

Sales Regulations During the Epidemic Period

(Updated on 1st Nov, 2022)

Part I Pre-sales Notification

1. Service information and transport regulations

Agents shall inform passengers of the main service information of reservations, air safety information and other necessary contents, including but not limited to:

- A. Carrier, including validating carrier and operating carrier;
- B. Airports and terminals of the place of origin, transit and destination;
- C. Flight number, flight date, class of service, scheduled departure and arrival time;
- D. When making a reservation of more than one flights, agents shall clarify whether they are interline flights;
- E. Applicable fares and ticket conditions of the flight, including ticket change and refund rules;
- F. On-board meals;
- G. Taxes and charges collected according to regulations of corresponding countries;
- H. Applicable baggage transport rules, including baggage weight and size, and free baggage allowance;
- I. Transportation regulations including General Conditions of Carriage, ticket conditions, fare rules, special passenger transport standard, baggage transport rules, and overbooking handling provisions.

2. Domestic ticket sales

Agents shall prompt passengers to consult the relevant epidemic prevention policies and nucleic acid test requirements of the departure, stopover and destination place.

3. International ticket sales

Agents shall prompt passengers to consult the relevant entry and exit regulations of the departure, stopover and destination countries (regions). When selling China-bound tickets, agents are also required to remind passengers to check the travel health notice and epidemic prevention requirements on the website of Xiamen Airlines:

https://www.xiamenair.com/brandnew_EN/about/business-notice/notice2022021556449.html

https://www.xiamenair.com/brandnew_EN/about/business-notice/notice2021110559868.html

Part II Passenger Reservation Information Collection

1. Domestic ticket sales

Primary contact phone number of each passenger **MUST** be kept in the PNR.

2. International ticket sales

In accordance with the government requirements, necessary passenger identity information shall be collected. Transport service will not be offered to passengers who fail to provide such information. Xiamen Airlines will protect the personal information of passengers according to the laws and regulations. Information collected will only be used for epidemic prevention purposes, and will not be provided to any third parties other than the governments, airports and their authorized agencies or individuals of the countries/regions of origin, transit and destination, unless authorized by the passenger or required by the laws and regulations. Information to be collected includes (but is not limited to):

A. Full name of the passengers (last, first, if available, middle or others, according to the MRZ code at the bottom of the personal information page of passport);

B. Primary contact phone number with country code;

C. Emergency contacts and their phone numbers with country code (emergency contacts shall not be on the same flights with the passengers);

D. Passport and travel permit information (including date of birth, gender, date of issue, date of expiry, type);

E. Valid address (number and street, city, state, and zip code, only applies to flights to and from the US and Canada);

F. Valid email address;

G. Information of fellow passengers. The reservation records of passengers who travel together shall be kept in a same PNR. In case that the bookings are made separately due to the limited availability of the booking class, agent shall remark the PNR of the fellow passengers in their PNR respectively: RMK PAX WZ XXXXXX TCP X (total number of the passengers who travel together).

Part III Post-sales Notification

After ticket issuance, agents shall inform passengers of the important information of the itinerary in written form such as electronic or paper, including at least:

A. Information in Part I 1. herein;

B. Passenger name;

C. Ticket number or contract number, and ticket validity;

D. Travel information, including the check-in time requirements of the departure place and items prohibited or restricted of carriage, etc;

E. Free access to obtain the applicable General Conditions of Carriage.

Part IV Ticket Sales to Certain Group of Passengers

A. Please refer to 2020-OIB-168 for China-bound ticket sales requirements to elderly passengers.

B. Before ticketing, agents shall identify passengers with multiple fellows, and advise them to take flights separately (no more than 2 people on each flight). Please refer to 2022-OIB-078 for China-bound ticket sales requirements to multi-fellow passengers.

C. Please refer to 2022-OIB-164 for China-bound seaman ticket sales requirements during the epidemic.

Part V Others

1. US and Canadian routes

Within 72 hours before the departure time of flights involving US and Canadian, no change to personal identification information (SSR DOCS) in the PNR is allowed, including the modification and addition of passenger's name, gender, birthday and identification number, etc. Operations such as adding or deleting characters and spaces to the above information are also not allowed. If the passenger's personal identification information is incorrect and needs to be modified, agents shall not operate on the original PNR. Agents shall delete the original PNR, issue voluntary refund on the original ticket, reserve a seat again and issue a new ticket.

2. China-bound routes

A. Passengers holding international-domestic transfer tickets originated from overseas (including Hong Kong, Macau, and Taiwan Regions) are offered to change the domestic connecting segments once free of charge to flights operated by Xiamen, Hebei or Jiangxi Airlines with same itineraries after the entry medical observation, provided that the reservation of the original domestic segment has been cancelled before flight departure. The new flight date shall be within 14 days (inclusive) from the end of the entry medical observation. Endorsement and itinerary changes are not allowed. Ticket refund will be handled as voluntary refund. Please contact Xiamen Airlines local offices for more information.

B. passengers flying to Mainland China via Amsterdam or Paris shall hold connecting flight tickets. Passengers with separate tickets will be denied boarding at the first AF or KL touchpoint. Agents shall, when selling tickets, take the initiative to ask passengers for their full itinerary information. Agents shall not sell separate tickets to passengers who travel to Mainland China via Amsterdam or Paris. Involuntary refund shall be issued to tickets of

passengers who are unable to take the flights due to this regulation. Please contact MF local offices for more details.

C. Mainland China citizens are not allowed to transfer in Taiwan region. Please be sure to comply with the transfer requirements of relevant countries/regions and airlines once there is a need to sell connecting tickets, even if the segments are reserved and ticketed separately.