reject any passenger that does not comply with any applicable national laws, regulations, orders or requirements, or whose certificate fails to meet applicable requirements.

16.2 Such passengers shall be solely liable for any loss as a result of their failure to comply with any applicable national laws, regulations, orders or requirements or due to their documents not meeting requirements.

16.3 Passengers shall be present when government authority conducts inspection of their checked or carry-on luggage, and China Eastern Airlines will not be liable for any damage to the luggage as a result of their failure to abide by such requirements. (See Article 8.7 hereof)

## Article 17 Successive Carriers

Flights undertaken by China Eastern Airlines and other carrier(s) 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.

## Article 18 Damage Liabilities

### 18.1 Basic Principles

18.1.1 China Eastern Airline shall be liable for losses incurred during the flight undertaken by it, unless as otherwise provided by law or contract.

18.1.2 China Eastern Airlines shall not be liable for any loss arising from its compliance with or in respect of the passenger's failure to comply with applicable laws, regulations, governmental orders and rules.

18.1.3 China Eastern Airlines' liability for damage shall not exceed the liability limits as set forth in the relevant aviation laws of the People's Republic of China. China Eastern Airlines shall not be liable for any indirect loss or mental injury to the passenger (including the luggage).

18.1.4 China Eastern Airlines shall only be liable for damages regarding flights undertaken by it according to the applicable laws. Unless otherwise provided by law of the PRC, China Eastern Airlines will only act as an agent for carriers for which China Eastern Airlines issues tickets or handles luggage check-in for flights of such carriers.

18.1.5 China Eastern Airlines' liabilities for any damages caused or triggered by a passenger due to their own faults may be waived or mitigated pursuant to the applicable laws and regulations.

18.1.6 China Eastern Airlines will not be liable to any passenger for any harm to them or their luggage caused by their luggage or any article contained therein. Any passenger whose possessions cause any harm to others or damage to China Eastern Airlines' property shall be liable to China Eastern Airlines for all losses caused to and any expenses incurred by China Eastern Airlines as a result thereof.

18.1.7 During the carriage of passengers and baggage, if any damage is caused or triggered by a passenger due to their own fault, China Eastern Airlines' liability for such damage may be waived or mitigated in accordance with the degree of fault causing such losses. Where persons other than passengers put forward a claim for compensation regarding death or injuries of a passenger, but it is proven that the death or injuries are caused by fault of the passenger, the responsibilities of China Eastern Airlines shall be

relieved or mitigated according to the degree of the fault causing such losses.

18.1.18 Any terms in these Conditions in regards to China Eastern Airlines' liabilities or limitation thereof shall also apply to any agent, employee, or representative of China Eastern Airlines and to any person whose aircraft is used by China Eastern Airlines and any of their agents, employees and representatives. The total damages payable by China Eastern Airlines and the above-mentioned agents, employees, representative and others shall not exceed the liability limit of China Eastern Airlines.

18.1.9 Unless expressly provided by laws, China Eastern Airlines is entitled under these Conditions to liability exemptions or limitations provided by the applicable laws and regulations.

## 18.2 Passenger Injury or Death

18.2.1 China Eastern Airlines shall be liable for any damages, injuries or death resulting from the occurrence of accidents on-board the aircraft or during the movement of the passenger on or off the aircraft. However, China Eastern Airlines shall not be liable for the compensation of any passenger's death, injury or serious injury that are caused by or attributable to their own age, mental, or physical conditions during carriage.

18.2.2 Except in the case that damage was due to an act or omission which is attributable to its intention or known negligence, China Eastern Airlines will assume the liabilities for actual deaths, injuries or other physical harm to each passenger as per the liability limit in accordance with the effective policies approved and released by the Chinese government.

### 18.3 Luggage Loss and Damage

18.3.1 China Eastern Airlines shall be liable for any destruction, loss or damage to checked luggage of passengers caused by any event arising during the flight. China Eastern Airlines will be liable for damage to any carry-on luggage caused by any faults of its own or the fault of its employees or agents.

18.3.2 China Eastern Airlines will not be liable if such destruction, loss or damage to checked luggage of passengers is due to the nature, quality or defect of the luggage.

18.3.3 China Eastern Airlines will not be liable for any personal injury or property loss due to a passenger's own fault. In the event that a passenger's luggage or the article in it causes harm to others or causes losses to the articles of others or the property of China Eastern Airlines, the passenger shall compensate China Eastern Airlines or others for all the losses and all the expenses arising therefrom.

18.3.4 China Eastern Airlines will compensate the damaged value or shall cover the repairing costs in case of destruction, loss or damage to a passenger's luggage. China Eastern Airlines will assume liability for damage as per the liability limit applicable to domestic air carriers. The compensation for checked luggage loss shall be CNY 100 per kilogram. If the value of the luggage is lower than this standard, the actual value shall apply. The maximum compensation for the loss of carry-on luggage shall not exceed CNY 3,000.

The liability limit specified under this Article shall be subject to the valid policies approved and published by the government of the People's Republic of China.

18.3.5 Where the passenger has applied for a declared value of luggage, China Eastern Airlines will compensate the passenger according to the declared value. When the declared value of any luggage is greater than the actual value at the time of delivery at the place of destination, the compensation amount shall be equal to the actual value.

18.3.6 In the case of any destruction, loss, damage or delay of checked luggage or any article contained therein, the weight based on which to determine the liability limit of China Eastern Airlines shall be the weight of such damaged luggage or articles; if the weight of the damaged luggage or articles is not ascertainable, the weight applicable to each passenger shall be

determined based on the free luggage allowance to which such passenger is entitled to.

18.3.7 In case of the destruction, loss, or damage to any restricted items in the luggage of any passenger as set forth in Article 8.1.3 hereof, China Eastern Airlines will be liable for damages in accordance with the regulations that apply to general checked luggage.

18.3.8 For damages Currency notes, negotiable instrument, securities, promissory note, fragile articles, perishable articles, jewelry, valuable metal and products thereof, gold, silver product, antiques, calligraphy and painting, videos out of print, publications out of print, manuscripts, specimens or other valuable articles, documents and files, diplomatic bag, travel certificate, computer and computer components, personal communication equipment and components, personal electronic and digital devices and components and other articles requiring personal custody, and prescription drugs required to be taken regularly, which carried without China Eastern Airlines knowledge or placed in a passenger's check-in luggage, China Eastern Airlines shall only bear liability for compensation according to the regulations that apply to general checked luggage.

18.3.9 China Eastern Airlines will not be liable for any damage to any carry-on luggage or luggage used for seat occupation, unless caused by the negligence of China Eastern Airlines.

18.3.10 When compensation is paid for luggage claims, the overweight luggage fee paid will be refunded, but the extra charge for declared luggage value collected will not be refunded.

18.3.11 China Eastern Airlines will notify the passenger as soon as possible after lost luggage for which compensation has been paid is recovered. The passenger may pick up their luggage, and the whole compensation amount will be refunded, but the temporary living goods allowance will not be refundable. China Eastern Airlines is entitled to recover the whole compensation amount if the passenger is found to have committed fraud.

18.3.12 Any compensation for a luggage claim arising during a domestic segment which includes an international flight will be subject to the rules applicable to luggage compensation during an international flight.

18.3.13 According to its relevant regulations, China Eastern Airlines shall offer compensation to cover temporary living costs for passengers who are not local residents of the arrival destination whose check-in luggage fails to arrive on the same flight as them due to fault of China Eastern Airlines.

18.3.14 In the event that the checked-in assistance equipment of a disabled passenger are damaged or lost, its actual price shall be compensated (except for the part of the device that has been damaged and has been covered in a disclaimer for such damage at the time of check-in).

18.4 For losses caused to passengers and luggage due to delays during air transportation, China Eastern Airlines shall compensate reasonably according to the provisions of the related laws and regulations. Provided, however, that China Eastern Airlines will not be liable to pay any damages for any losses due to any flight delay as a result of an event beyond the control of China Eastern Airlines or any losses for which China Eastern Airlines has evidence to prove that it or its employees and agents had taken all reasonable required measures to prevent the event from happening, or for which such measures are impossible.

## Article 19 Complaints and Litigation

### 19.1 Objections

19.1.1 If any passenger fails to raise a written objection within the period specified by laws after receipt of the checked luggage, such luggage shall be deemed to have been properly delivered pursuant to the transportation contract, unless the passenger provides evidence of the contrary. Passengers should notify China Eastern Airlines of any loss of luggage at the time the flight arrives, and the passenger shall handle all luggage irregularity record formalities, which will serve as the original basis for filing an objection. China Eastern Airlines will not accept any claim which is not issued within the time limit.

19.1.2 In the event of any destruction, loss, damage or delay of any luggage, the passenger shall submit a written claim to China Eastern Airlines within and no later than 7 days (applicable to damage or loss) or 21 days (applicable to delay) after the collection of their luggage.

19.1.3 If the passenger fails to submit a written request in the time limit specified in Article 19.1.2, the passenger shall not initiate legal proceedings against China Eastern Airlines.

19.2 The action for compensation shall be put forward within two years from the date on which the flight of China Eastern Airlines arrives at, should have arrived at the destination, or from the date of termination of the carriage.

## Article 20 Validity and Amendment

20.1 These Conditions shall take effect as of January 1, 2017, and were amended on July 18, 2017.

20.2 China Eastern Airlines may amend these Conditions without further notice pursuant to the procedures as stipulated by the Civil Aviation Administration of China, however such amendments do not apply to any flight which was commenced prior to the amendments.

20.3 None of the agents, employees or representatives of China Eastern Airlines may amend or violate any provision of these Conditions.