



北京首都航空有限公司

Beijing Capital Airlines Co., Ltd

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关于修订《北京首都航空有限公司升舱管理规定》的通知

各部门：

为规范首都航空国际、国内航班升舱操作流程，明确国际、国内航班升舱业务的办理手续，及升舱旅客座位安排和服务标准，现修订首都航空国际、国内航班升舱管理规定。请各部门遵照执行。

特此通知

附件

- 1.北京首都航空有限公司升舱管理规定
- 2.北京首都航空有限公司升舱操作规定

北京首都航空有限公司

2017年11月15日

Notice on Amendment of Beijing Capital Airlines Upgrade Regulations

All department,

In order to regulate the Capital Airlines International and domestic flight upgrades operating procedures, and to clarify international and domestic flight upgrades and service upgrades procedures, passenger seating arrangement ,service standards. Capital Airlines International and domestic flights upgrade operation management regulations are formulated, please all departments comply with it.

Please be noted.

Appendix

1. Capital Airlines Upgrade Management Regulation
2. Capital Airlines Upgrade Operational Regulation

Beijing Capital Airlines Co., Ltd

Nov. 15th, 2017

附件 1

北京首都航空有限公司升舱管理规定

一、适用范围

本文件适用于首都航空国际、国内及地区自营航班旅客的升舱服务(包机及首航为市场方的代码共享航班除外)。

二、生效日期

本文件自下发日起生效。本文件生效之日起首航销[2017]661 号文件废止。

三、升舱定义

指除旅客正常购买公务舱客票外(含经济舱旅客补差价后购买公务舱客票情况),将旅客乘机舱位由经济舱变更为公务舱的行为。

四、升舱类型

(一) 直接升舱

1. 公司宾客升舱

指海航集团董事局领导、集团领导、海航旅业集团、旅云平台、北京首都航空有限公司的公司级领导交办,在有正式审批公文的情况下,由海航直属售票处或呼叫中心将该宾客客票的舱位等级由经济舱免费变更至头等舱/公务舱的行为。(注:本规定中集团领导指“海航集团办公平台-海航同仁-海航集团有限公司-首席执行官团队及各总监、管理顾问委员会及安全管理委员会”中所列领导人员。)

2.各单位宾客升舱

海航集团、海航旅业集团、旅云平台各单位、北京首都航空有限公司各部门接待宾客，在有正式公文审批的情况下，由海航直属售票处或呼叫中心将宾客客票舱位等级由经济舱变更至头等/公务舱。

(二) 候补升舱

1. 主动升舱

航班头等舱/公务舱仍有空余座位、且空余座位数量满足一定要求的情况下，主动为下列旅客升舱：

(1) 海航高管升舱

包含海航集团董事局领导、管理顾问委员会及安全管理委员会领导；海航集团总部及旅业集团首席执行官团队及各总监；各产业集团董事长、执行董事长、副董事长；海航旅业旅云平台董事长、副董事长、首席执行官、总裁、总监；北京首都航空有限公司公司级领导；海航集团其他M6（含）以上领导。

(2) 公司要客升舱

此类旅客名单由要客系统提供，根据要客保障通知单进行保障。且此类升舱适用于首航自营国际、国内航线不包含包机以及代码共享航班。

(3) 管理干部升舱

指在航班截载后，公务舱有空余座位的情况下，免费为公务出差的管理干部将舱位等级由经济舱升至公务舱的行为。

管理干部的适用范围：包含海航集团各部门、海航旅业集团各部门总经理及董事会办公室主任、首都航空公司部门总经理。

(4) 机长升舱

指在航班截载后，航班上仍有空余公务舱座位的情况下，免费为首都航空执行航班任务且已控座的加机组机长，将舱位等级由经济舱升至公务舱的行为。

a.机长升舱的适用范围：飞行任务书中注明的首都航空执行航班任务且已控座的加机组机长。

b.飞行部在飞行任务书中必须在符合机长升舱条件的人员名单备注栏中备注：机长升舱。

（5）被降舱旅客升舱

指因公司航班不正常原因（如机型变更、航班取消合并等）造成航班头等舱/公务舱超售，部分已出票头等舱/公务舱座位的旅客被降舱至本航班经济舱成行。在航班截载时头等舱/公务舱仍有空余座位的情况下，免费为被降舱旅客变更至头等舱/公务舱的行为。

（6）员工审批升舱

指北京首都航空有限公司干部、员工，因为公务申请候补升舱，经公司总裁公文审批同意后（各部门境外办事处长期派驻人员因公或休假乘坐国内与派驻地之间公司国际航班可候补公务舱，公文报至各部门总经理审批），在航班截载时，头等舱/公务舱仍有空余座位的情况下，为其免费由经济舱变更至头等舱/公务舱的行为。

2.被动升舱

在经济舱超售但头等舱/公务舱仍有空余座位、且空余座位数量满足一定要求的情况下，为要客、金鹏贵宾会员、Y舱全票价等高价值旅客免费由经济舱变更至头等舱/公务舱的行为。为避免打扰头等舱/公务舱旅客，禁止将G舱团队旅客、散客团队（同一PNR下3（含）人以上10人以

下旅客)、携带婴儿或儿童的旅客候补升舱(高价值旅客及其同行人员,不受此条限制)。

(三) 临时升舱

1. 机上付费升舱

指旅客登机后提出付费升舱的需求,在头等舱/公务舱仍有空余座位的情况下,乘务员为旅客办理升舱手续,收取相应的升舱费用。在机上不提供所升舱位的餐食、洗漱包,只提供相应座位。具体以市场部下发的付费升舱规定为准。

2. 机场付费升舱

旅客到达机场后提出付费升舱的需求,在头等舱/公务舱仍有空余座位的情况下,相关工作人员为旅客办理升舱手续,收取相应的升舱费用,在在机上不提供所升舱位的餐食、洗漱包,只提供相应座位。具体以市场部下发的付费升舱规定为准。

五、升舱优先顺序

优先等级	升舱类别		旅客范畴	旅客代码	备注
A	主动升舱	要客升舱	公司VVIP	A	按照级别进行排序,同一级别按照到达值机柜台时间由早到晚排序。
B			公司VIP	B	按照级别进行排序,同一级别按照到达值机柜台时间由早到晚排序。

					晚排序
C			公司 CIP	C	按照级别进行排序，同一级别按照到达值机柜台时间由早到晚排序。
D		海航高管升舱	海航集团董事局领导、管理顾问委员会及安全管理委员会领导；海航集团总部及旅业集团首席执行官团队及各总监；各产业集团董事长、执行董事长、副董事长；海航旅业旅云平台董事长、副董事长、首席执行官、总裁、总监；北京首都航空有限公司公司级领导；海航集团其他 M6（含）以上领导。	D1 D2 D3	按照管理干部行政级别（M）高低排序。同一级别，以到达值机柜台时间由早到晚排序。
E		公司宾客升舱	海航集团董事局领导、执行层领导、海航旅业集团、旅业旅云平台及北京首都航空有限公司的公司级领导指定办理升舱的旅客。	E1 E2 E3	不同领导交办宾客，按照交办领导的行政级别高低排序；相同领导不同宾客须与交办人确认优先排序；相同类别宾客或交办领导，以预先申请优先于当日申请排序。
F		要客随行升舱	重要旅客随行人员	F1 F2 F3	按照 VVIP 随员→VIP 随员→CIP 随员的顺序排序,VVIP 为 M1，VIP 为 M2,CIP 为 M3。

					相同类别的旅客，按照到达值机柜台时间由早到晚排序。
G		营销产品升舱	以促进销售、提升旅客服务感受为导向推出的升舱服务产品（或旅客购买低于头等舱/公务舱价格机票免费体验头等舱/公务舱服务的产品）	G1 G2 G3	代码预留，根据具体产品分配
H		管理干部升舱	海航集团各部门、海航旅业集团各部门总经理及董事会办公室主任、首都航空公司部门总经理	H	按照级别进行排序，同一级别按照到达值机柜台时间由早到晚排序。
I		机长升舱	已经控座的 首都航空执行航班及飞行训练的加机组机长	I	按照机长到达值机柜台时间由早到晚排序。
J		被降舱旅客升舱	公司航班不正常原因导致头等舱/公务舱超售后，被降舱至本航班经济舱的旅客	J	按照原客票已出票→未出票的顺序排序。相同类别的旅客，按照到达值机柜台时间由早到晚排序。
K		员工审批升舱	北京首都航空有限公司干部、员工提前呈报公文审批同意人员。	K1 K2 K3	按照管理干部行政级别高低排序，同一级别以到达值机柜台时间由早到晚排序。

L	被动升舱	金鹏贵宾会员	金鹏白金卡	L	按照到达值机柜台时间由早到晚排序。
M			金鹏金卡/海航金爵度假俱乐部至尊卡(金色卡)	M1 M2 M3	按照金鹏金卡/海航金爵度假俱乐部至尊卡(金色卡)→金鹏银卡→金鹿卡的顺序排序,金鹏金卡/海航金爵度假俱乐部至尊卡(金色卡)为 N1,金鹏银卡为 N2,金鹿卡为 N3。同级别会员根据舱位等级排序。
		金鹏银卡			
N		Y 舱全票价旅客	Y 舱全票价旅客	N	相同类别的旅客,按照到达值机柜台时间由早到晚排序。
<p>注:旅客同时具备 2 种(含)以上身份时,按照其升舱优先等级最高的身份为其备注代码并办理升舱; 例如:既是可升舱机长又是可升舱管理干部,按照管理干部升舱的优先等级为其备注代码办理升舱。</p>					

六、升舱旅客服务标准

升舱类型	升舱类别	空中服务	地面服务	免费行李额	积分
直接升	公司宾客升舱	按升舱后舱位标准执行			无积分

舱	各单位宾客升舱		
	市场部营销类升舱		
候补升舱	海航高管升舱		无积分
	公司宾客升舱		按照原舱位等级享受里程累计积分
	要客升舱		按照原舱位等级标准享受里程累计积分
	管理干部升舱		无积分
	机长升舱	按升舱后舱位标准执行 (部分地区可提供机上餐食)	无积分
	被降舱旅客升舱	按升舱后舱位标准执行	按照原舱位等级标准享受里程累计积分
	员工审批升舱	(原舱位餐食)	无积分
	其他高价值旅客升舱		按照原舱位等级标准享受里程累计积分

按原舱位等级标准执行

临时升舱	付费升舱		按照原舱位等级标准享受里程累计积分
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七、升舱办理原则

(一) 预先申请原则：

各升舱需求单位原则上应尽量预先申请，避免临时到达机场或机上提出升舱需求，而后补邮件的情况。

(二) 依据办理原则：

各类型免费升舱原则上须有公文正式批示，升舱操作单位据此办理升舱业务,所有升舱最终审批节点为公司总裁。具体申请路径如下：

国内/国际航班免费升舱（公文审批，打印办理）：呈报人—呈报单位部门级总经理或第一负责人—首航市场总监-首航总裁

(三) 航班直达原则：

各类机场候补升舱仅限持单程直达点到点航段的客票，即非过站或非中转航段运输的客票方可办理升舱业务。如旅客有经停航班各段的控座编码，可实施升舱。

(四) 预先排序原则：

升舱操作单位在预知航班超售混舱（含候补旅客较多）的情况下，应提前做好升舱预排序。

(五) 提前告知原则：

在为各类型可升舱旅客办理值机手续时，需提前进行意见征询并提前告知旅客如升舱后可享受的地面及空中服务。

(六) 升舱座位安排原则：

升舱旅客座位发放原则上按照从后往前，从右至左的顺序发放；真公务舱旅客邻近座位尽量不安排升舱旅客，必须安排的情况下优先安排管理干部升舱、机长升舱和员工审批升舱。

(七) 主动报备原则：

候补升舱、临时升舱各环节，如在请示同意后实施无单据办理升舱后，应在乘务日志和当日升舱旅客信息汇总表中记录并报备。

八、签转、变更、退票

(一) 直接升舱

按升舱前舱位的规定办理签转、变更、退票。

(二) 候补升舱

按升舱前舱位的规定办理签转、变更、退票。

(三) 临时升舱

按升舱前舱位的规定办理签转、变更、退票。

九、不正常航班处理

(一) 在航班始发站发生不正常航班时

1. 海航高管升舱、要客升舱，管理干部升舱、被降舱旅客升舱、国际航班市场部营销类升舱按升舱后舱位的标准保障。

2. 机长升舱、员工审批升舱、经济舱高价值旅客升舱等其他升舱按原舱位等级标准保障。

(二) 航班备降时

所有旅客均按登机牌显示的舱位等级实施保障。

(三) 航班超售时

办理旅客升舱后如发生头等舱/公务舱实超的情况，按公司超售文件要求处理。

十、违规升舱处理

(一) 违规升舱定义

除本升舱规定中所述直接升舱、候补升舱、临时升舱、市场部推出的旅客升舱产品外的其它升舱情况以及违反本升舱规定中各类升舱操作规定的情况均视为违规升舱；禁止任何员工私自为旅客办理升舱。

(二) 违规升舱自查及抽查

1. 各单位应自行建立违规升舱自查程序并做好记录。
2. 所有升舱均需发计财部备案。
3. 计财部将不定期对升舱操作进行检查，并根据检查出的违规情况上报公司予以处罚

十一、备注事项：

1.航班需升舱时，升舱操作单位需确保符合升舱条件的旅客均升舱，如因旅客临时放弃行程、晚到等情形导致经济舱有空位的情况，将不追究升舱操作单位责任。

2.升舱操作单位严格按照本文规定办理候补升舱，但旅客因自行在网上或自助值机柜台办理值机手续而无法提前进行意见征询或按优先顺序办理候补升舱,后续旅客投诉或日常检查时，应对地面升舱操作单位予以免责处理。

3.在做升舱排序时，银卡及以上高价值旅客、重要旅客的排序要求必须严格执行。遇航班临时超售或候补等时间紧急的情况，仅可在 Y 舱全票价旅客此条款顺序上做执行偏离，并自行做好备案备查。

4.升舱通报处理程序中，如在规定范围内则由 AOC 客服席通报带班主任，由带班主任决策；超出规定范围内，则由 AOC 客服席通报带班主任，由带班主任请示当日 01 领导同意。

附件 2:

北京首都航空有限公司升舱操作规定

一、升舱的办理流程

1.航班起飞之前,经办人凭领导已同意的公文(打印件)至海航境内各直属售票处或转发公文至呼叫中心办理升舱业务。

2.售票员核对各项信息,确认升舱旅客信息与邮件中的信息一致后,向呼叫中心申请 K 位 将旅客所持经济舱客票 OI 换开到公务舱 J 舱客票。

二、国内航班出票操作流程

1.升舱舱位 公务舱:J 舱。

2.“旅客姓名”栏按原客票打印旅客姓名。

3.使用OI换开模式升舱,执行完OI后,手工输入FN、FC等项。以免
费升舱为例:海口-北京Y舱免费升至J舱, FN项输入FN R Y2250.00/S
Y0.00/C0.00/X Y0.00/TEXEMPTOB/O Y50.00 /O Y120.00YQ/A
Y0.00

4.“签注”栏打印:不得签转、TKT 原舱位→升舱后的舱位/GNSS。

5.TC 项:公文编号,出票时需输入。

三、国际航班出票操作流程

1.升舱舱位:公务舱J 舱

2.“旅客姓名”栏按原客票打印旅客姓名

3.在 EI 项末尾空一格输入。例如:原客票舱位为 Y 舱,升舱至公务
舱 J 舱,则 EI 项中打印 Y 舱的限制条件后还需打印 TKT/Y-J/GJSS。

4.票价/FARE”栏打印 0。

5.TC 项：公文编号，出票时需输入。

6.其它各项的打印规定同普通客票。

7.因升舱换开客票产生的税款及票价差额由旅客自付税款差价执行多不退少补的原则。免收升舱手续费。

四、出票备案

售票处出票完毕，需在领导同意的邮件或公文（打印件）的空白处备注升舱后的票号，附在财务报表后作为结算凭证，上交财务。售票处在做报表时，需在备注栏注明升舱客票的申请单位。呼叫中心在邮件中备注升舱票号，转发至首航国际结算(sdhkgjjs@hnair.com)备案待查。

Appendix1

Beijing Capital Airlines Upgrade Management Regulation

I.Scope of application

This document is applicable to Capital Airlines domestic international, and Regional flights passenger upgrade service (Excluding on chartered flight and JD 's code share flight).

II. Effective date

This document comes into force on the date of issue. And the document [2017]661 issued by Capital Airlines will be invalid at the same time.

III, Definition of upgrades

Upgrade is the process that upgrading economy passengers to first/ business class, excluding passengers holding a first / business class ticket (including the situation of economy class passengers pay the price difference to upgrade to first / business class).

IV. Type of Upgrade

i. Direct Upgrade

1. Company's Guests Upgrade

The passengers with the approved by HNA Group board leaders, HNA group leaders, HNA Tourism Group leaders, HNA Aviation&Tourism Cloud Platform leaders, Beijing Capital Airlines Co.Ltd leaders, can be upgraded to first/business class free of charge by Hainan Airlines ticketing offices or call center. (Note: HNA Group leaders in this document refer to the leaders list under "HNA Group Office Platform - HNA Colleague - HNA Group - Chief Officer Team and all Chief Inspectors, Management Consultant Committee and Safety Management Committee")

2. Other Units Guests Upgrade

The guest of HNA Group, HNA Tourism Group, HNA Aviation&Tourism Cloud Platform, Departments of Beijing Capital Airlines Co.Ltd with the approval document, can be upgraded by Hainan Airlines ticketing offices or call center from economy class to first /business class.

II Stand-by upgrades

1. Initiative upgrades

If requested amount of first / business class seats are available, we can upgrade the following passengers initiatively.

(1) Senior Managers of HNA Group

Including the HNA Group Board of directors , management consultant committee and the safety management committee; chief tourist group headquarters and HNA Group executive team and the director; chairman, each industry group executive chairman, vice chairman; HNA aviation & Tourism cloud platform chairman and vice chairman, CEO, President and director of Beijing Capital Airlines Co.Ltd; corporate leadership; other M6 HNA Group (inclusive) above leadership.

(2) the company's guest

This kind of passenger list is provided by the guest system, and it is guaranteed according to the passenger protection notice. And such upgrades for the inaugural proprietary international and domestic routes do not include charter flights and code sharing flights.

(3) Managers

Refers to the flight cut set, business class have spare seats under the condition of free of charge for business management class cadres from economy class to business class behavior.

The scope of Management Cadres: includes HNA Group various departments, each department of HNA Group General Manager and the board of directors of the office of the director, Capital Airlines General manager.

(4) captains

Refers to the flight cut set, still have free business class seats on flights under free capital Airlines flight mission and control captain added unit seat, the class from economy class to business class behavior.

A:applicable scope: Captain A. upgrade mission book stated in the Capital Airlines flight mission and occupy one seat

B. flight department in flight assignment must be in line with the conditions of the staff captain upgrades the note column list note: Captain upgrades.

(5) Downgrade Passengers

Some passengers with confirmed first / business class seat may be downgraded due to first / business class overbooking caused by company's irregular flight reason (such as aircraft type change, flight cancellation or merging). If first / business class seats are available when the flight check-in is closed, these passengers can be upgraded to first / business class for free.

(6) Employees with Approval

Employees of Beijing Capital Airlines Co.Ltd, because the official application for standby upgrades, with the consent of the president of the company after the approval documents (each department office outside the long-term public or accredited personnel take vacation between domestic and international flights can send resident alternate business class, document reported to the departments approved by the general manager), in the section of flight load, first-class cabin / business class still have spare seats under the condition of the free economy by changes to the first-class cabin / business class behavior.

2. passive upgrades

As economy class is overbooking while requested amount of first / business class

seats are available, passengers with high value such as VVIP/VIP/CIP, Fortune Wings Club Elite Member and Full Price Y Class Passengers can be upgraded to first / business class for free. To avoid disturbing first / business class passengers, G class group passengers, individual tourist group (3-10 persons with 1 PNR), passengers with infant or children are prohibited to be upgraded to first / business class (high valuable guests and their companion are not limited to this regulation).

l ii temporary upgrades

1. In-flight paid upgrades

The passenger boarding pay after the upgrade needs, in the first-class cabin / business class still have spare seats under the condition of the crew for the passengers to go through the formalities for the corresponding upgrade, upgrade cost. L do not provide the accommodation meals, wash bag in the machine, only to provide the corresponding seat. Specific provisions to pay market upgrades issued shall prevail.

2. airport paid upgrades

Passengers arrive at the airport after the pay upgrade needs, in the first-class cabin / business class still have spare seats under the condition that the relevant staff handle the upgrade procedures for passengers, collect the corresponding costs in

machine upgrades, do not provide the lift cabin meals, wash bag, only provide a corresponding seat. Specific provisions to pay market upgrades issued shall prevail.

V. Sequence of Stand-by Upgrade

Priority Level	Upgrade Category		Passengers Scope	Pax Code	Notes
A	Initiative Upgrade	Important Guests Upgrade	VVIP	A	Based on the order of management level from higher to lower. Passenger in same category, based on check-in time.
B			VIP	B	Based on the order of management level from higher to lower. Passenger in same category, based on check-in time.
C			CIP	C	Based on the order of management level from higher to lower. Passenger in same category, based on check-in time.
D		HNA Senior Manager Upgrade	HNA Group Board of Directors, Management Consultant Committee and Safety Management Committee leaders, all industrial group chairman, CEO, vice-chairman, HNA Group and HNA Tourism	D1 D2 D3	Arrange based on the manager's administration level (M) that appointed by; Passenger in same category, based on check-in time.

			Chief Officer Team and all Chief Inspectors, HNA Aviation&Tourism cloud platform chairman, CEO, Vice-chairman ,COO,CSO, CMO,ITD,RCD and Hainan Airlines company leaders; Other M6 and upper level leaders in HNA Group.		
E		Company's guest	appointed guests by HNA Group Board of Directors, HNA Group leaders, HNA Tourism HNA Aviation&Tourism cloud platform and Capital Airlines leaders	E1 E2 E3	Arrange based on the manager's administration level (M) that appointed by; different guests appointed by same leader should confirm the priority level with the leader; priority will be given to advanced application for same type guest or appointed leader.
F		Important Guests Companion Upgrade	Companion for important guests	F1 F2 F3	VVIP companion - VIP companion - CIP companion, VVIP is M1, VIP is M2, CIP is M3. Passengers in same category, based on check-in time.
G		Marketing Upgrade	upgrade service for promotion and provide better service experience (or free upgrade service for passengers who bought tickets price lower than First / Business class	G1 G2 G3	Code reserved, distributed based on specific product.

			tickets)		
H		Manager Upgrade	GM of all HNA Group departments, GM of all HNA Tourism Group, GM of all Capital Airlines all departments ,operation	H	Arrange based on the manager's administration level (M) that appointed by; Passenger in same category, based on check-in time.
I		Capital upgrade	Added crew captain of JD when they are on duty and training with reserved seat	I	Based on check-in time
J		Downgrade Passengers Upgrade	Passengers who was downgraded due to overselling.	J	Based on the order from tickets issued to tickets unissued. Passenger in same category, based on check-in time.
K		Employee Approval Upgrade	Capital Airlines that for business travel can apply for a stand-by upgrade with approval document.	K1 K2 K3	Based on the order of management level from higher to lower. Passenger in same category, based on check-in time.。
L	Passive Upgrade	Fortune Wings Club Elite Member	Platinum Member	L	Based on check-in time.
M		Member Upgrade	Gold Member / HNA Gold Vacation Club Elite Card (Gold)	M1 M2 M3	。 Gold member / HNA Gold Vacation Club Elite Card (Gold) - Silver member -. Gold member is

			Silver Member		M1, Silver member is M2, Passengers is same category, based on ticket class.
N		Full Price Y Class Passenger	Full price Y class passenger	N	Based on check-in time.

Notes: Passengers with 2 more identification above, based on the highest level. Example: if a passenger can upgrade based on both Captain Upgrade and Manager Upgrade, he or she should be upgraded as manager upgrade.

VI. Service Standard for Upgraded Passengers

Upgrade Type	Upgrade Category	In-flight Service	Ground Service	Free Luggage Allowance	FWC Points
Direct Upgrade	Company's Guests Upgrade	Execute based on upgraded class standard.			N/A
	Other Units Guests Upgrade				
	Marketing Upgrade				
Stand-by Upgrade	HNA Senior Manager Upgrade				N/A
	Company's Guests Upgrade				Based on original class standard.

	Hainan Area Important Guests Upgrade		Based on original class standard.
	Managers Upgrade		N/A
	Captains Upgrade	Execute based on upgraded class standard. (In-flight catering can be provided on some area)	N/A
	Downgraded Passengers Upgrade	Execute based on upgraded class standard.	Based on original class standard.
	Employees Approval Upgrade	(In-flight catering standard is same with its original	N/A
	Other Valuable Passengers Upgrade		Based on original class standard.

Temp orary Upgra de	Be Paid Upgrade	class)	Based on original class standard.
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VII. Principle

i Principle of pre application:

All units request upgrade shall apply in advance and avoid the situation that apply for upgrade at the airport or temporary upgrade and submit approval document later.

ii Management:

Various types of free upgrades in principle must have official instructions, the unit upgrade all business operations according the final approval for the company's president . The specific application path is as follows:

Domestic / International Flights free upgrades (document approval, print management): reporter →reporting unit department general manager or the first responsible person→ Marketing Director → Capital airlines president .

iii Flight Direct Principle:

All kinds of alternate airport upgrades only one-way direct point-to-point flight ticket is non pass-by or transit transport ticket segment can handle the business upgrade.

iv Principle of Advance Ordering:

Stand-by upgrade should follow the regulations in this document strictly. If the flight has over sold, operation units should list the upgrade passengers in advance.

v. The Principle of Advance Notification:

For each type of upgrade passenger check-in formalities, the need for early consultation and inform the passengers such as ground and air service upgrades can enjoy.

vi. seat upgrade arrangement principle:

The passenger seat upgrades issued in accordance with the principle of payment from the back, from right to left order; I try not to arrange business class

passengers adjacent to the seat passengers must arrange the upgrades, under the condition of priority management cadres and staff upgrades, upgrades and upgrades the captain.

vii. proactive reporting principles:

Each alternate upgrades, temporary upgrades, such as in the request without the consent of documents after the upgrade, should be register in the crew and the upgrade log.

VIII, Transfer, Change, Refund

A direct upgrade

Follow the rules of original class.

B standby upgrades

Follow the rules of original class .

iii temporary upgrades

Follow the rules of original class

IX, Irregular Flight Processing

i When an irregular flight occurs at the departure station of the flight

1. executives to customer upgrades, HNA upgrades, upgrades and management cadres is down passengers upgrades, international flights market marketing upgrade according to the standard security space after the upgrade.

2. Captain upgrades, staff approval upgrades, and other high value of economy class passengers by other upgrades to protect the original class standard.

ii alternate flight

All passengers are guaranteed according to the boarding space shown by boarding pass.

iii overbooking flight

For passenger upgrades such as occurred after the first-class cabin / business class super real situation, according to the company's super sale document processing.

X. Illegal Upgrade

A definition

Upgrade excluded in this document or upgrade violates the rules in this document will be regarded as illegal upgrade. Staff cannot upgrade for passenger without permission.

B. illegal upgrades check

1. All units should set up their own illegal upgrades self inspection program and record.

2. All upgrades are required to send the finance department for the record.

3. Department of finance will not regularly upgrade operation to carry out inspections and to check out the irregularities reported to the company shall be punished

XI. Notes:

1. To upgrade, the operation unit need to ensure compliance with the conditions of the passengers were upgraded , as a result of economic class passengers no-show, due to passengers give up the travel or be late to flight, the upgrade operation units will not hold the responsibility

2. The operation should be in strict accordance with this rule ,but due to the passenger check-in online or in a self-service check-in counter, the operation unit is not able to advance consultancy or wait for upgrades in order of priority, when the passenger complaints or the daily inspection to upgrade operation ,the unit should be exempted.

3. In order to upgrade, silver and above high value of passengers, passengers importance sorting requirements must be strictly enforced. When the flight is temporarily overbooking or waiting for an emergency, it can only be carried out in the order of the full fare of the Y cabin passengers, and the record will be made for future reference.

4. Upgrade notification handler, as stipulated in the range of rule ,AOC customer service inform the leader of AOC to make a decision; beyond the above range, the AOC customer service inform the leader of AOC, and the AOC leader submit to 01leader for approval.

Appendix2

Beijing Capital Airlines Upgrade Operation Regulation

I. Upgrade Process

1. Passenger can apply for upgrade at the Hainan Airlines airport ticket office with printed approval document before flight take off.

2. Ticket officers should check the passenger's information whether is same with in the approval document or not. If it is, apply seat through call center, and use OI to change passenger's ticket from economy class to business class J.

II. Domestic Flight Ticket Operation Process

1. Class: J class business class upgrades.

2. "Passenger Name" column print passenger name according to the original ticket.

3. Using OI to upgrade, and inputting FN, FC. As an example: Haikou - Beijing Y class free to J class, inputting FN: FN RCNY2250.00/SCNY0.00/C0.00/X

Y0.00/TEXEMPTOB/O Y50.00 /O Y120.00YQ/A Y0.00

4. "Endorsement" column print: non-transfer TKT, after the original class → upgrades class and input GNSS.

5. TC : official document number, need to input when you issue a ticket.

III. International Flight Ticket Operation Process

1. Class: J class business class upgrades

2. "Passenger Name" column print passenger name according to the original ticket

3. Endorsement. For example: the original ticket class for Y class, J class is upgrading to business class, restrictions in EI print Y class still need to print TKT/Y-J/GJSS.

4. Ticket /FARE "column print 0.

5. TC : official document number, need to input when you issue a ticket.

6. The printing regulations of other items are the same as the ordinary ticket.

7. Tax and price different should be paid by passenger. The tax difference should be paid while exceed part is non-refundable. Free for commission.

IV. Records

After issuing the ticket, ticket officer should write down the upgraded ticket number on the approval document and submit to Financial Department together with the Financial Form as settlement document. When ticket office prepares report form, applicant units should be endorsed on the form for upgraded ticket. The call center note upgrade ticket number in the mail and send the mail to sdhkgjjs@hnair.com for reference.

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