

苏南瑞丽航空有限公司  
旅客、行李国际运输条件

**Ruili Airlines Co., Ltd. General Conditions  
of International Carriage for Passengers and Baggage**





## 声 明

根据 1929 年《统一国际航空运输某些规则的公约》（《华沙公约》及其 1955 年《海牙议定书》）、1999 年《统一国际航空运输某些规则的公约》（《蒙特利尔公约》）、《中华人民共和国民用航空法》、《中华人民共和国民用航空安全保卫条例》、《公共航空运输旅客服务管理规定》等国际条约、法律、行政法规、民航规章的规定，结合国际民航、中国民航运输惯例，为明确旅客与苏南瑞丽航空有限公司（以下简称“苏南瑞丽航空”）之间在国际航空运输中的各项权利、义务，特制定《苏南瑞丽航空有限公司旅客、行李国际运输条件》（以下简称“本条件”）。

《苏南瑞丽航空有限公司旅客、行李国际运输条件》于 **2023 年 3 月 20 日** 起施行。  
特此声明。

苏南瑞丽航空有限公司



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## 第一章 定义

**第一条** 《苏南瑞丽航空有限公司旅客、行李国际运输条件》（以下简称“本条件”）中的下列用语，除具体条文中有所要求或另有规定外，含义如下：

（一）“公约”是指根据合同规定适用于该项运输的一九二九年十月十二日在华沙签订的《统一国际航空运输某些规则的公约》（简称《华沙公约》）和一九五五年九月二十八日在海牙签订的《修改一九二九年十月十二日在华沙签订的统一国际航空运输某些规则的公约的议定书》（简称《海牙议定书》），或者一九九九年五月二十八日在蒙特利尔签订的《统一国际航空运输某些规则的公约》（简称《蒙特利尔公约》）。

（二）“国际运输”是指根据当事人订立的航空运输合同约定，无论运输有无间断或者有无转运，运输的出发地点、目的地点或者约定的经停地点之一不在中华人民共和国境内的运输。“国际运输”包括出发地点、约定经停地点或目的地点为香港特别行政区、澳门特别行政区、台湾地区的运输。

（三）“承运人”在本条件中指苏南瑞丽航空之外，其它以营利为目的，面向不特定社会公众使用民用航空器运送旅客、行李的公共航空运输企业。

（四）“代码共享或代码共享航班”指苏南瑞丽航空与承运人通过协议安排，相互允许在对方承运的航班上使用自己公司航班号的航班。

（五）“苏南瑞丽航空”指苏南瑞丽航空有限公司的简称（英文名称：RUILI AIRLINES，国际航空运输协会 IATA 成员代码：DR）。

（六）“苏南瑞丽航空规定”指除本条件外，苏南瑞丽航空依法制定、公布的并在客票填开之日有效的关于对旅客及其行李运输管理的规定，包括有效的适用票价及专用运输条件等。

（七）“授权销售代理人”指经苏南瑞丽航空书面协议授权并接受苏南瑞丽航空的管理，为苏南瑞丽航空航班提供面向旅客的销售业务的代理企业。

（八）“授权地面服务代理人”指依照中华人民共和国法律成立的，与苏南瑞丽航空签订地面代理协议，在协议约定的机场代表苏南瑞丽航空向旅客提供约定的航空运输地面服务业务的企业。

（九）“旅客”指与苏南瑞丽航空订立运输合同的人，以及除机组成员以外经苏南瑞丽航空同意在飞机上载运或已经载运的其他人。

（十）“儿童”指运输合同约定的旅行开始之日年龄满两周岁（含）但不满十二



周岁的人。

(十一)“婴儿”指运输合同约定的旅行开始之日年龄不满两周岁的人；出于医学、安全等原因的考虑，苏南瑞丽航空不接受出生未满 14 天的婴儿乘机。

(十二)“客票”是证明旅客与苏南瑞丽航空订立运输合同和适用本条件的运输凭证的一种，包括纸质客票和电子客票。

(十三)“纸质客票”指由苏南瑞丽航空或其授权销售代理人所填开的被称为“客票及行李票”的运输凭证，包括旅客信息、运输出发地点/目的地点、指向本条件或适用的苏南瑞丽航空规定的声明、客票使用条件、通知以及乘机联和旅客联等内容。

(十四)“电子客票”是指由苏南瑞丽航空或其授权销售代理人销售并赋予所记载的旅客相应航班运输权利的以电子数据形式体现的有效运输凭证，是纸质客票的电子替代品。

(十五)“电子客票行程单”是指旅客购买苏南瑞丽航空电子客票的付款凭证或报销凭证，同时具备提示旅客行程的作用。

(十六)“连续客票”指填开给旅客的苏南瑞丽航空承运航班的客票、与另一承运人承运航班的客票连在一起，共同构成一个单一运输合同的客票。

(十七)“旅客联”指纸质客票中标明“旅客联”的部分，始终由旅客持有。

(十八)“乘机联”指纸质客票中标明“适用于运输”的部分，表示该乘机联适用于指定的两个地点之间的运输。

(十九)“超售”指苏南瑞丽航空为避免座位虚耗，在某一航班上主动实施的销售座位数超过实际可利用座位数的行为。

(二十)“日”指日历日，包括每周的七日。用于给旅客发通知时，通知发出日不计算在内；用于确定客票有效期限时，客票填开日和航班飞行开始日，均不计算在内。

(二十一)“行李”指苏南瑞丽航空同意运输的、旅客在旅行中携带的物品，包括托运行李和随身携带物品。

(二十二)“托运行李”指旅客交由苏南瑞丽航空负责照管和运输并出具行李运输凭证的行李。

(二十三)“随身携带物品”指旅客在运输过程中自行负责照管的行李。

(二十四)“行李牌”指识别行李的标志和旅客领取托运行李的凭据。



(二十五) “行李票”指由承运人发行的专用于托运行李鉴明的文件。

(二十六) “逾重行李”指超过计重或者计件免费行李额部分的行李。

(二十七) “约定经停地点”指除出发地点和目的地点以外，在客票上列明或者运输合同约定作为旅客旅行路线上预定经停的地点。

(二十八) “中途分程”指经苏南瑞丽航空事先同意，旅客在出发地点和目的地点间旅行时由旅客有意安排在某个地点的旅程间断，且间断时间在 24 小时（含）以上。

(二十九) “普通票价”是客票出票时适用的头等、公务、经济各舱位等级中的最高票价，也包括与之相适应的儿童和婴儿票价。

(三十) “特种票价”是指不属于普通票价的其他票价。

## 第二章 适用范围

### 第一条 一般规定

(一) 除本条第(二)款、本章第二条、第三条另有规定外，本条件适用于苏南瑞丽航空以民用航空器运送旅客、行李而收取报酬的国际及港澳台地区运输。

(二) 除免费运输专用条件、运输合同、客票使用条件、苏南瑞丽航空规定另有规定外，本条件也适用于免费运输。

(三) 本条件如果与客票使用条件、苏南瑞丽航空公布的专用运输条件或苏南瑞丽航空规定不一致的，以客票使用条件、苏南瑞丽航空出票时公布的专用运输条件或苏南瑞丽航空规定为准；除不一致的条款外，本条件的其余条款仍然有效。

### 第二条 包机

根据苏南瑞丽航空包机合同提供的运输，接受包机运输的旅客及行李应遵守苏南瑞丽航空包机合同条款规定，不适用本条件。

### 第三条 与法律不相抵触

在本条件中如果含有与公约、国家法律、政府规定、命令或要求不一致的条款，以公约、国家法律、政府规定、命令或要求为准；本条件的其余条款仍然有效。

## 第三章 客票

### 第一条 客票是运输合同的初步证据



客票是苏南瑞丽航空和旅客之间航空运输合同订立和运输合同条件的初步证据。苏南瑞丽航空只向持有苏南瑞丽航空或其授权代理人填开的客票的旅客提供运输并按本运输条件承担适用的责任。客票始终是苏南瑞丽航空的财产。客票中的合同条件是仅是本条件部分条款的概述，旅客仍需要完整阅读本条件的内容。

## **第二条 客票使用规定**

(一) 持纸质客票的旅客未能出示根据苏南瑞丽航空规定填开的并包括所乘航班的乘机联和所有其它未使用的乘机联和旅客联的有效客票，苏南瑞丽航空有权拒绝该旅客乘机。旅客出示残缺客票或非苏南瑞丽航空或其销售代理人更改的客票，苏南瑞丽航空有权拒绝该旅客乘机。

(二) 电子客票所载明的旅客应出示有效身份证件，并经苏南瑞丽航空或其地面服务代理人验证电子客票状态有效后，方可要求乘机。《电子客票行程单》仅是记录旅客旅行信息的单据，不作为机场办理乘机手续和安全检查的必要凭证。

## **第三条 客票不得转让**

## **第四条 客票有效期**

(一) 除客票使用条件另有约定外，普通票价的客票有效期自旅行开始之日起，一年内运输有效；如果普通票价客票全部未使用，则视为不定期客票，客票有效期从填开客票之日起，一年内运输有效。

(二) 特种票价的有效期，按照苏南瑞丽航空规定的该特种票价的有效期计算。

(三) 客票有效期的计算，从旅行开始或填开客票之日的次日零时起至有效期满之日的次日零时为止。

## **第五条 客票有效期的延长**

(一) 非由于不可抗力原因、完全由于苏南瑞丽航空的下列原因之一，致使旅客未能在客票有效期内旅行，其客票有效期将延长到苏南瑞丽航空能够按照该客票已付票价的舱位等级提供座位的第一个航班为止：

- 苏南瑞丽航空调整航班计划而取消旅客已经定妥座位的航班；
- 未在航班经停地点降停，而该经停地是旅客的出发地、目的地或是中途分程地；
- 造成旅客已定妥座位的联程航班衔接错失，但法律规定的连续运输除外；

(二) 持正常票价客票或特种票价客票的旅客未能在客票有效期内旅行，是由于苏南瑞丽航空在该旅客定座时未能提供该客票舱位等级的航班座位，其客票有效期可



以延长至苏南瑞丽航空能够按照该客票已付票价的舱位等级提供座位的第一个航班为止。

(三) 旅客开始旅行后，因病不能在客票有效期内继续旅行，除苏南瑞丽航空对所付票价另有适用规定外，该客票有效期可以延长到根据二甲及以上级别医院医生证明旅客已恢复适宜乘机之日，或延长到苏南瑞丽航空能够按照该客票已付票价的舱位等级提供座位的自恢复旅行地点的第一个航班为止。当客票中未使用的部分含有一个或一个以上中途分程地点时，该客票的有效期则可以按照苏南瑞丽航空的规定，根据医生证明适宜乘机之日起延长最多不超过三个月；患病旅客的陪同人员，其客票也可根据苏南瑞丽航空的规定予以延长。

(四) 如果旅客在旅途中死亡，则可以变更其陪同人员客票的最短停留期限或者延长其客票的有效期；如果旅客开始旅行后，其亲属发生死亡，该旅客及其陪同亲属的客票有效期也可同样予以延长，此种客票的变更必须在收到死亡证明以后才能办理，其客票有效期的延长从死亡之日起最多不超过四十五天。

#### **第六条 票联使用顺序**

(一) 客票的乘机联，包括电子客票，必须按照客票上列明的航程，从出发地点开始，按顺序使用。

(二) 如果用于国际运输客票的第一航段未使用，旅客于中途分程地或约定经停地要求开始旅行，苏南瑞丽航空有权拒绝运输。

(三) 每一张乘机联或电子客票上必须列明舱位等级，并在航班上定妥座位和日期后方可由苏南瑞丽航空接收运输。如果乘机联或电子客票上没有填明定座情况，则应按照有关的票价条件和航班座位可利用情况办理定座。

(四) 如果旅客没能按顺序使用客票的各航段，苏南瑞丽航空有权根据规定重新计算上述已用机票的费用，而旅客有责任补足重新计算的费用与其已付费用间的差额。

## **第四章 中途分程**

**第一条** 在符合政府和苏南瑞丽航空规定的情况下，可允许旅客在约定的经停地中途分程。

**第二条** 中途分程必须由旅客在订票时提出，并由苏南瑞丽航空或其授权销售代





理人事先安排并填入客票。

## 第五章 票价和费用

### 第一条 一般规定

票价指旅客由出发地机场至目的点机场的航空运输价格，不包括机场与机场或者机场与市区之间的地面运输。

### 第二条 适用票价

（一）适用票价是苏南瑞丽航空和苏南瑞丽航空的授权销售代理人公布的票价，无公布票价的为苏南瑞丽航空按规定组合的票价。除非另有规定，适用票价是客票第一航段的航班运输开始之日有效的票价。旅客购票后，如果变更航程或者旅行日期，应当按照苏南瑞丽航空规定由旅客支付相关费用。客票上显示的票价为出票当日苏南瑞丽航空与旅客协商一致的适用于客票所载航空运输的有约束力的价格。客票出售后至所载航程全部结束之日，或者客票未全部使用情况下至客票有效期满，如遇票价调整，票款不作变动。

（二）儿童旅客按照成人对应票价的适当比率购买儿童票，单独占座。婴儿旅客按照成人对应票价的 10% 购买婴儿票，不占座；如需单独占用座位时，按儿童票价购票。每一名成人旅客最多只能携带两名婴儿旅客，携带婴儿超过一名时，超过的人数须按儿童票价购票。

### 第三条 路线

票价只适用于与票价相关而公布的路线。

票价适用于多条旅行路线的，旅客可在出票前指定路线，旅客未指定路线的，由苏南瑞丽航空确定路线。

### 第四条 税款和费用

政府、有关当局或机场经营人规定的对旅客或由旅客享用的任何服务或设施而按规定征收的税款或者收取的费用，均不包括在适用票价之内。该项税款或者费用由旅客另行支付。

### 第五条 货币

旅客应当使用苏南瑞丽航空可以接收的货币支付票价和费用。支付的货币不是公布票价货币的，按照购票时的银行兑换率进行兑换或苏南瑞丽航空指定的兑换率换算



后支付。

## 第六章 购票

### 第一条 一般规定

(一) 旅客订票之前，请仔细阅读本条件。本条件将在苏南瑞丽航空官方网站进行公示，旅客可在苏南瑞丽航空直属售票处或其销售代理企业的售票处购票。

(二) 只有在旅客按照苏南瑞丽航空规定的手续和时限提出订票需求，经苏南瑞丽航空或其授权销售代理人确认后，方能构成有效的订票要约；未经苏南瑞丽航空或其销售代理人记录认可收到订票要约，不得认为旅客已发出订票要约。

(三) 按照苏南瑞丽航空规定，某些特种票价可以附有限制或免除旅客变更、取消运输权利的条件。

(四) 旅客定座前应自行查阅航班始发地、经停地或者目的地国的出入境等相关规定。如果旅客因未遵守该规定而导致无法完成旅行，苏南瑞丽航空不承担责任。

### 第二条 购票时限

如果旅客未在规定的购票时限内支付票款，苏南瑞丽航空或其授权代理人有权取消座位。

### 第三条 旅客的个人资料

旅客应向苏南瑞丽航空或者其航空销售代理人提供国家规定的必要个人信息以及真实有效的联系方式，并认可向苏南瑞丽航空提供的个人资料，旨在用于购票和安排相关的运输服务，以及办理移民和入境手续。为此，旅客授权苏南瑞丽航空保留其个人资料且有权将资料传递给地处任何国家的政府机构、苏南瑞丽航空有关部门、其他相关承运人或相关服务的提供者。

### 第四条 座位安排

苏南瑞丽航空除按照旅客已定妥的航班和舱位等级提供座位外，不保证旅客所要求的特定位置的机上座位，旅客对按照客票中的座位等级所可能分配的机上座位要予以接受。

### 第五条 座位再证实

与其它承运人航班联运的客票，需要按照规定向实际承运人进行座位再证实。旅客未能按要求进行座位再证实的，苏南瑞丽航空不承担旅客由此造成的损失。



## **第六条 承运人对续程座位的取消**

如果旅客未使用已定妥的座位又未对后续航段进行再证实，苏南瑞丽航空有权取消任何续程座位。

## **第七条 优先定座**

(一)旅客持未定妥座位的全部或部分航段的客票要求定座，无权要求优先定座。

(二)旅客持已定妥座位的全部或部分航段的客票要求更改定座的，无权要求优先定座。

(三)对非自愿改变航程的旅客，苏南瑞丽航空在情况许可时，可给予优先定座。

# **第七章 乘机**

## **第一条 值机**

(一)旅客应当在规定的时限内到达机场，凭有效旅行文件按时办理客票查验、托运行李、领取登机牌。

(二)值机部门可直接为已定妥座位的旅客办理值机手续，未定妥座位的旅客需按苏南瑞丽航空规定办理候补乘机手续。

## **第二条 登机**

旅客办理完值机并办妥所有政府规定的乘机手续，必须按时到达指定的登机门。旅客未能及时到达苏南瑞丽航空的乘机登记处和登机口，或者未出示其有效旅行文件，或者未作好旅行准备，苏南瑞丽航空有权为不延误航班而取消旅客预定的座位。对旅客因此所产生的损失，苏南瑞丽航空不承担责任。

## **第三条 旅客误机**

(一)旅客发生误机，如要求退票或变更客票，按本条件“自愿退票”或“自愿变更”的有关规定办理。

(二)如旅客证明苏南瑞丽航空或其地面服务代理人对旅客误机存在重大过失，旅客要求退票或变更客票，按本条件“非自愿退票”或“非自愿变更”的有关规定办理。

## **第四条 旅客漏乘**

(一)旅客发生漏乘，未使用客票按本条件“自愿变更”、“自愿退票”的相关规定办理。如旅客在经停站过站时未能搭乘其客票列明的航班，则按旅客自愿放弃后段



行程处理，未使用航段票价不予退还。

（二）如旅客证明苏南瑞丽航空或其地面服务代理人对旅客漏乘存在重大过失，苏南瑞丽航空将尽早安排旅客乘坐自己的后续航班成行。如旅客要求变更或退票，按本条件“非自愿变更”、“非自愿退票”的相关规定办理。

### **第五条 旅客错乘**

旅客错乘飞机，苏南瑞丽航空将尽早安排错乘旅客乘坐后续航班飞往旅客客票上列明的目的地，票款不补不退。如因旅客原因错乘，旅客要求在错乘的到达站终止旅行，票款差额不补不退；如旅客证明苏南瑞丽航空或其地面服务代理人对旅客错乘存在重大过失，旅客要求变更客票或退票，按本条件“非自愿变更”、“非自愿退票”的相关规定办理。

### **第六条 旅客衔接错失**

在联程航班运输中，如旅客证明苏南瑞丽航空或其地面服务代理人存在重大过失造成旅客在航班衔接地点不能赶上已定座的衔接航班继续旅行，苏南瑞丽航空如作为衔接点之前航班的承运人，将在衔接地点为旅客作出适当安排。

## **第八章 拒绝运输和限制运输**

### **第一条 拒绝运输权**

苏南瑞丽航空出于安全或根据自己合理的判断，确定有下列情况之一时，有权拒绝运输旅客及其行李，由此给旅客造成的损失，苏南瑞丽航空不承担责任：

- （一）旅客未遵守始发地、经停地、目的地或者飞越国家的法律及其它有关规定；
- （二）旅客因其行为、年龄、精神或健康状况不适合旅行，或者给其他旅客造成不舒适，或者对本人或其他人员的生命或财产可能造成危害或危险；
- （三）旅客不遵守苏南瑞丽航空的有关规定，或不听从苏南瑞丽航空工作人员安排和劝导；
- （四）依据国家有关规定禁止运输的旅客或者物品；
- （五）拒绝接受安全检查的旅客；
- （六）未经安全检查的行李；
- （七）旅客未按规定支付适用票价、费用和税款；
- （八）旅客未出示本人的有效护照、签证或其它旅行证件；



(九) 办理乘机登记手续时出具的身份证件与购票时身份证件不一致的旅客；

(十) 旅客可能企图在其过境国家非法入境；旅客可能在飞行中销毁其证件；旅客拒绝按照苏南瑞丽航空的要求将其旅行证件或复印件交由机组保管；

(十一) 旅客交验的客票为非法取得或者其客票不是从出票承运人或者其授权代理人处所购得；其客票已经挂失；其客票为伪造客票；其客票没有经过承运人或其授权代理人同意而被更改，或已残损。苏南瑞丽航空保留收存上述客票的权利；

(十二) 交验客票的人不能证明自己是“旅客姓名”栏内列明的人，苏南瑞丽航空保留收存上述客票的权利；

(十三) 国家规定的其他情况。

属本条第(二)项，由于年龄、精神或身体状况不适合旅行的，已购客票按非自愿退票的规定办理。属本条第(七)项情形的旅客，由旅客补付不足的票款或税费，或按非自愿退票的规定办理，退还旅客已支付的票款。属本条其余情形的旅客，已购客票按自愿退票的规定办理。

**第二条** 由于实际承运的旅客超过了飞机可允许的最大载量，苏南瑞丽航空有权决定旅客及行李的载运安排，对不能成行旅客及行李，苏南瑞丽航空将在航班起飞前告知旅客，按照非自愿变更或非自愿退票处理。

### **第三条 载运限制**

(一) 携带婴儿的旅客、无成人陪伴儿童、孕妇旅客、无自理能力的旅客、病患旅客或需要特殊帮助的旅客等，由于年龄、身体或精神状况在旅途中需要特殊照顾或在一定条件下才能运输，只有在符合苏南瑞丽航空规定的条件下，经苏南瑞丽航空预先同意并在必要时做出安排后方予载运。

(二) 限制运输旅客的数量：出于安全的考虑，苏南瑞丽航空对每一航班限制运输旅客的数量进行相应的控制。限制要求参见附件。

(三) 由于旅客没有提前告知苏南瑞丽航空或没有在规定时间内来到值机柜台办理乘机手续，导致苏南瑞丽航空无法安排残疾旅客所要求的服务或设备，给旅客造成损失的，旅客客票按自愿变更、退票办理；如果旅客已提前告知苏南瑞丽航空或按要求在规定时间内来到值机柜台办理乘机手续，但是苏南瑞丽航空无法安排残疾旅客所要求的服务或设备，给旅客造成损失的，旅客客票按非自愿变更、退票办理。



## 第九章 超售

### 第一条 一般规定

苏南瑞丽航空不主动在承运的国际航班上进行超售。若因其他意外情况导致航班发生超售，苏南瑞丽航空将根据本章第二条规定对旅客进行处置。

### 第二条 征集自愿者程序

（一）在超售现场（值机柜台、登机口）以口头询问、广播、柜台张贴通告的方式告知航班超售信息。

（二）向正在办理值机手续的旅客或已抵达登机口的旅客进行自愿者征集，告知旅客自愿放弃乘坐该航班成行的后续处置及补偿办法。

（三）与旅客协商自愿放弃行程的条件。

### 第三条 优先登机规则

经征集自愿者程序未能寻找到足够的自愿者后，苏南瑞丽航空将根据以下顺序确定优先登机旅客，其余旅客按照办理乘机手续时间的先后依次安排登机，排序最后的旅客将被拒绝登机：

- （一）重要旅客（VIP、CIP 等）及其随行人员；
- （二）头等舱、公务舱旅客（可降低舱位等级旅行）；
- （三）经苏南瑞丽航空同意并事先做出安排的，有特殊服务需求的老、幼、病、残、孕旅客以及无成人陪伴儿童，及其必需的陪伴人员；
- （四）团体旅客；
- （五）到达站转机衔接时间短的联程旅客；
- （六）有证明特别困难急于成行的旅客。

### 第四条 被拒绝登机旅客补偿标准、方式和相关服务标准

（一）航班实际超售后旅客的现金补偿标准：经与旅客确认后，可给予一次性现金补偿，补偿范围为 200 元至旅客实际购票票面价的金额；若旅客实际购票价格不足 200 元，则按 200 元补偿。

（二）根据当地机场政策及操作方式，补偿途径为现场现金赔偿或登记信息打款补偿。

（三）除上述补偿外，苏南瑞丽航空将免费为旅客改签后续航班，若为旅客改签的航班与原乘坐航班时间间隔超过 4 小时（含），可根据旅客意愿，为其按照苏南瑞



丽航空的航班延误服务标准免费安排酒店住宿及餐食。

（四）超售旅客改签后，若后续乘坐航班的实际承运人发生航班不正常的，苏南瑞丽航空将不再提供相应服务，产生的相关费用由实际承运人承担。

**第五条** 旅客因超售自愿放弃行程或者被拒绝登机时，苏南瑞丽航空将根据旅客的要求，出具因超售而放弃行程或者被拒绝登机的证明。

**第六条** 因超售导致旅客自愿放弃行程或者被拒绝登机，旅客客票按非自愿变更客票及非自愿退票办理，不收取手续费。

## 第十章 行李

### 第一条 禁止和限制作为行李运输的物品

（一）不得作为行李运输的物品

- 1、按照本条件第一章的定义，不属于行李的物品；
- 2、属于可能危及航空器或航空器、机上人员或财产安全的物品，例如根据国际民用航空组织《危险物品航空安全运输技术指南》、国际航空运输协会的《危险物品规则》、《中国民用航空危险物品运输管理规定》及苏南瑞丽航空规定中列明的物品，特别是以下禁运物品：包括爆炸品、气体、易燃液体、易燃固体、自燃物质、遇水释放易燃气体的物质、氧化剂、有机过氧化物、毒性物质、传染性物质、放射性物品、腐蚀品和不属于上述任何一类别但在航空运输中具有危险性的物质和物品，类似物品的详细信息可向苏南瑞丽航空查询；
- 3、任何始发地、经停地、目的地或飞越国家适用的法律、法规或命令所禁止出境、入境或者过境的物品；
- 4、由于包装、形状、重量、体积、性质不适合航空运输的物品；
- 5、活体动物，但按照本章第十二条规定办理的除外。

（二）不得作为托运行李运输的物品

旅客不得在托运行李中夹带易碎或易腐物品、货币、珠宝、古玩字画、贵金属、金银制品、流通票据、有价证券、银行卡、信用卡或其它贵重物品、商业或官方或私人文件、护照和其它证明文件或样品、药品或医疗装置和设备、钥匙、电脑、摄像机、相机、手机或其他有价值电子装备。对旅客违反上述规定而造成的损失，苏南瑞丽航空不承担责任。



### （三）需要贴挂免责行李牌的物品

收运下列有运输责任争议的行李时，应贴挂“免除责任行李牌”，以免除苏南瑞丽航空相应的运输责任。

- 1、易碎易损坏行李物品；
- 2、包装不符合要求的行李；
- 3、小动物、鲜活、易腐物品或者夹带有易腐物品的行李；
- 4、旅客交运行李过晚；
- 5、行李有破损和残迹；
- 6、超过承运人规定托运行李重量和体积限制的超重或者超大行李；
- 7、无锁或者锁已失效；
- 8、登机口拉下的超过客舱行李尺寸限制的旅客携带行李。

## **第二条 拒绝运输权**

（一）本章中第一条第（一）款禁止作为行李运输的物品，苏南瑞丽航空有权拒绝作为行李运输；在运输期间一经发现上述任何物品，苏南瑞丽航空有权拒绝其继续运输。

（二）托运行李要用行李箱或其它合适的容器包装，以保证在正常的操作条件下安全运输，否则苏南瑞丽航空有权拒绝作为托运行李收运。

## **第三条 检查权**

为了运输安全，苏南瑞丽航空可以按规定程序对旅客行李进行检查。为了确定旅客是否携带或其行李内是否夹带本章第一条第（一）款中所述的物品，即使旅客不在场，苏南瑞丽航空也可以对其行李进行检查、扫描或 X 射线检查。如果 X 射线或扫描给旅客的行李造成损坏，苏南瑞丽航空不承担责任。如果旅客不愿遵守上述规定，苏南瑞丽航空有权拒绝该旅客或其行李的运输。

## **第四条 托运行李**

（一）行李一经托运，即由苏南瑞丽航空负责照管，每件托运行李签发一张行李牌识别联。

（二）旅客应在托运行李的内部或外部标注姓名、联系方式或其他个人识别标志。

（三）旅客的托运行李尽可能与旅客同机运输。由于安全、安保或运行方面的原因，旅客的托运行李确实不能同机运输的，苏南瑞丽航空将向旅客说明，在确保安全





及载量许可的情况下，将托运行李安排在后续航班上运输。

（四）除另有规定外，托运行李每件重量最大不能超过 50 公斤，体积不能超过 40 厘米×60 厘米×100 厘米。超过上述规定的行李，应事先征得苏南瑞丽航空的同意才能托运。

### **第五条 随身携带物品**

（一）携带入客舱的行李要妥善安放在旅客前面的座椅下或客舱顶部行李架内。

（二）除另有规定外，每位旅客所携带入客舱的随身携带物品重量不能超过 5 公斤，体积最大不能超过 20 厘米×40 厘米×55 厘米。超过上述规定的行李，应当作为托运行李运输（登机口办理的托运行李须再次通过安检后方可装机运输，若该行李在经过安全检查后无法与旅客同机运送，将由后续航班送达）。

（三）如旅客行李不适合在航空器货舱内运输，例如精致乐器，并且不符合本章第五条第（二）款规定，旅客应提前通知苏南瑞丽航空，在获得苏南瑞丽航空同意后，方可带入航空器客舱内，此项服务单独收费，收费标准参见本章第十一条。

### **第六条 免费行李额**

（一）在苏南瑞丽航空办理的国际运输中，免费行李额分别实行计重制和计件制二种。在前往或来自美国和加拿大的运输中实行计件制，在前往或来自其他国家的运输中均实行计重制。旅客应根据苏南瑞丽航空规定的条件和限额携带免费运输的行李。

（二）在一个单一运输合同下组成国际运输的苏南瑞丽航空国内航段，旅客适用的免费行李额按行李票上标明的免费行李额为准。

（三）购买混合等级客票的旅客，其免费行李额可按各该航段票价级别规定的免费行李额分别计算。

（四）搭乘同一飞机前往同一目的地点或者中途分程地点的两人或两人以上的同行旅客，在同一时间、同一地点办理行李托运手续的，其免费行李额可按各自的票价级别规定的标准合并计算。是否属于同行旅客，由苏南瑞丽航空或其地面服务代理人认定。

（五）旅客自愿改变航程后的免费行李额，应当按改变航程后客票票价级别所适用的免费行李额的规定办理。旅客非自愿改变航程后的免费行李额，应当按照原客票票价级别所适用的免费行李额的规定办理。

（六）免费行李额计重制



每一旅客的托运行李和非托运行李的免费额，除苏南瑞丽航空另有规定外，按下列规定办理：

1、除另有规定外，按适用的头等舱票价购票的成人旅客，享有 40 公斤的免费行李额；按适用的公务舱票价购票的成人旅客，享有 30 公斤的免费行李额；按适用的经济舱票价购票的成人旅客，享有 20 公斤的免费行李额。

2、儿童及按儿童票价购票的婴儿，其免费行李额与本款第 1 项中的规定的成人免费行李额相同。按适用成人票价 10% 购票的婴儿有 10KG 免费行李额，且可免费携带一件全折叠式婴儿坐车。

#### （七）免费行李额计件制

每一旅客的托运行李和非托运行李的免费额，除苏南瑞丽航空另有规定后，按以下规定办理：

1、除另有规定外，按适用的头等舱或公务舱票价购票的成人旅客，可以免费托运两件行李，每件行李的重量不超过 32 公斤且长宽高三边之和不得超过 158 厘米（62 英寸）；按适用的经济舱票价购票的成人旅客可以免费托运两件行李，每件行李的重量不超过 23 公斤，且长宽高三边之和不得超过 158 厘米（62 英寸），但两件行李的总长累计不得超过 273 厘米（107 英寸）。

2、儿童与按儿童相同票价购票的婴儿，享有与成人相同的免费行李额。按适用票价 10% 购票的婴儿可以免费托运一件行李，但其长宽高三边之和不能超过 115 厘米（45 英寸），另可携带一件全折叠式婴儿坐车或婴儿摇篮。

3、对于乐器、体育器材等特殊行李运输要求，具体咨询苏南瑞丽航空或授权代理人。

### **第七条 逾重行李**

（一）逾重行李只有在旅客支付逾重行李费并由苏南瑞丽航空填开逾重行李票后才能被承运。

（二）除另有规定外，超过计重免费行李额的行李，每公斤费率按填开逾重行李票当日有效的单程直达成人正常最高经济舱票价的 1.5% 计收。

（三）超过计件免费行李额的每一件行李按苏南瑞丽航空最新规定计收运费。

### **第八条 声明价值和费用**

（一）旅客的托运行李其价值如果每公斤超过 20 美元或等值的其它货币，或者



价值高于 400 美元或等值的其它货币，可以办理声明价值。

（二）托运行李的声明价值不能超过行李本身的实际价值。每一旅客的行李声明价值最高限额为 2500 美元或等值的其它货币。

（三）托运行李的声明价值，苏南瑞丽航空按照旅客声明的价值中超过本条第（一）款规定限额部分价值的 0.5%，收取声明价值附加费。

（四）苏南瑞丽航空对非托运行李和占用座位的行李、外交信袋以及其他特殊物品（如乐器）不办理声明价值服务，具体咨询苏南瑞丽航空或苏南瑞丽航空授权代理人。

（五）苏南瑞丽航空对旅客携带的小动物不予办理声明价值服务。

（六）如果声明价值行李的部分运输由不提供行李声明价值服务的其他承运人承担时，苏南瑞丽航空有权拒绝提供托运行李的声明价值服务。

### **第九条 托运行李的收运**

（一）旅客必须凭有效的客票托运行李。

（二）旅客将行李托运后收到的行李牌识别联作为认领行李的凭据。

（三）旅客托运有运输争议的行李时，应向苏南瑞丽航空做出书面承诺，贴挂免除责任行李牌，以免除苏南瑞丽航空相应的责任。

（四）作为行李运输的货物，应经苏南瑞丽航空同意后方可与旅客同机运输，但对此类物品的运输要按逾重行李收取费用。

### **第十条 行李交付**

（一）旅客应在目的地点或者中途分程地点凭行李牌识别联尽早领取托运行李，必要时应交验“客票及行李票”。

（二）苏南瑞丽航空凭行李牌识别联交付托运行李，对于领取托运行李的人是否确系旅客本人，以及由此造成的损失及费用，苏南瑞丽航空不承担责任。

（三）如领取托运行李的人不能出示行李票和行李牌识别联，应提供苏南瑞丽航空认可的证明，必要时按苏南瑞丽航空的要求，声明同意赔偿由此可能给苏南瑞丽航空造成的损失或费用后，方可领取行李。

（四）旅客在领取托运行李时，未提出书面异议，即为该行李已经按照运输合同完好交付的初步证据。

### **第十一条 占座行李，易碎、贵重物品和外交信袋运输的特殊规定**



### （一）占座行李

1、行李必须占用座位时，应在定座时提出申请，在取得苏南瑞丽航空同意后方可运输。

2、旅客带入客舱的占座行李由其自行照管，占用每一座位的行李重量不得超过75公斤，其包装要适当。为了保证飞行安全，旅客及其行李所占用的座位要由苏南瑞丽航空指定，在整个旅途中行李用安全带加以固定，必要时须用紧固物系扎牢固。

3、占座行李不计入免费行李额，运费按照旅客购买的成人销售票价计算。

4、如果运输是由连续承运人办理的，则必须取得有关连续承运人的同意。

（二）易碎、贵重行李，除按照本条件其它有关规定办理外，如需占用座位，按照本条第（一）款的规定办理。

### （三）外交信袋

1、根据外交信使的要求，苏南瑞丽航空可以按照托运行李办理，承运人仅承担一般托运行李运输责任。

2、外交信袋如需占用座位，按照本条第（一）款的规定办理。

## **第十二条 动物**

### （一）小动物

1、小动物是指家庭驯养的狗、猫、鸟或者其它玩赏宠物。野生动物和具有形体怪异或者易于伤人等特性的动物如蛇等，不属于小动物范围。

2、旅客托运小动物，应将其妥善地装入适合其特性的坚固容器内，并提供离境国、入境国或中转国要求的有效的健康和防疫证明、入境许可和其它文件，且事先征得苏南瑞丽航空同意后方可运输。

3、作为行李托运的小动物及其容器和食物，均不得计算在旅客的免费行李额内，应按逾重行李交付运费。

4、苏南瑞丽航空有权决定小动物运输的方式，并且有权限制一架飞机运输宠物的数量。小动物应当装在货舱内运输。

5、旅客应对小动物对其他旅客或机组成员造成的所有损害或伤害承担全部责任。

6、小动物运输还应遵循苏南瑞丽航空规定的附加条件，具体请咨询苏南瑞丽航空或苏南瑞丽航空授权代理人。

7、苏南瑞丽航空不接受小动物作为行李运输。



## （二）导盲犬、助听犬等辅助犬

1、导盲犬等辅助犬经苏南瑞丽航空同意可以带入客舱运输，但必须系好挽具，不得占用座位。

2、带入客舱的助听犬等辅助犬运输按照本款第 1 点规定办理，携带辅助犬的旅客应提供相关机构对该犬出具的有效证明。

3、导盲犬或助听犬放置在货舱运输时，必须装入适当容器。

4、经苏南瑞丽航空同意携带的导盲犬、助听犬及其容器和食物，可以免费运输，不计入免费行李额。

（三）旅客应对运输上述的动物的伤亡承担全部责任，除非该伤亡是苏南瑞丽航空故意或过失造成的。在中途不降停的长距离飞行航班上或者在某种型号的飞机上，不适宜运输导盲犬或助听犬的，苏南瑞丽航空有权不接受运输。如动物因被拒绝入境或者过境而造成受伤、丢失、延误、患病或者死亡，苏南瑞丽航空不承担责任。

## 第十一章 班期与时刻

### 第一条 班期时刻

（一）苏南瑞丽航空尽力在合理的期限内运送旅客及其行李，尽力按计划执行公布的在旅行之日有效的班期时刻。但是，航班时刻表或其他场所所列的时刻或机型仅供参考，在旅客实际开始旅行之日有可能发生变动，苏南瑞丽航空对该航班时刻或机型不予保证，而且该航班时刻或机型也并非航空运输合同的组成部分。

（二）除非损失是由苏南瑞丽航空的故意或者明知可能造成损失而轻率地作为或者不作为所造成的，苏南瑞丽航空对班期时刻表或以其它形式公布的时刻表中的差错或遗漏不承担责任。苏南瑞丽航空对其雇员、代理人或苏南瑞丽航空的代表就始发或到达时间、日期或任何航班飞行所作的解释也不承担责任。

（三）航班时刻表可以在未给予通知的情况下进行更改，苏南瑞丽航空可以在需要的情况下更改时刻表中标明的经停地点，以及在无须给予通知的情况下替换其它的飞机。

### 第二条 航班取消及变更

（一）由于下列情况之一的，苏南瑞丽航空无需事先通知，即可改变机型或航线，更换承运人，取消、中断、延期或推迟航班飞行：



- 1、为遵守有关国家的法律、法规、命令及其它规范性文件的规定；
- 2、为保证飞行安全；
- 3、承运人无法控制或不可预见的原因。

(二) 根据《蒙特利尔公约》，由政治不稳定、天气条件与相关的航班的运营不协调、安全风险、意想不到的飞行安全缺陷和影响苏南瑞丽航空经营的罢工等特殊情势导致的航班取消、中断、延期或推迟飞行，即使苏南瑞丽航空采取了所有可合理要求的措施都不可能避免该情势的发生，苏南瑞丽航空的责任将被减免。

(三) 与特定日期的特定航空器相关的空中交通管制的决定所影响导致长时间的航班延误、整夜的延误，或由该航空器执行的一个或多个航班的取消，这种特殊的事件应被认为是存在的，即使是苏南瑞丽航空为了避免航班的延误或取消采取了所有合理的措施。

### **第三条 后续安排**

(一) 由于第二条第(一)款所列的原因之一，苏南瑞丽航空取消或延误航班，未能向旅客提供已定妥的座位或事先已分配的座位，或未能在旅客的中途分程地点或目的地点停留，或造成旅客已定妥座位的航班衔接错失，苏南瑞丽航空考虑旅客的合理需要采取下列措施之一：

1、为旅客安排在第一个能够定妥座位的苏南瑞丽航空的后续航班，或协助旅客签转到其他承运人的航班运输。

2、按照本条件第十四章第五条的非自愿退票有关规定办理退票。

3、协助旅客安排膳宿、地面交通等服务。始发地旅客的费用由旅客自理。对中转和过境旅客的服务安排根据苏南瑞丽航空的规定办理。

4、改变原客票载明的航程，安排苏南瑞丽航空航班或者签转给其他承运人，将旅客运送到目的地点或者中途分程地点。

(二) 由于苏南瑞丽航空原因，苏南瑞丽航空取消或延误航班，未能向旅客提供已定妥的座位或事先已分配的座位，或未能在旅客的中途分程地点或目的地点停留，或造成旅客已定妥座位的航班衔接错失，苏南瑞丽航空考虑旅客的合理需要采取下列措施之一：

1、为旅客安排在第一个能够定妥座位的苏南瑞丽航空的后续航班或签转给其他承运人的航班运输，将旅客运达目的地点。



- 2、按照本条件第十四章第五条的非自愿退票有关规定办理退票。
- 3、根据苏南瑞丽航空的规定协助旅客安排膳宿、地面交通等服务。
- 4、除采取以上措施外，苏南瑞丽航空对旅客不再承担其它任何责任。

**第四条** 由于苏南瑞丽航空的原因造成以下情况之一，造成航班取消、中断、延期或推迟飞行，苏南瑞丽航空将按其规定向旅客提供餐饮、住宿或其它苏南瑞丽航空认为必要的服务，但苏南瑞丽航空不保证向旅客提供超过其规定标准的服务。

- (一) 取消旅客已经定妥座位的航班；
- (二) 取消的航班约定经停地点中含有旅客的出发地点、目的地点或中途分程地点；
- (三) 未能在合理的时间内按照班期时刻进行飞行；
- (四) 造成旅客已定妥座位的航班衔接错失；
- (五) 未能提供事先已定妥的座位。

## 第十二章 改变航程和更改客票

**第一条** 旅客已开始旅行但未到达目的地点前要求改变客票中未使用部分载明的航程、目的地点、承运人、座位等级、航班或者客票有效期，为自愿改变航程。苏南瑞丽航空取消旅客已定妥座位的航班，或者取消航班在旅客的目的地点或者中途分程地点降停，或者未能合理地按照班期飞行，或者未能提供事先定妥的座位造成旅客改变航程，为非自愿改变航程。

**第二条** 自愿改变航程，按下列规定办理：

- (一) 旅客应当在未到达客票载明的目的地点前提出；
- (二) 改变航程后，应当适用原客票第一张乘机联载明的运输开始之日所适用的票价和各项费用；
- (三) 改变航程后的票价和各项费用与原票价和各项费用的差额，应当由旅客支付；
- (四) 改变航程后填开新客票的有效期应当与原客票所适用的有效期相同，并从原客票第一张乘机联载明的运输开始之次日零时起计算。

**第三条** 因执行本条件第十一章第二条第（一）款的规定，造成旅客非自愿改变航程的，苏南瑞丽航空应当考虑旅客的合理需要，并按下列规定办理：



- (一) 为旅客安排第一个能够定妥座位的航班或者签转给其他承运人；
- (二) 改变原客票载明的航程，安排苏南瑞丽航空的航班或者签转给其他承运人，将旅客运送到目的地点或者中途分程地点；
- (三) 按照本条件第十四章第五条的非自愿退票有关规定办理退票；
- (四) 协助旅客安排膳宿、地面交通等服务。始发地旅客的费用由旅客自理。

**第四条** 因下列情况之一，造成旅客非自愿改变航程的，苏南瑞丽航空应当在按照本章第三条第（一）、（二）、（三）项的规定处理的同时，还应当按照苏南瑞丽航空规定免费为旅客提供休息场所、饮料、食品、膳宿或者其他苏南瑞丽航空认为必要的服务：

- (一) 苏南瑞丽航空造成旅客已定妥座位的航班取消；
- (二) 苏南瑞丽航空的航班未在旅客目的地点或者中途分程地点降停；
- (三) 苏南瑞丽航空未合理地安排班期时刻飞行；
- (四) 苏南瑞丽航空未提供旅客事先已定妥的座位；
- (五) 苏南瑞丽航空造成旅客错失已定妥座位的衔接航班。

## 第十三章 客票变更与签转

### 第一条 一般规定

(一) 旅客购买苏南瑞丽航空客票后，若需要客票变更或签转，应当按照所适用的运输条件、客票使用条件办理。

(二) 苏南瑞丽航空将在航班有可利用座位和时间允许的条件下为旅客办理，并根据票价规则收取相应的手续费。

### 第二条 办理地点

旅客要求变更应当在原购票地点或者经苏南瑞丽航空同意的其他地点办理。

### 第三条 货币

办理变更必须符合原购票地和变更地国家的法律及其它有关规定。用原付货币付款，但也可以用原购票地国家货币或变更地国家货币付款。

### 第四条 非自愿变更或签转

(一) 因苏南瑞丽航空原因（工程机务、航班计划、运输服务、机组人员等）造成航班延误、取消或不能提供原定座位，苏南瑞丽航空为旅客安排有可利用座位的临





近航班，票款的差额由苏南瑞丽航空承担。

（二）因非苏南瑞丽航空原因（天气、突发事件、空中交通管制、安检及旅客等）造成航班延误、取消，苏南瑞丽航空协助旅客安排可利用座位的临近航班，票款的差额由旅客承担。

### **第五条 自愿变更或签转**

（一）旅客购票后，如要求改变舱位等级、航班、日期，苏南瑞丽航空及其销售代理企业在航班有可利用座位和时间允许的条件下按自愿变更规定办理，收取相应手续费。变更手续费标准在客票适用的运价规则中明确，并在旅客购票前予以公示。

（二）旅客如自愿改变航程，应重新购票，原客票按自愿退票处理。

（三）旅客购票后，如要求改变姓名、证件号码，应重新购票，原客票按自愿退票处理。

（四）未开始旅行的客票，按照换开客票当日的运价重新计算；已开始旅行的客票，按照原始客票出票当日的运价重新计算；新票价必须等于或高于旧票价；

（五）儿童客票按照成人变更相应规定执行；不占座婴儿免收变更手续费；占座婴儿按照成人变更相应规定执行；

（六）票价差额和变更费同时收取；

（七）按发生变更的运价计算组，变更费取高收取；

（八）每次变更均需收取适用的变更费；

（九）必须在客票有效期内变更。

## **第十四章 退票**

### **第一条 一般规定**

（一）由于苏南瑞丽航空未能按照运输合同提供运输，或由于旅客自愿改变其安排，苏南瑞丽航空或其授权代理人将按照本章和苏南瑞丽航空其它规定，对未使用的苏南瑞丽航空客票或其未使用部分航程办理退票。

（二）旅客应在客票有效期内申请退票；超过客票有效期而申请退票，苏南瑞丽航空有权拒绝其退票申请。

（三）苏南瑞丽航空将在收到旅客有效退款申请之日起7个工作日内办理完成退款手续，上述时间不含金融机构处理时间。



## **第二条 退票地点**

旅客要求退票应当在原购票地点或者经苏南瑞丽航空同意的其他地点办理。

## **第三条 货币**

办理退票必须符合原购票地和退票地国家的法律及其它有关规定。用原付货币退款，但也可以用原购票地国家货币或退票地国家货币退款。

## **第四条 退票对象、所需文件及责任免除**

(一) 苏南瑞丽航空有权仅向客票上载明姓名的人办理退款。

(二) 如客票上载明的旅客不是客票的付款人，并在客票上载明退票限制条件的，则票款只退给客票付款人或其指定的人。

(三) 如果申请退票人不是客票上载明姓名的旅客本人，申请退票人必须在出具其身份证明的同时，提供该客票上载明姓名的旅客的身份证明和其退票授权书。

(四) 除客票遗失的情况外，申请退票人应向苏南瑞丽航空提供旅客联、付款凭据和所有未使用的乘机联方能办理退票。购买电子客票的旅客凭本人有效身份证件办理退票。

(五) 苏南瑞丽航空将票款退给持有客票未使用的全部乘机联、旅客联及付款凭据，并符合本条第(一)、(二)、(三)款规定的人，被视为正当退款，苏南瑞丽航空立即解除责任。

## **第五条 非自愿退票**

由于本条件第三章第六条第(一)款、第十一章第二条所列的原因之一，旅客要求退票，按以下规定办理：

(一) 客票全部未使用，退还全部已付票款；

(二) 客票已部分使用，按照苏南瑞丽航空规定从已付票款中扣除已使用航段票款，其余与从旅行中断地点至目的地点或者下一个中途分程地点并扣除适用的折扣和费用的单程票价相比较，取其高者退还旅客，但所退票款不得超过已付票款的总额。

(三) 旅客因病要求退票，需在航班起飞前提出申请并退座，同时提供二甲(含)以上医疗单位出具的医生诊断证明，具体按苏南瑞丽航空现行规定办理，免收退票费。患病旅客的陪伴人员要求退票，应与患病旅客同时办理退票手续，免收退票费，陪伴人员的限额为2名。

## **第六条 自愿退票**

旅客自愿要求退票，按以下规定办理：



(一) 客票全部未使用，从已付票款中扣除所有适用的服务费或退票费，退还余额；

(二) 客票已经部分使用，从已付票款中扣除已使用的航程部分的适用票价，再扣除所有适用的服务费或退票费，退还余额。

(三) 退票手续费标准在客票适用的运价规则中明确，并在旅客购票前予以公示。

### **第七条 拒绝退款权**

(一) 按照适用运价及苏南瑞丽航空有关规定不能办理退票的，苏南瑞丽航空有权拒绝退票。申请退票最迟必须在客票有效期满后三十天内提出，否则苏南瑞丽航空有权拒绝退票。

(二) 提供给苏南瑞丽航空或政府作为准备离境证明的客票，苏南瑞丽航空不予退票。但如果旅客确已取得居留许可或将改乘其他承运人航班或使用其它运输方式离境的，在旅客提供给苏南瑞丽航空认为满意的证明后，苏南瑞丽航空可予以退票。

(三) 旅客在航班的经停地点自动终止旅行，该航班未使用航段的票款和税费不退。

## **第十五章 飞机上的行为**

**第一条** 旅客如果在飞机上的行为危及飞机或飞机上任何人员或财产的安全，或妨碍机组人员履行职责，或不遵守机组的指示，或有其他旅客有理由反对的行为，苏南瑞丽航空有权采取一切必要适当的措施，包括对旅客的管束，以制止这种行为。

**第二条** 未经苏南瑞丽航空许可，旅客不得在飞机上使用便携式收音机、移动电话、电子游戏机或包括无线电操纵的玩具和对讲机在内的发射装置，不得在飞机上使用除助听器和心脏起搏器以外的任何电子设备。

**第三条** 苏南瑞丽航空所有的航班均已禁烟（包括各种形式的电子烟），机上所有区域均不允许吸烟（包括各种形式的电子烟）。

**第四条** 飞机上，除苏南瑞丽航空供应的含酒精饮料外，不得饮用其他含酒精饮料。

**第五条** 应急撤离时，旅客应服从机组成员的指挥。



## 第十六章 一般服务

**第一条** 苏南瑞丽航空不负责为旅客提供机场区域内、机场与市区之间或在同一城市的机场与机场之间的地面运输。对于此项地面运输服务提供者的行为或疏忽，或销售代理人为旅客取得此项地面运输服务给予的任何帮助，苏南瑞丽航空不承担责任。

**第二条** 旅客在联程航班衔接地点的地面膳宿费用，应由旅客自理。

**第三条** 空中飞行过程中，苏南瑞丽航空按规定向旅客提供饮料或餐食。旅客要求提供超过规定的其他服务，苏南瑞丽航空可收取相应的费用。

### 第四条 不正常航班服务

（一）苏南瑞丽航空的航班在始发地发生不合理延误或者宣布取消后，苏南瑞丽航空应当在掌握航班状态发生变化之后的 30 分钟内通过公共信息平台、官方网站、呼叫中心、短信、电话、广播等方式，及时向旅客发布航班变化信息及可预计的恢复正常时间，并对旅客出行作出提示。

（二）由于苏南瑞丽航空主动进行航班调配、机组等原因，造成航班在始发地延迟起飞超过 2 小时或现场宣布取消且无法安排当日的后续成行，苏南瑞丽航空将向确有需要的旅客免费提供餐食及住宿服务，并可进行相应的经济补偿。具体按如下标准执行。

#### 1、服务内容：

**餐食服务：**航班延迟起飞每 2 小时提供一次饮品；航班延迟起飞超过 2 小时以上，逢当地就餐时间则提供食品；中国境内就餐时间的一般标准为：早餐 07：00-09：00，午餐 11：00-13：00，晚餐 17：00-19：00（北京时间），将根据当地就餐时间进行适度调整。

**住宿服务：**航班延迟起飞预计超过 4 小时将免费为旅客在始发地安排住宿休息，两人一间住宿；旅客要求提高住宿标准的，超过部分的费用由旅客自理。

#### 2、经济补偿：

**补偿方式：**现金

**补偿标准：**航班延迟起飞时间超过原计划起飞时间 4（含）-8 小时，每位旅客补偿 100 元；延迟起飞 8 小时（含）以上，每位旅客补偿 200 元，金额以人民币为单位。如航班取消无补班时，按照延迟起飞 8 小时（含）以上标准进行补偿；如航班取消有补班时，按照原航班计划起飞时间与补班航班实际起飞时间差计算补偿标准。儿



童、婴儿旅客原则上按照成人旅客补偿金额的 50% 计算。航班延迟起飞时间不超过原计划起飞时间 4 小时，无经济补偿。

因苏南瑞丽航空原因，航班在计划执行日之前取消，苏南瑞丽航空已经通知旅客并且为旅客安排客票变更或退票，则无经济补偿。

本条所称“延迟起飞”是指航班实际出港撤轮挡时间晚于计划出港时间超过 15 分钟的情况，不包括因航班飞行计划调整所致的航班出港时间晚于原计划出港时间的情形。

(三) 由于天气、突发事件、空中交通管制、安检以及旅客等非苏南瑞丽航空原因，造成航班在始发地延迟起飞或宣布取消，苏南瑞丽航空工作人员协助旅客安排餐食、住宿及地面交通，费用由旅客自行承担，无经济补偿。

(四) 苏南瑞丽航空的航班在经停地迟起飞超过 2 小时或宣布取消，无论何种原因，苏南瑞丽航空将按本条第(二)款标准向经停旅客提供膳宿服务，**但无经济补偿**。

(五) 苏南瑞丽航空的航班发生备降，无论是何种原因造成的，苏南瑞丽航空将按本条第(二)款标准向备降旅客提供膳宿服务，**但无经济补偿**。

(六) 苏南瑞丽航空或其授权销售代理人在出票时应当将旅客所提供的联系方式等必要信息准确录入旅客订座系统，并负责按照该联系方式及时通告旅客航班动态信息。旅客应确保联系方式的准确性。如果旅客收到并非苏南瑞丽航空官方发送的航班变动信息，请务必主动与苏南瑞丽航空联系确认，或者主动与出票的授权销售代理人联系确认，旅客未经核实确认而发生损失的，苏南瑞丽航空不承担任何责任。

(七) 航班发生不合理延误或者宣布取消时，在客票使用条件没有相反规定的前提下，苏南瑞丽航空可为受影响的旅客按照本条件的相关条款办理客票变更或退票工作。若旅客要求出具航班延误或者取消书面证明的，苏南瑞丽航空将及时提供。

(八) 航班发生不合理延误或者宣布取消时，苏南瑞丽航空、授权销售代理人或者地面服务代理人将优先为受影响的残疾人、老年人、孕妇、无成人陪伴儿童等需特别照料的旅客提供必需的服务。

**第五条** 因公共航空运输旅客服务发生争议的，旅客可以向苏南瑞丽航空投诉。投诉电话：+86(0)871952801-9；电子邮箱地址：rltsjy@rlair.net。

## 第十七章 附加服务安排

**第一条** 如在签订航空运输合同过程中，苏南瑞丽航空同意安排附加服务，除非是由于苏南瑞丽航空在安排此项附加服务中的过错造成的损失，苏南瑞丽航空对旅客



不承担任何责任。

## 第十八章 行政手续

### 第一条 一般规定

(一) 旅客自行遵守有关始发地、经停地、目的地和飞越国家的法律、法规、命令、要求、旅行规定，并承担相应的全部法律责任；

(二) 苏南瑞丽航空对其雇员或代理人为了协助旅客取得必要的证件或签证信息或遵守上述法律、法规、命令、要求、旅行规定等所提供的无论是书面的或其它形式的任何帮助或信息，均不承担责任；对任何旅客因未能取得必要的证件或签证或未能遵守上述法律、法规、命令、要求、旅行规定等而产生的后果，苏南瑞丽航空也不承担责任。

### 第二条 旅行证件

(一) 旅客办理乘机手续时必须出示有关国家法律、法规、命令或规定所要求的出境、过境、入境、健康和其它证件，苏南瑞丽航空有权收存其副本或复印件；

(二) 旅客未能遵守适用法律、法规、命令、要求、规定或所持证件不完备，或者旅客不允许苏南瑞丽航空收存其证件副本或复印件，苏南瑞丽航空有权拒绝运输。

### 第三条 拒绝过（入）境

(一) 由于旅客未获准过境或进入目的地国家，苏南瑞丽航空按照有关国家的政府命令将旅客运回其始发地或其它地点时，该旅客应按苏南瑞丽航空规定支付其适用票价；

(二) 旅客已经支付给苏南瑞丽航空的未使用航段的任何款项或者该旅客在苏南瑞丽航空手中的任何资金，苏南瑞丽航空均可用于支付上述票款；

(三) 用于运送至拒绝入境地点或遣返地的客票，苏南瑞丽航空不予办理退款。

### 第四条 罚金、拘留费等

(一) 如果由于旅客未能遵守有关国家法律、法规、命令、要求、旅行规定或未能出示所要求的证件而造成苏南瑞丽航空支付或垫付罚金、罚款或承担任何费用，旅客必须足额偿还苏南瑞丽航空支付或垫付的上述任何款项及承担的任何费用；

(二) 旅客已经支付给苏南瑞丽航空的未使用航段的任何款项，或者苏南瑞丽航



空所掌管的旅客的任何款项，苏南瑞丽航空均可用于弥补上述支出。

### **第五条 海关检查**

（一）海关或其他政府人员要求检查其托运行李或非托运行李时，旅客必须到场接受检查；

（二）由于旅客未能遵守上述规定，苏南瑞丽航空对旅客由此受到的损失或损坏不承担责任。

### **第六条 安全检查**

旅客及其行李必须接受政府或机场行政人员或苏南瑞丽航空的任何安全检查。

### **第七条 遵守法律法规不担责**

苏南瑞丽航空根据自己对国际运输所适用的法律、政府法规、指令、命令或要求的合理判断决定拒绝或已经拒绝对旅客提供运输服务的，不承担责任。

## **第十九章 连续运输**

**第一条** 由苏南瑞丽航空与其它承运人依照一本客票或一本客票及其连续客票提供的运输，应被视为一项单一的运输。

**第二条** 在连续运输中，苏南瑞丽航空仅对其履行的运输区段负责，是该区段运输合同的承运人；其它运输区段的承运人为相应区段运输合同的承运人。

**第三条** 旅客运输中，苏南瑞丽航空仅对自己履行的运输区段向旅客承担运输义务，并根据本条件承担相应的责任，旅客不应就其它连续承运人履行的运输区段向苏南瑞丽航空提出履行要求或提起责任方面的诉讼。

**第四条** 关于托运行李损失，旅客有权对连续运输的第一承运人提出索赔，也有权对连续运输的最后承运人提出索赔，还可以对发生毁灭、遗失、损坏或者延误的运输区段的承运人提出索赔。上述承运人对旅客承担行李运输的连带责任。

## **第二十章 责任条件及赔偿责任限额**

**第一条** 苏南瑞丽航空仅对发生在苏南瑞丽航空的班机上或者在上、下班机过程中的事故导致的旅客伤亡承担损害赔偿责任；旅客的人身伤亡完全是由于旅客本人的健康状况造成的，因不存在事故，苏南瑞丽航空不承担责任。



苏南瑞丽航空在本章的赔偿责任，限于旅客或其他有权索赔的人能够提供证据证明的实际损失，财产损失不超过经证明旅客直接损失的数额，苏南瑞丽航空对间接的或随之引发的财产损失不承担责任。

**第二条** 因发生在航空运输期间的事件，造成旅客的托运行李毁灭、遗失或者损坏的，苏南瑞丽航空承担损害赔偿赔偿责任；但该托运行李的毁灭、遗失或者损坏完全是由于行李本身的自然属性、质量或者缺陷造成的，苏南瑞丽航空不承担责任。旅客随身携带物品毁灭、遗失或者损坏，旅客证明苏南瑞丽航空确有重大过失的，苏南瑞丽航空才承担赔偿责任。

旅客如已办理行李声明价值手续并足额缴纳声明价值附加费，苏南瑞丽航空按该行李的声明价值赔偿，行李的声明价值高于实际价值时，按实际价值赔偿。

旅客的行李或行李中任何物件的重量只能以该受损行李或物件的实际重量为限；如果无法确定受损行李或物件重量，每一旅客的受损行李最多只能按该旅客享受的免费行李额来计算。

**第三条** 苏南瑞丽航空对旅客或行李在航空运输中因苏南瑞丽航空的不合理延误导致的实际损失承担责任。但是，苏南瑞丽航空或者其受雇人、代理人为了避免损失的发生，已经采取一切可合理要求的措施或者不可能采取此种措施的，苏南瑞丽航空不承担责任。旅客必须在苏南瑞丽航空规定的时间内对行李损失提出申报并提供相应单据，否则苏南瑞丽航空将不承担责任。

**第四条** 经苏南瑞丽航空证明，损失是由索赔人或者索赔人从其取得权利的人的过错造成或者促成的，应当根据造成或者促成此种损失的过错的程度，相应免除或者减轻苏南瑞丽航空的责任。旅客以外的其他人就旅客伤亡提出赔偿请求时，经苏南瑞丽航空证明，伤亡是旅客本人的过错造成或者促成的，同样根据造成或者促成此种损失的过错的程度，相应免除或者减轻苏南瑞丽航空的责任。

#### **第五条 关于赔偿责任限额的适用**

（一）根据国际运输所涉及的国家或地区，若均属于《蒙特利尔公约》的当事国，则苏南瑞丽航空的赔偿责任排他性适用该公约关于责任限额的规定。

（二）若国际航空运输涉及的国家或地区并非全部为《蒙特利尔公约》的当事国但均属于 1929 年《华沙公约》及 1955 年《海牙议定书》规定的缔约方，则适用《华沙公约》及其《海牙议定书》关于责任限额的规定。





## **第六条 公约关于赔偿责任限额的规定**

### **（一）适用《华沙公约》及《海牙议定书》**

1、苏南瑞丽航空对旅客伤亡的赔偿责任限额不超过二十五万法国金法郎或等值货币。

2、苏南瑞丽航空对托运行李的赔偿责任限额不超过每公斤二百五十法国金法郎或等值货币；对非托运行李和旅客随身携带物品的责任限额不超过每一旅客五千法国金法郎或等值货币。行李票上如果没有行李重量记录，托运行李的总重量被认为不超过所乘座位等级适用的免费行李额。按照本条件第十章第八条办理声明价值的托运行李，其损害赔偿以该声明价值为限。

### **（二）适用《蒙特利尔公约》**

1、对符合旅客伤亡责任条件的每名旅客的赔偿，如苏南瑞丽航空证明：（一）损失不是由于苏南瑞丽航空或者其受雇人、代理人的过失或其它不当作为、不作为造成的，或（二）损失完全是由于第三人的过失或者其它不当作为、不作为造成的，则苏南瑞丽航空的赔偿责任不超过 128821 特别提款权。如国际民航组织（ICAO）复审后调整该限额，则新限额生效后缔结的运输合同适用新的限额。

2、苏南瑞丽航空对行李（包括托运行李和旅客随身携带物品）的损害赔偿赔偿责任限额不超过每名旅客 1288 特别提款权或等值货币。按照本条件第十章第八条办理声明价值的托运行李，其损害赔偿以该声明价值为限。如国际民航组织（ICAO）复审后调整该限额，则新限额生效后缔结的运输合同适用新的限额。

3、苏南瑞丽航空对旅客、行李（包括托运行李和旅客随身携带物品）的不合理延误赔偿责任限额不超过每名旅客 5346 特别提款权或等值货币。如国际民航组织（ICAO）复审后调整该限额，则新限额生效后缔结的运输合同适用新的限额。

**第七条** 在与本条件前述各项规定不相抵触的情况下，无论其国际运输是否适用本条件所指定的公约，以下条款均适用：

（一）苏南瑞丽航空仅对本公司航班的运输承担损害责任；苏南瑞丽航空为其其他承运人航班的运输填开客票或办理行李托运，只能作为该承运人的代理人，赔偿责任由该承运人承担。

（二）由于苏南瑞丽航空为遵守相关法律或政府法规、命令或规定所产生的任何损失，苏南瑞丽航空不承担责任；由于旅客未能遵守上述法律或政府法规、命令



或规定而导致苏南瑞丽航空产生任何损失，苏南瑞丽航空有权要求旅客予以全额补偿。

（三）任何情况下，苏南瑞丽航空的责任以不超过经旅客证实的直接损失数额为限；对于间接损失、后果性损失、惩罚性或惩戒性或任何非补偿性的损害赔偿要求，苏南瑞丽航空均不承担责任。

（四）由于旅客行李中的物品对旅客造成伤害或对其行李造成损害，苏南瑞丽航空不承担责任；由于旅客行李中的物品对他人造成伤害或对他人或苏南瑞丽航空的财产造成损害，该旅客应赔偿苏南瑞丽航空的损失和由此支付的一切费用。

（五）对于旅客在托运行李内夹带的易碎易腐物品、货币、珠宝、贵金属、金银制品、流通票据、有价证券或其它贵重物品、商业文件、护照和其它证明文件或样品的损失，苏南瑞丽航空均不承担责任。

（六）由于旅客本人的年龄、精神或健康状况而造成或加重其本人的任何疾病、伤害、残疾或死亡，苏南瑞丽航空不承担责任。

（七）本运输条件任何有关苏南瑞丽航空的责任免除或限制条款，同样适用于苏南瑞丽航空的代理人、雇员和代表以及将其飞机提供给苏南瑞丽航空使用的任何人及其代理人、雇员和代表；苏南瑞丽航空和上述代理人、雇员、代表以及苏南瑞丽航空使用其飞机的任何人及其代理人、雇员和代表所支付的赔偿总额，不得超过依照本条件所适用的责任限额。

**第八条** 除非本条件中有明确规定，本条件不排除公约或适用法律对免除或限制苏南瑞丽航空责任的任何规定的适用。

## 第二十一章 异议和诉讼时限

### 第一条 异议时限

（一）对于托运行李发生损失的，有权提取托运行李的人必须在发现损失后立即向苏南瑞丽航空提出异议，最迟自收到或应当收到托运行李之日起七日内提出；托运行李发生延误的，异议最迟自托运行李交付收件人处置之日起二十一日内提出；

（二）任何异议均必须在前款规定的期间内以书面形式提出或者发出；

（三）除苏南瑞丽航空存在欺诈外，有权提取托运行李的人未按以上规定提出异议的，不得向苏南瑞丽航空提起诉讼。



## **第二条 诉讼时效**

对于苏南瑞丽航空的任何运输责任诉讼，应当自飞机到达目的地之日、应当到达目的地之日或者运输终止之日起两年内提起，否则就丧失对任何损失索赔和诉讼的权利。上述时限的计算方法根据案件受理法院地的法律确定。

## **第二十二章 修改和生效**

**第一条** 苏南瑞丽航空有权依照中国民用航空局规定的程序，不经通知修改其运输条件、运输规定、票价和费用，但此修改不适用于修改前已经开始的运输。

苏南瑞丽航空的工作人员、授权代理人或雇员都无权修改、更改、放弃或违反本运输条件的任何规定。

**第二条** 本运输条件共有中文和英文两种版本，具有同等效力。

**第三条** 本条件已报民航服务质量监督平台备案，并自**2023年3月20日**起生效并施行，同时苏南瑞丽航空2022年4月3日制定实施的《苏南瑞丽航空有限公司旅客、行李国际运输总条件》同时废止。

本条件的解释权归苏南瑞丽航空有限公司



附件：部分特殊旅客运输要求

旅客类型	服务对象	承运限制	申请要求	适用票价
婴儿旅客	婴儿旅客是指出生 14 天至 2 周岁以下的婴儿，必须在有成年旅客陪伴下方可乘机。出生不足 14 天的婴儿和出生不足 90 天的早产婴儿，苏南瑞丽航空不予承运。	婴儿应由年满十八周岁以上成人携带方可。每个航班婴儿旅客的最大承运数量为 10 名。	购票时需出示婴儿旅客有效身份证件。其他购票流程同成人旅客，无特殊要求。	婴儿旅客按成人适用票价的 10% 购票，不单独占用座位，如需要单独占座位时，应购买成人票。每一年满 18 周岁、具有完全民事行为能力的成人旅客携带婴儿的数量不能超过 2 名，超过一名时，超过数量的婴儿应按成人适用票价的 75%-100% 购票，并单独占座位。
无成人陪伴儿童	1) 无成人陪伴儿童是指年龄满 5 周岁但不满 12 周岁，且没有年满 18 周岁、有民事行为能力的成年人陪伴的乘机儿童。 2) 年龄在 12 周岁至 15 周岁按成人全票价购买客票的旅客，如提出申请，可按无成人陪伴儿童办理。	1) 每个航班（含过站）限载 3 名无成人陪伴儿童。 2) 苏南瑞丽航空中转航班或苏南瑞丽航空与其它航空公司的联程航班，不接受无成人陪伴儿童的运输。 3) 苏南瑞丽航空不接受不足 5 周岁的儿童单独乘机。 4) 苏南瑞丽航空不接受 12 周岁以下的病残儿童单独乘机。 5) 苏南瑞丽航空不接受在非苏南瑞丽航空直属售票处或未经苏南瑞丽航空授权的售票处出票者乘机。	1) 无成人陪伴儿童的乘机申请至少应在航班规定离站时间前 90 分钟提出，否则不予受理； 2) 无人陪伴儿童的父母或其监护人需在瑞丽航空指定的售票处进行购票，购票时出示无成人陪伴儿童及其父母或监护人的有效身份证件，并提出申请； 3) 无成人陪伴儿童应由父母或监护人陪送到始发站机场，在儿童到达站机场安排人员接送和照料。购票时，无成人陪伴儿童的父母或监护人必须提供始发与到达站的接送人员姓名、关系、有效证件号、联系电话和地址。	无成人陪伴儿童按成人适用票价。



孕妇旅客	<p>苏南瑞丽航空可接受以下情况的孕妇旅客乘机： 1)怀孕不足 32 周，且身体健康、胎儿稳定，不属于医生诊断不适宜乘机者。 2)怀孕超过 32 周（含）但不足 36 周的健康孕妇。</p>	<p>下列情况，苏南瑞丽航空不予承运： 1)怀孕 36 周（含）以上者； 2)预产日期在 4 周（含）以内者； 3)预产期临近但无法确定准确日期者，已知为多胎分娩或者预计有分娩并发症者； 4)顺产后不足 7 天者，难产以及早产经医生诊断不宜乘机者。</p>	<p>除乘机人本人有效身份证件外， 1)怀孕不足 32 周的孕妇需在购票时提供预产期证明； 2)怀孕超过 32 周（含）但不足 36 周的孕妇，应在乘机前 72 小时内提供由县、市级或者相当于这一级（如国家二甲级）以上医疗单位盖章和医生签字的“诊断证明书”一式三份，且注明在 XX 日前适宜乘机有效。“诊断证明书”的内容包括旅客姓名、年龄、怀孕时期、预产期、航程和日期、适应于乘机以及在机上需要提供特殊照料的事项。</p>	<p>旅客可视航班舱位开放情况购买折扣优惠票，不限制票价。</p>
轮椅旅客	<p>乘坐航班时需要使用轮椅的旅客。</p>	<p>苏南瑞丽航空每个航班的机上轮椅旅客数量不得超过 2 名。</p>	<p>1)对于需要申请使用轮椅的旅客，必须在航班起飞前 48 小时（含）向苏南瑞丽航空直属售票处申请，在苏南瑞丽航空答复可安排的情况下方可接收； 2)旅客凭此类单据在办理乘机手续截止前 120 分钟到机场办理手续。如有陪同人员，须在定座时声明并与陪同人员一起办理乘机手续，以便值机员为陪同人员安排紧靠轮椅旅客的座位。</p>	<p>旅客可视航班舱位开放情况购买折扣优惠票，不限制票价。</p>
担架旅客	<p>旅客乘坐苏南瑞丽航空航班，在飞机起飞至降落整个航行过程中，不能够以直立姿势坐于座位上，在使用担架或其他设</p>	<p>每个航班的每个航段只能收运一名担架旅客，原则上担架设备将被安排在经济舱。联程航班不接受担架旅客的运输。</p>	<p>1)担架旅客购票只能由苏南瑞丽航空直属售票处办理，旅客需在航班离站 72 小时以前提出乘机要求，苏南瑞丽航空将在 24 小时内给予答复； 2)得到苏南瑞丽航空明确答复的旅客，于其航班开始办理乘机手续 120 分钟前来到苏南瑞丽航空或苏南瑞丽航空代理人柜台办理乘</p>	<p>1)担架旅客按实际拆座数的经济舱公布普通票价购买客票；陪同人员可视航班舱位开放情况购买折扣优惠票，不限制票价。 2)燃油附加费以担架旅客实际购票的人数计收；民航发展基</p>



	备条件下，旅客以平躺状态进行航空运输，此类旅客称为担架旅客。		机手续； 3)旅客可以申请苏南瑞丽航空实际承运，且挂苏南瑞丽航空航班号的单程直达航班担架服务，申请此项服务需提前前往苏南瑞丽航空直属柜台或致电苏南瑞丽航空官方客服电话咨询和确认始发、到达机场是否均开通此项服务； 4)担架旅客及其随机人员须携带身份证件、《医疗诊断证明书》，最迟于航班开始办理乘机手续前 120 分钟到达始发机场填写《特殊旅客服务需求单 C 类》(一式三份)并签署《瑞丽航空风险告知书》(一式三份)，办理乘机登记手续。	金以所承运担架旅客的人数计收。担架旅客运输所需担架重量不计入免费行李额内，给予免费运输。担架旅客免费行李额按所购舱位等级座位数免费行李额合并计算。如超出免费行李额部分，按正常的超重或超限行李收费。 3)对于机场方面提供的机场救护车、机场升降机等机场设施，其服务费用由旅客自行向机场方交费，苏南瑞丽航空不代为收取。
病患旅客	身患疾病，例如病情平稳期的各位手术病人、患有严重心血管系统疾病、脑血管系统疾病、呼吸系统疾病、消化系统疾病、耳鼻喉科疾病、骨折等，需要乘坐苏南瑞丽航空航班的旅客。	无特殊规定。	1)出于合理医学考虑，苏南瑞丽航空将要求乘客出示《医疗诊断证明书》或进行额外医疗检查； 2)如病患旅客需要使用轮椅，需在航班离站 48 小时以前提出乘机要求，苏南瑞丽航空将在 24 小时内给予答复。	旅客可视航班舱位开放情况购买折扣优惠票，不限制票价。
盲人 / 聋哑旅客	1)听力障碍旅客是指由于各种原因导致双耳听力丧失或听觉障碍，而	苏南瑞丽航空每个航班的无陪伴残疾人旅客的数量不得超过 4 名。	1)对于永久性听力残疾旅客乘机不需要提供《医疗诊断证明书》。对于耳鼻喉科手术导致暂时性听力残疾或其他病患导致暂时性听力残疾旅客，在手术后 15 天内不能乘坐飞机，	旅客可视航班舱位开放情况购买折扣优惠票，不限制票价。



	<p>听不到或听不真周围环境的声音的旅客。</p> <p>2)视力障碍旅客是指由于各种原因导致双眼视力障碍或视野缩小，而难能做到一般人所能从事的工作、学习或其他活动的旅客。</p>		<p>15 天后乘坐飞机需要提供《医疗诊断证明书》。</p> <p>2)对于永久性视力残疾旅客乘机不需要提供《医疗诊断证明书》。对于眼科手术导致暂时性视力残疾或其他病患导致暂时性视力残疾的旅客，在手术后 15 天内不能乘坐飞机，15 天后乘坐飞机需要提供《医疗诊断证明书》；</p> <p>3) 如病患旅客需要使用轮椅，需在航班离站 48 小时以前提出乘机要求，苏南瑞丽航空将在 24 小时内给予答复；</p> <p>4)得到苏南瑞丽航空明确答复的旅客，于其航班开始办理乘机手续 120 分钟前来到苏南瑞丽航空或苏南瑞丽航空代理人柜台办理乘机手续。</p>	
携带服务犬旅客	<p>服务犬是指为残疾人生活和工作提供协助的特种犬，包括辅助犬、导听犬、导盲犬、精神抚慰犬。</p>	<p>苏南瑞丽航空每个航班的无陪伴残疾人旅客的数量不得超过 4 名。</p>	<p>1)旅客提供有效《动物检疫合格证》，即动物体检健康证明；有效的《动物训练合格证明书》、《动物工作证》或《动物身份证》；</p> <p>2)旅客需在航班离站 48 小时以前提出乘机要求，苏南瑞丽航空将在 24 小时内给予答复。</p> <p>3)得到苏南瑞丽航空明确答复的旅客，于其航班开始办理乘机手续 120 分钟前来到苏南瑞丽航空或苏南瑞丽航空代理人柜台办理乘机手续。</p>	<p>旅客可视航班舱位开放情况购买折扣优惠票，不限制票价。同时，旅客也无需为所携带的服务犬支付任何额外费用。</p>
用氧旅客	<p>需要提供飞机上医疗氧气的旅客。</p>	<p>无特殊规定</p>	<p>1)旅客需在航班离站 48 小时以前提出乘机要求，提供《医疗诊断证明书》，苏南瑞丽航空将在 24 小时内给予答复。</p> <p>2)得到苏南瑞丽航空明确答复的旅客，于其航班开始办理乘机手续 120 分钟前来到苏南</p>	<p>旅客可视航班舱位开放情况购买折扣优惠票，不限制票价。</p>



			<p>瑞丽航空或苏南瑞丽航空代理人柜台办理乘机手续。</p> <p>3)需要使用氧气的旅客应在购票时提供由合格医生签署的书面证明，说明该员在运输途中有使用氧气的医学需要，并具体标明，在正常飞行时与飞机客舱内压力相对应的压力高度下，每小时所需的最大氧气量和最大氧气流量；</p> <p>4)旅客自备的氧气设备（氧气包）禁止在飞机上使用；</p> <p>5)经苏南瑞丽航空审核符合运送条件者，由苏南瑞丽航空提供符合要求的氧气设备（氧气瓶、面罩和鼻插管等）给旅客使用。</p>	
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以下病残旅客必须由旅客提供陪护人员：

- ①无自理能力轮椅旅客；
- ②担架旅客；
- ③心理疾病并且对发出的安全指令不能理解或者做出必要反应的旅客；
- ④严重受伤（或损伤）造成行动不便，不能够自己单独完成紧急撤离的旅客；
- ⑤听力或者视力严重损伤旅客。

陪护人员必须是成人且有自主能力，可协助病残旅客如厕、紧急撤离及登机、下机、进餐等，须熟悉病患病情并提供相关帮助，不可有其他任务（如照顾儿童），能够胜任处理病患旅客机上医疗需要。





**On 20 Mar, 2023**

**Ruili Airlines Co., Ltd.**

### **Declaration**

*Ruili Airlines Co., Ltd. General Conditions of International Carriage for Passenger and Baggage, based on the Convention for the Unification of Certain Rules Relating to International Carriage by Air, 1929 (Warsaw Convention and the Hague Protocol, 1955), the Convention for the Unification of Certain Rules for International Carriage by Air, 1999 (Montreal Convention), Civil Aviation Law of the People's Republic of China, Regulations on Civil Aviation Security of the People's Republic of China, Regulation on the Management of Public Air Transportation Services for Passengers, as well as other International treaties, laws, administrative regulations, civil aviation regulations, combined with international and Chinese civil aviation transport practices, come into effect on 20 Mar, 2023.*

It is hereby certified.





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## Article 1 Definitions

The following terms used in *Ruili Airlines Co., Ltd. General Conditions of International Carriage for Passenger and Baggage* (hereafter referred to as “the Conditions”) are defined as follows unless otherwise specified:

**Convention** means whichever of the following instruments are applicable:

The Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12th October 1929 (hereinafter referred to as the Warsaw Convention);

The Warsaw Convention as amended at The Hague on 28 September 1955 (hereinafter referred to as the Hague Protocol);

The Convention for the Unification of Certain Rules for International Carriage by Air, done at Montreal on 28 May 1999 (hereinafter referred to as the Montreal Convention).

**International Carriage** means carriage in accordance with air carriage contract, whether there is a break in the transportation or a transfer or not, of which the departure, destination or Agreed Stopping Place, is situated outside the People’s Republic of China. International Carriage includes transport which the departure, destination or Agreed Stopping Place, is situated Hong Kong Special Administrative Region, Macao Special Administrative Region or Taiwan Region.

**Carrier** refers to other public air transport enterprises that use civil aircraft to transport passengers and baggage for the purpose of making profits and are not specific to the public.

**Code Shares or Code Share flights** means a carrier or several carriers use their airline designator code respectively on a flight operated by another carrier in accordance with agreements.

**Ruili Airlines** is the abbreviation of Ruili Airlines Co., Ltd. its Flight code is DR.

**Ruili Airlines Regulation** means, beside the Conditions, these regulations, which will be in effect for both sides once the ticket is issued, are legally formulated and released by Ruili Airlines for the purpose of sufficient supervision of its passenger and baggage



transportation. Effective applicable ticket fares and conditions are included.

**Authorized Sales Agent** means an enterprise established in accordance with the laws of the People's Republic of China, which has entered into a sales agency agreement with Ruili Airlines to represent Ruili Airlines in the public air transport sales business, as agreed in the agreement.

**Authorized Ground Service Agent** means an enterprise established in accordance with the laws of the People's Republic of China, which has signed a ground handling agreement with Ruili Airlines to carry out public air transport ground handling service business agreed in the agreement at airports within or outside the territory of the People's Republic of China.

**Passenger** means any person, except members of the crew, who has entered into a contract of transport with Ruili Airlines and carried or to be carried in an aircraft with the consent of the carrier.

**Child** means any person 2 to 11 years old on the date of commencement of travel.

**Infant** means any person who is under the age of 2 but above 14 days on the date of commencement of travel.

**Ticket** means a document sold or confirmed by Ruili Airlines or Ruili Airlines Sales Agents as prima facie evidence of the conclusion of a contract of carriage of Passengers by air and the conditions of the contract of carriage, including Paper Ticket and Electronic Ticket.

**Paper Ticket** means a ticket, also called a "Ticket and Baggage Check", issued by Ruili Airlines or Ruili Airlines Sales Agents on behalf of Ruili Airlines, including the conditions of the contract of carriage, statements, notices, and the Flight Coupon and Passenger Coupon contained therein or referred thereto.

**Electronic Ticket** means a Ticket sold by Ruili Airlines or Ruili Airlines Sales Agents in the form of electronic data, and is an electronic alternative to a Paper Ticket.

**Electronic Ticket Itinerary** is provided by Ruili Airlines or Ruili Airlines Sales Agents to Passengers as a proof of payment for the purchase of Electronic Ticket, and serves as a reminder of the itinerary of Passengers.



**Conjunction Ticket** means a ticket issued to a passenger by Ruili Airlines in conjunction with another ticket which together constitute a single contract of carriage.

**Passenger Coupon** means that portion of the Paper Ticket, which is so marked and which ultimately is to be retained by the passenger.

**Flight Coupon** means that portion of the Paper Ticket that bears the notation good for passage, indicating this flight coupon is used to the transportation between two appointed places.

**Overbooking** means the act of Ruili Airlines selling more Tickets than the actual available seats on a particular Flight, in order to avoid seat wastage.

**Day** means calendar days, including all seven days of the week. Provided that, for the purpose of notification, the day upon which notice is dispatched shall not be counted; and provided further that for the purposes of determining duration of validity, the day upon which the ticket is issued, or the day upon which the flight commenced, shall not be counted.

**Baggage** means the items which the Carrier has agreed to transport and which the Passenger has carried in the journey, including the Checked Baggage and Unchecked Baggage.

**Checked Baggage** means the Baggage that the Passenger has entrusted to the care and transportation of Ruili Airlines and for which a transport document has been issued.

**Unchecked Baggage** refers to any baggage of the passenger which the passenger takes sole custody other than checked baggage, also referred to as carry- on baggage.

**Baggage Identification Tag** means the certificate issued by CEA or CEA Ground Handling Agent to Passengers specifically for identification of Checked Baggage.

**Baggage Check** means the portion of the Ticket or the document combined with a Ticket as prima facie evidence of the consignment of Baggage and the conditions of the contract of carriage.

**Excess Baggage** refers to the portion of baggage which exceeds the free baggage allowance calculated by weight or piece.

**Agreed Stopping Places** means those places, except the place of departure and the place



of destination, set out in the ticket or shown in carrier timetables as scheduled stopping places on the passenger's route.

**Stopover** means a deliberate interruption of the journey by the passenger, at a point between the place of departure and the place of destination, which has been agreed to in advance by Carrier, where the duration of the stay exceeds 24 hours.

**Normal Fare** means the highest fare established for a first, business or economy class service during the period of applicability, including the corresponding fare of the children ticket and infant ticket.

**Special Fare** means a fare other than the normal fare.

## **Article 2 Application**

### **2.1 General**

2.1.1 Except as provided in 2.1.2, 2.2 and 2.3, these conditions apply to all international carriage by air of passengers and baggage performed by Ruili Airlines for monetary compensation. These Conditions likewise are valid for the air transport relating to Hong Kong SAR, Macau SAR as well as Taiwan region.

2.1.2 These Conditions also apply to no charge carriage except to the extent that Ruili Airlines has provided otherwise in its regulations or in the relevant contracts or tickets.

**2.1.3 If the Conditions are inconsistent with the conditions for the use of passenger ticket, the special conditions of transport published by Ruili Airlines or the regulations of Ruili Airlines, the conditions for the use of passenger ticket, the special conditions of transport published by Ruili Airlines when the ticket is issued or the regulations of Ruili Airlines shall prevail. Except for the inconsistent terms, the remaining terms of these Conditions shall remain in effect.**

### **2.2 Charter**

**According to the transportation incorporated in the charter agreement, passenger and carriage are performed pursuant to a charter agreement. The Conditions shall not apply.**

### **2.3 No Overriding Law**



To the extent that any provision contained or referred to herein is contrary to any item contained in the Convention, laws, government regulations and orders or requirements, those Conventions, laws, government regulations, orders or requirements shall prevail and the other provisions of the Conditions remains valid.

### **Article 3 Tickets**

#### **3.1 Ticket ---- Prima Facie Evidence of Contract**

The ticket constitutes prima facie evidence of the contract of carriage between Ruili Airlines and the passenger named on the ticket. Ruili Airlines will provide carriage only to the passenger holding such ticket, or any other Ruili Airlines document issued by Ruili Airlines or its Authorized Agent. The ticket is and remains at all times the property of the Ruili Airlines. **The Contract Conditions listed on the ticket are a summary of part of the provisions of the Conditions of Carriage, passengers are still required to read the entire Conditions.**

#### **3.2 Provisions of Using Tickets**

**3.2.1 Ruili Airlines has the right to refuse to board the passenger without a valid ticket and duly issued pursuant to Ruili Airlines' Regulations containing the flight coupon for that flight and all other unused flight coupons and the passenger coupon. In addition Ruili Airlines has the right to refuse to board the passenger if the ticket presented is mutilated or if it has been altered other than by Ruili Airlines or its Authorized Agent.**

**3.2.2 A passenger with an electronic ticket shall not be entitled to be carried on a flight unless that person provides valid identification and a valid status of electronic ticket checked by Ruili Airlines or its ground service agent. The electronic ticket itinerary only records the passenger's travel information, which cannot be regarded as the necessary evidence for the passenger to check in and have security inspection.**

#### **3.3 Ticket is not transferable**

#### **3.4 Period of validity of the ticket**

**3.4.1 A normal fare ticket is valid for carriage for one year from the date of**





**commencement of travel or if no portion of the ticket is used, from the date of issue thereof, except as otherwise provided in the ticket, these Conditions or Ruili Airlines' Regulations.**

**3.4.2 The validity of a special fare ticket is calculated according to Ruili Airlines' Regulations.**

3.4.3 The validity of a ticket is calculated from the date of commencement of travel or 0clock of the next day upon which ticket is issued to 0 clock of the next day of expiration date.

### **3.5 Extension of Validity of the ticket**

3.5.1 Not due to force majeure, any of the following reasons are entirely attributable to Ruili Airlines, the passenger is prevented from travelling within the period of validity of the ticket, the validity of such passenger's ticket will be extended until Ruili Airlines' first flight on which space is available in the class of service for which the fare has been paid:

-Cancellation of the flight on which the passenger holds a reservation because of the adjustment of flight schedule

-Omission of a scheduled stop, being the passenger's place of departure, place of destination or a stopover

-Leading the passenger to missing a connection, Except for continuous transportation as provided by law

3.5.2 When a passenger with a normal fare ticket, or a special fare ticket which has the same validity as a normal fare ticket, is prevented from travelling within the period of validity of his ticket because at the time such passenger requests reservations Ruili Airlines is unable to provide space on the flight, the validity of such passenger's ticket will be extended until Ruili Airlines' first flight on which space is available in the class of service for which the fare has been paid.

3.5.3 When a passenger after having commenced his journey is prevented from travelling within the period of validity of his ticket by reason of illness, Ruili Airlines will extend the period of validity of such passenger's ticket until the date when he becomes fit to travel according to a medical certificate, or until Ruili Airlines' first flight after such date from



the point where the journey is resumed on which space is available in the class of service for which the fare has been paid. When the flight coupons remaining in the ticket involves one or more stopovers, the validity of such ticket, subject to Ruili Airlines' Regulations, will be extended for not more than three months from the date when the passenger becomes fit to travel according to a medical certificate. In such circumstances, Ruili Airlines will extend similarly the period of validity of tickets of other members of his or her immediate family accompanying an incapacitated passenger.

3.5.4 In the event of the death of a passenger en route, the Tickets of persons accompanying the passenger may be modified by waiving the minimum stay or extending the period of validity. In the event of a death in the immediate family of a passenger who has commenced travel, the validity of the passenger's ticket and those of his or her immediate family who are accompanying the passenger, may likewise be modified. Any such modification shall be made upon receipt of a valid death certificate and any such extension of validity shall not be for a period longer than forty-five days from the date of the death shown on the death certificate.

### **3.6 Coupon sequence**

**3.6.1 Ruili Airlines will honor flight coupons, or in the case of an electronic ticket, an electronic coupon, only in sequence from the place of departure as shown on the ticket**

**3.6.2 The ticket may not be valid and Ruili Airlines may not honor the passenger's ticket if the first flight coupon for international travel has not been used and the passenger commences his journey at any stopover or agreed stopping place.**

3.6.3 Each flight coupon, or in the case of an electronic ticket, an electronic coupon, will be accepted for carriage by Ruili Airlines in the class of service specified therein on the date and flight for which accommodation has been reserved. When flight coupons, or in the case of an electronic ticket, an electronic coupon, are issued without a reservation being specified thereon, space will be reserved on application subject to the conditions for the relevant fare and the availability of space on the flight applied for.

3.6.4 If the passenger fails to or has failed to use the flight coupons in sequence, Ruili



Airlines is entitled to re-compute the fares in accordance with the Regulations for the use of said coupons and the passenger is liable to pay to Hainan Airline any difference between the recomputed fares and the fares already paid by or due from the passenger.

#### **Article 4 Stopovers**

**4.1** Stopovers may be permitted at agreed stopping places but may be subject to government requirements and Ruili Airlines' Regulations.

**4.2** Stopovers may be arranged in advance and provided in the ticket.

#### **Article 5 Fares, Taxes, Fees and Charges**

##### **5.1 General**

**Fares apply only for carriage from the airport at the point of origin to the airport at the point of destination. Fares do not include ground transport service between airports and between airports and town centers.**

##### **5.2 Applicable Fare**

5.2.1 Applicable fares for carriage are published by Ruili Airlines or Authorized Sales Agent of Ruili Airlines or, if not so published, constructed in accordance with Ruili Airlines' Regulations. Except where it is otherwise expressly provided, the applicable fare is the fare for the flight or flights in effect on the date of commencement of the carriage covered by the first flight coupon of the ticket. When changing the itinerary or the date of travel after ticketing, the difference shall be paid by the passenger, in accordance with Ruili Airlines' Regulations. **The fare shown on the ticket is the binding fare applicable to the air transport on the ticket which is agreed upon by Ruili Airlines and the passenger on the date of issue. The fare of the ticket shall not be changed in the event of any fare adjustment from the date of sale of the ticket until the date on which the voyage covered is fully completed or until the expiry of the validity of the ticket if the ticket is not fully used.**

5.2.2 For Child Passengers, a child ticket can be purchased (with a seat) at an appropriate ratio of the Applicable Fare for adults on the same Flight. For Infant Passengers, an infant



ticket can be purchased (without a seat) at 10% of the Applicable Fare for adults on the same Flight; if a separate seat is required, the Ticket can be purchased at the cost of a child fare. Each adult passenger may only carry a maximum of two Infant Passengers. If more than one Infant Passenger is carried, a Ticket must be purchased at the cost of a child fare (with a seat) for the excess number of Infant Passengers.

### **5.3 Routing**

Fares apply only to routings published in connection therewith. If there is more than one routing at the same fare, the passenger may specify the routing prior to issue of the ticket. If no routing is specified, Ruili Airlines may determine the routing.

### **5.4 Taxes and Charges**

Any tax or charge imposed by government or by municipal or other authority, or by the operator of an airport, in respect of a passenger or the use by a passenger of any services or facilities will be in addition to the published fares and charges and shall be payable by the passenger.

### **5.5 Currency**

Passengers may pay fares and charges in any currency acceptable to Ruili Airlines. When payment is made in a currency other than the currency in which the fare is published, such payment will be made at the rate of exchange given by the bank in accordance with the date of ticketing or at the prevailing rate of exchange established by Ruili Airlines.

## **Article 6 Reservations and Ticketing**

### **6.1 General**

**6.1.1 Passengers should read the Conditions carefully before reserving the Ticket. The Conditions will be published on the official website of Ruili Airlines. Passengers can purchase tickets at the ticket offices directly under Ruili Airlines or at its sales agents.**

6.1.2 Only when the passenger has paid for his ticket within the ticketing time limit prescribed in Ruili Airlines' Regulations and the ticket is issued by Ruili Airlines or its Authorized Agent, and entered on the appropriate flight coupon, is a reservation considered valid and effective. Reservation is not confirmed until it is recognized by Ruili Airlines or



its Authorized Agent.

6.1.3 As provided in Ruili Airlines' Regulations, certain fares may have conditions which limit or exclude the passenger's right to change or cancel reservations.

6.1.4 Passengers shall check the relevant regulations of exit and entry at the place of departure, Transit Place, or place of destination by themselves. Ruili Airline assumes no responsibility if a Passenger fails to complete the trip due to failure to comply with such regulations.

## **6.2 Ticketing Time Limit**

If the passenger has not paid for his ticket within the ticketing time limit prescribed in Regulations, the reservation may be cancelled by Ruili Airlines or its Authorized Agent.

## **6.3 Personal Data**

Passengers shall provide indispensable personal information and valid contact information to Ruili Airlines or its Authorized Agent, and ensure the accuracy of the personal data. The passenger recognizes that personal data has been given to Ruili Airlines for the purposes of making a reservation for carriage, obtaining ancillary services, facilitating immigration and entry requirements, and making available such data to government agencies who may share such personal data with other government agencies which is beyond the control of the Ruili Airlines. For these purposes the passenger authorizes Ruili Airlines to retain such data and to transmit it to its own offices, other carriers or the providers of such services, in whatever country they may be located.

## **6.4 Seating**

Except for providing seats for passengers who have reserved flight and class of cabin, Ruili Airlines does not guarantee to provide any particular seat in the aircraft and the passenger agrees to accept any seat that may be allotted on the flight in the class of service for which the ticket has been issued.

## **6.5 Reconfirmation of Reservation**

Ticket which connects with the other Carrier's flight may be subject to the requirement to reconfirm the reservation in accordance with the operating carrier. In the event of failure to comply with any such requirement, Ruili Airlines is not liable to the



passenger for loss or expense.

## **6.6 Cancellation of Onward Reservations made by Carrier**

If passenger does not use a reservation and fails to reconfirm the follow-up segments, Ruili Airlines may cancel any onward or return reservations.

## **6.7 Precedence Reservation**

6.7.1 Passenger does not have the priority if he wants to make a precedence reservation when he presents a ticket partly or wholly without reserving a seat at the very beginning.

6.7.2 Passenger does not have the priority if he wants to make a precedence reservation when he changes his partly or wholly reserved ticket.

6.7.3 In case of Ruili Airlines' permission, passenger who changes an itinerary involuntarily can make a precedence reservation.

## **Article 7 Check-in and Boarding**

### **7.1 Check-in**

7.1.1 Passenger shall arrive at the airport within the prescribed time limit to complete ticket inspection, baggage checking and boarding pass issuance with a valid travel document.

7.1.2 Passenger who has made a reservation can check-in directly in check-in department, while those who haven't made a reservation shall make a standby check-in according to Ruili Airlines Regulations.

### **7.2 Boarding**

The passenger shall arrive at Ruili Airlines' given boarding gate sufficiently after check-in and in time to complete all the government formalities. If the passenger fails to arrive in time or appears improperly documented or not ready to travel, Ruili Airlines may cancel the reserved space for the purpose of not delaying the flights departure, and without the liability to the passenger for loss or expense due to the passenger's failure to comply with the provisions of this Article.

### **7.3 No-show**

7.3.1 If a Passenger requests to change to a subsequent Flight or requests a change or a refund after No-show, Ruili Airlines may process such request in accordance with the



relevant provisions of “Voluntary Refund/Change” of the Tariff rules.

7.3.2 If the passenger proves that Ruili Airlines or its ground service agent is grossly negligent for the passenger's No-show, and the Passenger requests to change to a subsequent Flight or a refund, it shall be processed in accordance with the relevant provisions of “Involuntary Refund/Change” of the Conditions.

#### **7.4 Missed Boarding**

7.4.1 If a Passenger requests a change or a refund for a Missed Boarding, Ruili Airlines may process such request in accordance with the relevant provisions of “Voluntary Refund/Change” of the Tariff rules. If a passenger is unable to take the flight listed in the ticket during the stopover, the latter leg of the trip will be treated as a voluntary waiver of the passenger's itinerary and the unused leg fare will not be refunded.

7.4.2 If the passenger proves that Ruili Airlines or its ground service agent is grossly negligent for the passenger's Missed Boarding, Ruili Airlines will arrange for the Passenger to take a subsequent Flight as soon as possible or process in accordance with “Involuntary Refund/Change” of the Conditions.

#### **7.5 Wrong Boarding**

7.5.1 In the event of Wrong Boarding due to reasons attributable to a Passenger, Ruili Airline will arrange for such Passenger to take the earliest Ruili Airline Flight to the place of destination on the Passenger’s Ticket. The ticket fee shall not be made up nor refunded.

7.5.2 If the passenger proves that Ruili Airlines or its ground service agent is grossly negligent for the passenger's Wrong Boarding, Ruili Airlines will arrange for the Passenger to take a subsequent Flight as soon as possible. If the Passenger requests a refund or a change, it shall be processed in accordance with the relevant provisions of “Involuntary Refund/Change” of the Conditions.

#### **7.6 Misconnection**

Where there are Connecting Flights, if the Passenger cannot catch the Connecting Flight booked at the connecting point due to Reasons Attributable to Ruili Airlines, Ruili Airlines, as the Carrier of the Flight before the connecting point, shall make appropriate arrangements for the Passenger at such connecting point.



## **Article 8 Refusal of and Limitations on Carriage**

### **8.1 Right to Refuse Carriage**

Ruili Airlines may refuse carriage of any passenger or passenger's baggage for reasons of safety or if, in the exercise of its reasonable discretion. Ruili Airlines is not liable to the passenger for loss or expense due to following circumstances:

8.1.1 the passenger who is failure to comply with any applicable laws, regulations or orders of any state or country to be flown from, into or over.

8.1.2 the passenger who are not fit for travel because of the conduct, age, or mental or physical state, or cause discomfort or make himself objectionable to other passengers, or involve any hazard or risk to himself or to other persons or to property.

8.1.3 The passenger has failed to observe the instructions of Ruili Airlines or Government, or not taking Ruili Airlines crews arrangement and advice.

8.1.4 Passengers or items whose transportation is prohibited according to relevant state regulations

8.1.5 The passenger has refused to submit to a security check.

8.1.6 Baggage that has not submit to a security check.

8.1.7 The applicable fare or any fares, charges or taxes payable have not been paid by the passenger.

8.1.8 The passenger does not show his passport, visa and other valid travel documents.

8.1.9 The passenger whose identification documents presented at the time of flight registration are inconsistent with those at the time of ticket purchase.

8.1.10 The passenger may seek to enter a country illegally through which he is in transit, or may destroy his documentation during flight, or will not surrender travel documents to be held by the flight crew, against receipt, when so requested by Ruili Airlines.

8.1.11 The ticket has been acquired unlawfully or has been purchased from an entity other than the issuing Carrier or its Authorized Agent, or has been reported as being lost or stolen, or is a counterfeit ticket, or any flight has been altered by anyone other than Carrier or its Authorized Agent, or a flight coupon, has been mutilated. Ruili Airlines reserves the right to retain such paper ticket.





8.1.12 The person presenting the ticket cannot prove that he is the person named in the ticket. Ruili Airlines reserves the right to retain such paper ticket.

8.1.13 Other conditions stipulated by the State.

If the passenger applies to article 8.1.2 as “the passenger who are not fit for travel because of the conduct, age, or mental or physical state” and of the passenger requests a refund or a change, it shall be processed in accordance with the relevant provisions of “Involuntary Refund/Change” of these Conditions. If the passenger applies to article 8.1.7, the passenger shall pay the fare and taxes fully or the ticket is processed in accordance with the relevant provisions of “Involuntary Refund/Change” of these Conditions. If the passenger applies to other conditions of article 8.1, and if the passenger requests a refund or a change, it shall be processed in accordance with the relevant provisions of “Voluntary Refund/Change” of these Conditions.

**8.2** Ruili Airlines has the right to determine the carriage of passenger and baggage when the actual passengers exceed the maximum load of the aircraft. Ruili Airlines will inform such passenger before the airplane takes off and the ticket will be dealt as involuntary endorsement or involuntary refund.

### **8.3 Limitations on Carriage**

8.3.1 Acceptance for the carriage of Special passengers such as infants, unaccompanied-children, incapacitated persons and expectant mothers, persons with an illness or those passengers requiring special assistance may be subject to prior arrangement with Ruili Airlines, in accordance with Ruili Airlines’ Regulations.

8.3.2 Limited number of passengers: For the sake of safety, Ruili Airlines controls the number of passengers restricted for each flight. Please see attachment for restrictions.

8.3.3 If the passenger is denied transportation due to non-informed in advance to Ruili Airlines, Ruili Airlines shall handle the Passenger’s Ticket in accordance with Voluntary Change of Ticket or Voluntary Refund provided. If the passenger informs the special requirements in advance to Ruili Airlines but is also denied transportation, Ruili Airlines shall handle the Passenger’s Ticket in accordance with Involuntary Change of Ticket or Involuntary Refund provided.



## **Article 9 Flight Overbooking**

### **9.1 General**

Ruili Airlines does not take the initiative to carry on the overbooking of International flights. If the flight is overbooked due to other unexpected circumstances, Ruili Airlines will deal with the passenger in accordance with the provisions of Article 9.2.

### **9.2 Procedures for Volunteers Solicitation**

9.2.1 Ruili Airlines will inform the oversold information of the flight through oral inquiry and broadcast at the oversold site (check-in counter and boarding gate).

9.2.2 Ruili Airlines will collect volunteers from passengers who are going through check-in procedures or passengers who have arrived at the boarding gate to inform passengers of the follow-up treatment and compensation for voluntarily giving up the flight.

9.2.3 Ruili Airlines will negotiate with the passenger about the conditions of voluntarily abandonment of the trip.

### **9.3 Rules of Boarding Priority**

Ruili Airlines' Priority boarding rules are in accordance with the principle of public order and good customs. If sufficient volunteers are not found through the former process, the passengers who are denied boarding will be identified according to priority boarding rules:

9.3.1 Important passengers (VIP, CIP, etc.) and their entourage,

9.3.2 First class/Business class passengers,

9.3.3 Old, young, sick, disabled, pregnant passengers with special service needs and unaccompanied children and their necessary accompanying personnel agreed and arranged in advance by Ruili Airlines,

9.3.4 Group passengers,

9.3.5 Connecting passengers with short connecting time,

9.3.6 Urgent passengers.

### **9.4 Compensation standards, methods and relevant service standards for passengers denied boarding**

9.4.1 The standard of cash compensation: after confirming with passengers, one-time cash



compensation can be given, ranging from RMB 200 to the face value of the passenger's actual purchase of the ticket; if the ticket price is less than RMB 200, compensate as RMB 200.

9.4.2 According to the local airport policy and operation mode, the compensation method is either cash compensation or registration information payment compensation.

9.4.3 If the changed flight is more than 4 hours (inclusive) later from the original flight, hotel accommodation and meals will be provided freely for the passenger.

9.4.4 If the actual carrier of the subsequent flight has an abnormal flight after the overbooked passenger changes the reservation, Ruili Airlines will not provide the corresponding service, and the relevant expenses incurred shall be borne by the actual carrier

**9.5** If a passenger voluntarily cancels the trip or is denied boarding due to overbooking, Ruili Airlines will, upon the request of the passenger, issue a proof of overbooking.

**9.6** If a passenger voluntarily cancels the trip or is denied boarding due to overbooking, the passenger ticket shall be processed in accordance with the relevant provisions of “Involuntary Refund/Change” of these Conditions.

## **Article 10 Baggage**

### **10.1 Items Prohibited and Limited as Baggage**

10.1.1 Items which are unacceptable as baggage

10.1.1.1 Items which do not constitute baggage as defined in Article 1 hereof.

10.1.1.2 Items which are likely to endanger the aircraft or persons or property on board. For instance, items specified in the Technical Instructions for the Safe Transport of Dangerous Goods by Air of the International Civil Aviation Organization (ICAO), the Dangerous Goods Regulations of the International Air Transport Association (IATA) and the Transport of Dangerous Goods Regulations of Civil Aviation Administration of China (CAAC), especially those following prohibited articles: including explosives, gases, flammable liquids, flammable solids, Spontaneously combustible substances, oxides, organic peroxides, toxic substances, infectious substances, radioactive substances,



corrosive substances and substances not belonging to any of the above categories but which are dangerous in air transport. Please contact Ruili Airlines to get more information about the relative substances.

10.1.1.3 Items the carriage of which is prohibited by the applicable laws, regulations or orders of any state to be flown from, to or over.

10.1.1.4 Items which are unsuitable for carriage by reason of their package, shape, weight, size or character.

10.1.1.5 Live animals, except as provided for in 10.12 of this Article.

10.1.2 Items which are not transported as checked baggage

The passenger shall not include in checked baggage fragile or perishable items, money and jewelry, antiques and precious metals, silverware and negotiable papers, securities, bank cards, credit cards or other valuables, business, government or private documents, passports and other identification documents, samples, medicine or medical devices or equipments, keys, computers, video cameras, cameras and mobile phones or other valuable electronics. Ruili Airlines is not liable for loss or expense made by passenger's failure to comply with this.

10.1.3 Items which shall attach an exemption baggage tag

When accepting Baggage for carriage which is disputable in transportation responsibility, we shall attach an exemption baggage tag to exempt the corresponding responsibility of Ruili Airlines

- Fragile and damageable baggage
- Improperly packed baggage
- Small animals, fresh and alive objects, perishable goods or perishable goods carried in the baggage
- The time for the passenger to transport the baggage is too late
- Damaged baggage
- Checked baggage whose weight and size is out of the limitation regulated by carrier or oversized baggage
- Unlocked baggage or the lock is broken



-Hand baggage whose size exceeds the limitation of the baggage in the cabin

## **10.2 Right to Refuse Carriage**

10.2.1 Ruili Airlines may refuse carriage as baggage of such items described in 9.1.1 of this Article as are prohibited from carriage as baggage and may refuse further carriage of any such items on discovery thereof.

10.2.2 Ruili Airlines may refuse to accept baggage as checked baggage unless it is properly packed in suitcases or other similar containers to ensure safe carriage with ordinary care in handling.

## **10.3 Right of Search**

For reasons of safety and security, Ruili Airlines may request the passenger to permit a search to be made of his person and his baggage, and may check, scan or X ray check to the passenger's baggage in his absence if the passenger is not available, for the purpose of determining whether he is in possession of or whether his baggage contains any item described in 9.1.1 above. If any damages caused by the X ray check or scan, Ruili Airlines takes no responsibility. If the passenger is unwilling to comply with such request Carrier may refuse to carry the passenger or baggage.

## **10.4 Checked Baggage**

10.4.1 Upon delivery to Ruili Airlines of baggage to be checked, Ruili Airlines shall take custody thereof and issue a baggage identification tag for each piece of checked baggage.

10.4.2 Passenger shall label the name, contact way or other personal recognition mark in or out of the checked baggage.

10.4.3 Checked baggage should try to be carried on the same aircraft as the passenger, for the purpose of safety, security or transportation, unless Ruili Airlines decides that this is impracticable, in which case Ruili Airlines will carry the checked baggage on Carrier's next flight on which space is available.

10.4.4 Unless otherwise specified, the weight allowance of checked baggage cannot exceed 50Kg and the maximum volume should not exceed 40cm x 60cm x 100cm. The baggage which exceeds above regulations should be transported as previously determined by Ruili Airlines.



10.4.5 Antique swords or knives considered tourist souvenirs and similar objects may only be transported as checked baggage within the relevant regulations.

### **10.5 Unchecked (Carry-On) Baggage**

10.5.1 Baggage which the passenger carries on to the aircraft must fit under the seat in front of the passenger or in an enclosed storage compartment in the cabin.

10.5.2 Unless otherwise specified, the weight of carry-on baggage should not exceed 5Kg, and the maximum volume should not exceed 20cm x 40cm x 55cm. That baggage which exceeds above regulations should be transported as checked baggage (The checked baggage at the gate must go through security check again before being loaded and transported. If the baggage cannot be transported with passengers on the same plane after security check, it will be delivered by a subsequent flight).

10.5.3 If the weight or size of the passenger's baggage goes against regulations of 10.5.2, which makes the baggage unsuitable to be transported in the cargo compartment, such as delicate musical instrument, passenger shall inform Ruili Airlines in advance if he or she wants to carry it as unchecked baggage. Service providing for such baggage is extra. And unless receiving consent from Ruili Airlines, the baggage could not be carried into the cabin.

### **10.6 Free Baggage Allowance**

10.6.1 In international transportation managed by Ruili Airlines, free baggage allowance can be calculated by weight and piece. When the flight is to or from the USA or Canada, piece calculation is applied and weight calculation is applied to any flight to or from other countries. Passengers should comply with the free baggage allowance according to the conditions and limits regulated by Ruili Airlines.

10.6.2 As for DR domestic sectors of international transportation under a single transportation contract, the free baggage allowance of the passenger should subject to the allowance listed in the ticket.

10.6.3 In the case of Passengers buying mixed level tickets, the free baggage allowance can be calculated according to the free baggage allowance regulated in different legs.

10.6.4 Where two or more passengers, travelling as one party to a common destination or



point of stopover by the same flight, present themselves and their baggage for travelling at the same time and place, they may be permitted to total the free baggage allowance equal to the combination of their individual free baggage allowance.

10.6.5 In the event of a voluntary itinerary change, the free baggage allowance should follow the regulation applied to free baggage allowance of the ticket price level after the itinerary change. If it is an involuntary itinerary, the free baggage allowance follows the original regulations.

#### 10.6.6 Weight calculation of free baggage allowance

In addition to some specified regulations of Ruili Airlines, the free baggage allowance of the checked baggage and unchecked baggage of every passenger is managed according to the following regulations:

10.6.6.1 Unless otherwise specified, 40kg free baggage allowance for each first-class adult passenger; 30kg free baggage allowance for each business-class adult passenger; 20 kg free baggage allowance for each economy class adult.

10.6.6.2 Children or infants traveling on child tickets have the same free baggage allowance regulated in 10.6.6.1. Infants paying 10% of an adult fare have 10KG free baggage allowance and a pushchair may be checked free of charge.

10.6.7 In addition to some specified regulations of Ruili Airlines , the free baggage allowance of the checked baggage and unchecked baggage of every passenger is managed according to the following regulations:

10.6.7.1 Unless otherwise specified, as for first-class or business-class adult, two bags per passenger may be checked free of charge, and the maximum weight and dimensions (length, width, and height) of each piece should not exceed 32kg and 158 cm (62 inches); as for economy class adult, two bags per passenger maybe checked free of charge, the maximum weight and dimensions of each piece should not exceed 23kg and 158 cm (62 inches), and Maximum dimensions of two pieces should not exceed 273 cm (107 inches).

10.6.7.2 Children or infants traveling on child tickets have the same free baggage allowance. Infants paying 10% of adult fare may have one piece of baggage with the weight and dimension not exceeding 23kg and 115 cm (45 inches) and in addition a baby



stroller or carrying basket may be checked free of charge. 10.6.7.3 Passenger who wants to transport musical instrument, sports equipment or other special items must contact Ruili Airlines or its authorized agent.

### **10.7 Excess Baggage**

10.7.1 Excess baggage can be carried only after the passenger pays the excess baggage charge and Ruili Airlines issues an excess baggage check.

10.7.2 Unless otherwise specified, If the bags exceed the weight limit specified, the excess baggage charge per kilogram is 1.5% of the highest adult direct one way fare.

10.7.3 Each piece of excess baggage will be charged according to the relevant regulations.

### **10.8 Value Declaration and Charge**

10.8.1 Passenger may declare a value for checked baggage if the value of the baggage is more than USD20.00 per kilogram or its equivalent currencies, or is more than USD400.00 or its equivalent currencies.

10.8.2 The value declared cannot be in excess of the real value of the checked baggage. The highest value declared is limited to a maximum of USD2500.00 or its equivalent currencies.

10.8.3 Ruili Airlines will charge additional value declaration expense if the value declared by the passengers is over 0.5% of the highest value declared regulated in 10.8.1

10.8.4 Ruili Airlines does not apply value declaration to unchecked baggage, seat baggage, diplomatic pouches and other special items, for example a musical instrument. More information, please contact Ruili Airlines or its authorized agent.

10.8.5 Ruili Airlines does not apply value declaration to any animal carried by a passenger.

10.8.6 If partial transportation of the baggage with value declaration is carried by other carriers which do not offer value declaration service, Ruili Airlines has the right to refuse to offer value declaration service.

### **10.9 Collection and Delivery of Baggage**

10.9.1 Passenger shall check his baggage with a valid ticket.

10.9.2 After baggage delivery, the passenger takes the baggage identification Tag for each piece of Checked Baggage as proof for baggage collection.





10.9.3 If passenger checks through baggage, which is disputable, he or she shall make a written promise to indemnify Ruili Airlines and attach an exemption baggage tag to exempt the corresponding responsibility of Ruili Airlines.

10.9.4 After obtaining permission of Ruili Airlines, passengers can check through cargo as carry-on baggage, but passenger will be charged according the excess baggage rate.

### **10.10 Delivery of Baggage**

10.10.1 Passengers shall claim their baggage with their checked baggage identification tag as early as possible, and when necessary, the ticket and baggage check will be verified.

10.10.2 Ruili Airlines delivers the checked baggage by the baggage identification tag and has no responsibility for the damage and expense caused by the case that the person who claims the baggage is not the right passenger.

10.10.3 If the person who claims the baggage could not show the baggage check and identification tag, only when he offers a proof approved by Ruili Airlines and when necessary declares that he will compensate the possible damage or expensed for Ruili Airlines, he can claim the baggage.

10.10.4 When passengers claim baggage and do not offer a written objection, it will be basic proof that the baggage has been delivered according to the transportation abstract.

**10.11** Special regulations about the transportation of seat baggage, fragile or valuable articles, and diplomatic pouches.

#### 10.11.1 Seat Baggage

10.11.1.1 If the baggage has to take up a seat, passenger shall request space when reserving the seat, and the baggage can only be transported within the permission of Ruili Airlines .

10.11.1.2 Passenger takes responsibility for the seat baggage he or she carries. The weight of seat baggage for each seat may not be in excess of 75 kg and the package should be proper. To guarantee the safety of the flight, the seats of the passengers and their seat baggage shall be designated by Ruili Airlines and for the entire trip the baggage should be secured by safety belt. When necessary, the baggage should be fastened by a cross arm brace.

10.11.1.3 Seat baggage is not included in free baggage allowance and the fare is charged



according to the adult ticket fare of passenger.

10.11.1.4 If the transportation is managed by successive carriers, agreement of relative successive carriers should be obtained.

10.11.2 Fragile or valuable baggage will be dealt in addition to the regulations in this condition; if the baggage requires a seat, management should follow

10.11.3 Diplomatic pouches

10.11.3.1 According to the request of diplomatic couriers, Ruili Airlines handles it and the carrier bears the responsibility as checked baggage.

10.11.3.2 If diplomatic pouches require seats, 10.11.1 is applied.

## **10.12 Animals**

10.12.1 Small Animals

10.12.1.1 Small animals refer to dogs, cats, household birds and other pets. Wild animals and other animals with strange shapes or are liable to injure people are not included in the category of small animals.

10.12.1.2 If passenger checks through small animals, the animals should be properly crated and accompanied by valid health and vaccination certificates, entry permits, and other documents required by countries of entry or transit, failing which they will not be accepted for carriage.

10.12.1.3 If accepted as checked baggage, the animal, together with its container and food, shall not be included in the free Baggage allowance, but shall constitute excess baggage, for which passengers are obligated to pay the applicable charges.

10.12.1.4 Ruili Airlines has the right to decide the ways of transportation for small animals. And Ruili Airlines has the right to limit the amount of pets in one airplane. Small animals should be carried in cargo compartment.

10.12.1.5 The passenger whose small animal has caused other passengers or crew members damages or injuries will take full responsibility.

10.12.1.6 The transportation of small animals shall also comply with additional conditions in Ruili Airlines Regulations.

10.12.1.7 Ruili Airlines does not accept small animals as baggage.



10.12.2 Seeing-eye dogs, hearing-ear dogs and other assistance dogs.

10.12.2.1 Seeing-eye dogs and other assistance dogs may be taken into the cabin with the permission of Ruili Airlines, but they have to be secured adequately and may not occupy a seat.

10.12.2.2 Hearing-ear dogs and other assistance dogs may be taken into the cabin with the same regulation in (a) of this 10.12.2.1. The passenger carrying assistance dog shall provide its valid certificates issued by an appropriate institution.

10.12.2.3 When seeing-eye and hearing-ear dogs are carried in the cargo compartment, they must be in suitable containers.

10.12.2.4 Seeing-eye dogs, hearing-ear dogs and their containers and food may be transported free of charge and shall not be counted in free baggage allowance.

10.12.3 Passengers are completely liable for the injury or death of the animals above, except the case that Ruili Airlines is clearly responsible for the injury or death either intentionally or by accident. On some long-distance flights without stopovers or some special types of aircraft, it is not suitable to carry seeing-eye or hearing-ear dogs and Ruili Airlines has the right to refuse the carriage of the animals. Ruili Airlines bears no responsibility for the injury, loss, delay, disease or death of the animals when the animals cannot be accepted.

## **Article 11 Schedules, Delays, Cancellation of Flights**

### **11.1 Schedules**

11.1.1 Ruili Airlines undertakes to use its best efforts to carry the passenger and his or her baggage with reasonable dispatch. Times shown in the ticket, changes may occur on the actual date of departure of the passenger. Ruili Airlines does not guarantee the time or the flight type. The timetables or elsewhere are not form part of the Contract of Carriage.

11.1.2 Unless the loss is resulted from the intention or the imprudent deed or nonfeasance by Ruili Airlines, which leads to foreseeable loss, Ruili Airlines will not be liable for errors or omissions in timetables or other publications of schedules or in statements or representations made by employees, agents or representatives of Ruili Airlines as to the



dates or times of departure or arrival or as to the operation of any flight.

10.1.3 Schedules are subject to change without notice. Ruili Airlines may when circumstances so require alter or omit stopping places shown on the ticket or in schedules and may without notice substitute alternate carriers or aircraft.

## **11.2 Cancellation, Changes of Schedule**

11.2.1 As for the following circumstances, Ruili Airlines may substitute a different type of aircraft or different routing, change a carrier, cancel, terminate, postpone or delay a flight without prior notice.

11.2.1.1 To obey the applicable laws, regulations or orders of the government

11.2.1.2 To guarantee the safety of flight

11.2.1.3 Unpredictable or uncontrollable reasons

11.2.2 According to Montreal Convention, if the flight is canceled, terminated, diverted, postponed or delayed because of some special circumstances such as unstable politics, weather conditions affecting the operation of flights, safety risks, unexpected flight safety defects, certain labor disputes or strikes influencing the management of Ruili Airlines, Ruili Airlines r takes no responsibility if Ruili Airlines has tried its best to take all reasonable measures to avoid the damage.

11.2.3 If the decision of traffic control about the relative specific aircraft on some specific date causes an extended flight delay, whole-night delay or one or more flight cancellations related to the aircraft, this special event is considered to exist, though the carrier will take all reasonable measures to avoid the delay or cancellation of the flight.

## **11.3 Subsequent Arrangement**

11.3.1 If Ruili Airlines cancels, terminates, diverts, postpones or delays a flight, substitutes a different type of aircraft or different class of service, is unable to provide previously confirmed space, fails to stop at a passenger's stopover or destination point, or causes the passenger to miss a connecting flight on which he holds a reservation and reasons listed in

11.3.1 We shall, with due consideration to the passenger's reasonable interests, either;

11.3.1.1 Rebook the passenger on another of its scheduled passenger services on which space is available or assist the passenger in rebooking on another carrier



11.3.1.2 Provide a refund according to the relative regulations about involuntary refund in 14. 5 of the conditions.

11.3.1.3 Assist the passenger in certain services such as accommodations and ground transportation. A passenger at his or her point of origin will pay his own expense. The service provided for the transfer and transit passenger will be managed according to the regulations of Ruili Airlines.

11.3.1.4 Reroute the passenger to the destination indicated on the ticket or applicable portion thereof by its own scheduled services or the scheduled services of another carrier.

11.3.2 If Ruili Airlines cancels, terminates, diverts, postpones or delays a flight, substitutes a different type of aircraft or different class of service, is unable to provide previously confirmed space, fails to stop at a passenger's stopover or destination point, or causes the passenger to miss a connecting flight on which he holds a reservation because of Ruili Airlines, Carrier shall, with due consideration to the passenger's reasonable interests, either;

11.3.2.1 Rebook the passenger on another of its scheduled passenger services on which space is available or assist the passenger in rebooking with another Carrier to carry him or her to their destination.

11.3.2.2 Provide a refund according to the relative regulations about involuntary refund in 14. 5 of the conditions.

11.3.2.3 Assist the passenger in certain services such as accommodation and ground transportation.

11.3.2.4 In addition to those measures above, Ruili Airlines takes no further responsibility to the passenger.

**11.4** If Ruili Airlines cancels, terminates, postpones or delay the flights because of reasons caused by Ruili Airlines itself, Ruili Airlines will provide the passenger with services such as meals, accommodations and certain other services Ruili Airlines considers necessary but it does not promise to offer services over the regulated standards.

11.4.1 Cancellation of the flight on which the passenger has made a reservation.

11.4.2 Cancellation of the flight on which the stops include the departure, the destination



or stopovers of the passengers.

11.4.3 Not flying in reasonable time according to the timetable.

11.4.4 Causing the passenger to miss the subsequent flight in which he has made a reservation.

11.4.5 Not providing the reserved seat.

## **Article 12 Change Itineraries and Tickets**

**12.1** When a passenger who has started his or her travel but has not reached their destination asks for changing the specified unused flight, destination, carrier, seat class, flight or the validity of the Ticket, it is defined as a voluntary itinerary change. When the Carrier, which cancels the flight in which space is reserved, cancels the landing at the destination or stopovers of the passenger, does not fly reasonably according to the schedule, or cannot provide reserved space, causes the passengers to change the itinerary, it is defined as an involuntary itinerary change.

**12.2** Handling the voluntary itinerary change in accordance with the following regulations:

12.2.1 Passenger shall request it before reaching the destination.

12.2.2 After the itinerary change, the fare and charges for the original routing shall still be applicable to the revised routing.

12.2.3 If the fare and charges for the revised routing is lower than what the passenger has paid, the Carrier shall refund the difference; if it is higher, the passenger shall pay the difference.

12.2.4 After the itinerary change, the validity period of the new ticket shall be the same as the original one and it will be counted from the midnight of the next day after the transportation specified on the first flight coupon of the original ticket.

**12.3** If the execution of 11.2.1 in Article 11 causes the passenger to have an involuntary itinerary, the Carrier shall, with due consideration to the passenger's reasonable needs, either:

12.3.1 Rebook the passenger on the first flight where space is available or endorse the ticket to another Carrier.



12.3.2 Change the passenger's flight and arrange the passenger or endorse his or her ticket to another Carrier to send the passenger to the destination or stopover.

12.3.3 Handle the problem according to the regulations 14.5 of Article 14 of these conditions.

12.3.4 Assist the passenger in services such as accommodations and ground transfers. The expenses of the passenger from departure are the responsibility of the passenger.

**12.4** When the Carrier causes the passenger to change his flight involuntarily; the Carrier should handle the problem according to the regulations of 12.3.1, 12.3.2 and 12.3.3 in this article. In addition, such services as a rest area, beverages, meals, accommodations and some other necessary services shall be provided to the passenger at no charge.

12.4.1 The Carrier causes the passenger to cancel his reserved flight.

12.4.2 The Carrier's flight does not stop at the destination or stopover of the passenger.

12.4.3 The Carrier does not reasonably arrange the schedule of the flight.

12.4.4 The Carrier does not provide the travelers with pre-reserved seats.

12.4.5 The Carrier causes the passenger miss the reserved connecting flight.

## **Article 13 Change and Endorsement of Ticket**

### **13.1 General**

13.1.1 Changes to the Ticket requested by Passengers due to their own reasons in respect of class of service, Flight, date, or Carrier after purchase such Ticket, fall under the Voluntary Change of Ticket category and shall do so in accordance with the applicable general conditions of transport and conditions of ticket use.

13.1.2 Ruili Airlines and Ruili Airlines Sales Agents shall handle the change under the condition that the Flight has available seats and if time permits. If Passengers wish to downgrade their class of service, they may apply for a Voluntary Change.

### **13.2 Place for change**

The place for change must be where the ticket is issued or another place agreed by Ruili Airlines.

### **13.3 Currency**



All changes will be subject to government laws, and related regulations of the country in which the ticket was originally purchased and of the country in which the payment is being made. Changes will be made in the currency in which the ticket was paid for, or, at the option of Ruili Airlines, in the currency of the country where the ticket was purchased or where the payment is being made.

#### **13.4 Involuntary change and endorsement of ticket**

13.4.1 If departure flight is delayed or canceled or reserved seat is not available due to reasons on Ruili Airlines part (aircraft maintenance, flight rescheduling, carriage service and crew), Ruili Airlines shall locate passenger to subsequent flight with seats available, and shall pay for the balance of fares.

13.4.2 If departure flight is delayed or canceled due to reasons not on Ruili Airlines part (weather, unexpected event, air traffic control, security check and passenger), Ruili Airlines shall locate passenger to subsequent flight with seats available, and shall pay for the balance of fares.

#### **13.5 Voluntary change and endorsement of ticket**

13.5.1 Changes to the Ticket requested by Passengers due to their own reasons in respect of class of service, Flight, date, or Carrier after purchase such Ticket, fall under the Voluntary Change of Ticket category and Ruili Airlines shall process in case seats are available and time is sufficient, and shall charge service fee according to tariff.

13.5.2 Passengers who change their itinerary voluntarily should purchase a new ticket, and the original ticket will be treated as a voluntary refund.

13.5.3 Passengers who change their name or ID number after purchasing a ticket should purchase a new ticket, and the original ticket will be treated as a voluntary refund.

13.5.4 Unused ticket shall be re-calculated based on fare on the date of ticket change. Partial used ticket shall be re-calculated based on fare on the original date of ticket issuance. New fare must be equal or higher than the old one.

13.5.5 Children's tickets shall be executed in accordance with the corresponding provisions of adult; No handling charge for changing seats for infants; Seat occupying infants shall be subject to the corresponding provisions of adult.





13.5.6 The balance between different fares and corresponding service fee shall be both charged.

13.5.7 Based on the changed fares calculate group, the higher rate shall be charged.

13.5.8 Applicable service fee should be charged every time.

13.5.9 Change of tickets must be made within the period of validity of the ticket.

## **Article 14 Refunds**

### **14.1 General**

14.1.1 On failure by Ruili Airlines to provide carriage in accordance with the contract of carriage, or where a passenger requests a voluntary change of his or her arrangements, refund for an unused ticket or portion thereof shall be made by Ruili Airlines and its authorized agent in accordance with this Article and with Ruili Airlines' Regulations.

14.1.2 Passenger should request a refund within the validity period of the Ticket.

Ruili Airlines may refuse a refund where application is made after the expiry of the validity of the Ticket.

14.1.3 Ruili Airlines will complete the refund process within 7 working days from the date of receiving the valid refund application from passengers, excluding the processing time of financial institutions.

### **14.2 Place for refund**

The place for refund must be where the ticket is issued or another place agreed by Ruili Airlines.

### **14.3 Currency**

All refunds will be subject to government laws, and related regulations of the country in which the ticket was originally purchased and of the country in which the refund is being made. Refunds will be made in the currency in which the ticket was paid for, or, at the option of Ruili Airlines, in the currency of the country where the ticket was purchased or where the refund is being made.

### **14.4 Person to Whom Refund Will Be Made, Document needed and Discharge**

14.4.1 Ruili Airlines shall be entitled to make refund to the person named in the ticket.



14.4.2 If a ticket has been paid for by a person other than the passenger named in the ticket, and Ruili Airlines has indicated on the ticket that there is a restriction on refund, Ruili Airlines shall make a refund only to the person paying for the ticket or to that person's order.

14.4.3 If a person to whom the refund is made other than the passenger named in the ticket, such person must show his or her valid identification and the valid identity card of the passenger named in the ticket and a notarized letter which passenger has signed.

14.4.4 Except in the case of lost tickets, refunds will only be made on surrender to Ruili Airlines of the passenger coupon or passenger receipt and surrender of all unused flight coupons. The passenger who buys an electronic ticket should show his or valid identity card.

14.4.5 A refund made to anyone presenting the flight coupons, the passenger coupon and payment voucher in terms of 14.4.1, 14.4.2 and 14.4.3 shall be deemed a proper refund and shall discharge Ruili Airlines from liability.

#### **14.5 Involuntary Refunds**

Because of one of the reasons listed in 3.6.1 of Article 3 and 11.2 of Article 11, refund will be made according to following regulations:

14.5.1 If no portion of the Ticket has been used, refund the entire paid fare.

14.5.2 If a portion of the Ticket has been used, as provided in Ruili Airlines -Regulations, the refund amount is equal to the higher fare between the ones shown below for the part of the journey not completed:

- the unused one way fare for the interruption point to the destination
- the unused one way fare for the interruption point to the next stopover

The applicable discount and the costs are deducted from the fare above. The refund amount shall not be in excess of the entire paid fare. No cancellation charge will be collected.

14.5.3 If a Passenger asks for a refund due to illness, he or she must provide a Certificate of Diagnosis issued by a Grade-A secondary hospital or above (including clinics, medical centers, and hospitals outside of China) and stamped with its official seal, stating that the



Passenger is unfit to fly, before travel, and the refund fee will be waived. If the companions of the sick passenger request a refund, they shall attach copies of the sick passenger's ticket and relevant certificates and proceed the refund procedure along with the sick passenger. No refund fee shall be charged, but the number of companions is limited to 2 companions.

#### **14.6 Voluntary Refunds**

If the passenger wishes a refund of his ticket, the amount of refund shall be calculated in following regulations:

14.6.1 If no portion of the Ticket has been used, an amount equal to the fare paid, less any reasonable service charges or cancellation (refund) fees.

14.6.2 If a portion of the Ticket has been used, the refund will be an amount equal to the difference between the fare paid and the applicable fare for travel between the points for which the Ticket has been used, less any reasonable service charges or cancellation fees.

14.6.3 The refund fee standard is specified in the applicable Tariff rules for Tickets.

#### **14.7 Right to Refuse Refund**

14.7.1 Ruili Airlines may refuse refund when a ticket is not permitted to be refunded according to applicable fares or Ruili Airlines Regulations. Ruili Airlines may refuse a refund when application is made later than thirty days after the expiry of the validity of the ticket.

14.7.2 Ruili Airlines may refuse a refund on a ticket which has been presented to Ruili Airlines or to government officials of a country as evidence of intention to depart therefore, unless the passenger establishes to Ruili Airlines' satisfaction that he has permission to remain in the country or that he will depart therefore by another carrier or another means of transport.

14.7.3 If a Passenger voluntary terminates travel at a Transit Place of a Flight, the fares, taxes and fees for unused segments of the Flight are not refundable.

### **Article 15 Conduct Aboard Aircraft**

**15.1** If the passenger conducts him or herself aboard the aircraft so as to endanger the



aircraft or any person or property on board, or obstructs the crew in the performance of their duties, or fails to comply with any instruction of the crew, or behaves in a manner to which other passengers may reasonably object, Ruili Airlines may take such measures as it deems necessary to prevent continuation of such conduct, including restraint of the passenger.

**15.2** The passenger may not operate aboard the aircraft portable radios, mobile phones(including mobile phones in airplane mode), electronic games or transmitting devices including radio controlled toys and walkie-talkies. The passenger shall not operate any other electronic devices on board without Ruili Airlines' permission, except that hearing aids and heart pacemakers may be used.

**15.3** Smoking (including all forms of e-cigarettes) has been prohibited on all flights of Ruili Airlines and smoking (including all forms of e-cigarettes) is not allowed in all areas of the aircraft.

**15.4** No alcoholic beverages are allowed on the flight, except those provided by Ruili Airlines.

**15.5** In case of emergency evacuation, passengers should obey the command of the crew.

## **Article 16 Common Services**

**16.1** Ruili Airlines will not liable for the fares to include ground transport service between airports and between airports and town centers. Ruili Airlines will not liable for the conduct or negligence in such ground transport service or any help provided by a sales agent to the passenger in such ground transport service.

**16.2** Passenger responsible for ground accommodation fees paid for food and housing (accommodation) in the process of a connecting flight.

**16.3** During the flight, Ruili Airlines will provide passenger drinks or meals according to regulations. Relevant fee will be charged by Ruili Airlines, if the service required by passenger is outside of Ruili Airlines Regulations.

**16.4 Provision of Services in the Event of Irregular Flights**



16.4.1 If the flight of Ruili Airlines is unreasonably delayed or cancelled at the place of departure, Ruili Airlines shall, within 30 minutes after knowing the status of flight, timely release the flight change information and the estimated departure time to the passengers through public information platform, official website, call center, short message, telephone, broadcast or other means.

16.4.2 If the departure of the flight is delayed because of flight allocation, crew, or other Ruili Airlines related reasons, for more than 2 hours at the origin or the flight is cancelled on the spot and the subsequent flight on the same day cannot be arranged, Ruili Airlines will provide free meals and accommodation services to the passengers who really need it, and make corresponding economic compensation according to the following standards:

#### 16.4.2.1 Service Items

-Dining service: Drinks will be provided every 2 hours after flight delay. If the flight is delayed for more than 2 hours, meals will be provided at local dining time. The general standard of dining time in China is: breakfast 07:00-09:00, lunch 11:00-13:00, dinner 17:00-19:00 (Beijing time), which will be moderately adjusted according to local dining time.

-Accommodation service: If the flight is delayed for more than 4 hours, the passengers will be provided with accommodation and rest at the departure place free of charge (each room for 2 people). **If the passengers request to improve the accommodation standard, the excess expenses will be borne by the passengers themselves.**

#### 16.4.2.2 Economic Compensation

-Compensation mode: Cash.

-Compensation standard: If the flight is delayed for 4 (including) to 8 hours longer than the original departure time, each passenger will be compensated RMB 100. If the departure is delayed for more than 8 hours, each passenger will be compensated RMB 200. If the flight is cancelled and there is no replaceable flight, compensation shall be made according to the standard of delayed departure of 8 hours (including). If the flight is cancelled and there are replaceable flights, the compensation standard shall be calculated



according to the difference between the scheduled departure time of the original flight and the actual departure time of the replacement flight. In principle, children and infants shall be compensated by 50% of the amount of adult passengers. There is no compensation for the delay of the flight within 4 hours of the scheduled departure time.

-If the flight is cancelled before the scheduled date due to the reasons of Ruili Airlines, and Ruili Airlines has notified the passenger and arranged for the passenger to change or refund the ticket, there will be no compensation.

**-If the flight is cancelled before the scheduled date due to the reasons of Ruili Airlines, and Ruili Airlines has notified the passenger and arranged for the passenger to change or refund the ticket, there will be no compensation.**

-The term "delayed departure" as mentioned in this article refers to the situation where the actual departure time of the flight is more than 15 minutes later than the planned departure time, excluding the situation where the departure time of the flight is later than the original planned departure time due to the adjustment of the flight plan.

**16.4.3 If the flight is delayed or cancelled at the departure point due to weather emergencies, air traffic control checks, passengers and other reasons not attributable to Ruili Airlines, Ruili Airlines will assist the passengers to arrange meals, accommodation and ground transportation. The expenses will be borne by the passengers without economic compensation.**

16.4.4 If the flight of Ruili Airlines is delayed for more than 2 hours or is cancelled at agreed stopping places, no matter what the cause is, Ruili Airlines will provide board and lodging services to the passengers who have stopped in accordance with 16.4.2.1 of this Article without economic compensation.

16.4.5 If the flight of Ruili Airlines is diverted, no matter what the cause is, Ruili Airlines will provide board and lodging services to the passengers who have stopped in accordance with 16.4.2.1 of this Article without economic compensation.

16.4.6 Ruili Airlines or its authorized sales agents shall accurately enter the necessary information such as the contact information provided by the passengers into the PNR system when issuing tickets, and shall be responsible for timely informing the passengers



of flight information according to the contact information. Passengers should ensure the accuracy of their contact information. If passengers receive flight change information not officially sent by Ruili Airlines, please take the initiative to contact and confirm with Ruili Airlines, or take the initiative to contact and confirm with the authorized sales agent of ticket issue. Ruili Airlines will not assume any responsibility for any loss caused by passengers without verification and confirmation.

16.4.7 In the event of unreasonable delay or cancellation of the flight, provided that there is no contrary provision in the conditions of use of the ticket, Ruili Airlines may change or refund the ticket for the affected passenger in accordance with the relevant provisions of the Conditions. If the passenger requests a written certificate of flight delay or cancellation, Ruili Airlines will provide it in time

16.4.8 In the event of unreasonable delay or cancellation of the flight, Ruili Airlines, its authorized sales agents or ground service agents will give priority to providing necessary services to affected passengers with disabilities, the elderly, pregnant women, unaccompanied children and other passengers requiring special care.

**16.5** In case of disputes arising from public air transport passenger services, passengers may complain to Ruili Airlines. Complaint Tel: +86(0)871952801-9; Email address: rltsjy@rlair.net.

## **Article 17 Additional Services Arrangements**

If in the course of concluding the contract of carriage by air, Ruili Airlines agrees to make arrangements for the provision of additional services, Ruili Airlines is not liable to the passenger for any damage, loss or expense whatsoever arising from or in connection with such arrangements.

## **Article 18 Administrative Formalities**

### **18.1 General**

**18.1.1 Passenger shall be solely responsible for complying with all laws, regulations, orders, demands and travel requirements of countries to be flown from, into or over,**



**and with Ruili Airlines' Regulations and instructions.**

**18.1.2 Ruili Airlines shall not be liable for any aid or information given by any agent or employee of Ruili Airlines to any passenger in connection with obtaining necessary documents or visas or complying with such laws, regulations, orders, demands, and requirements, whether given in writing or otherwise; or for the consequences to any passenger resulting from his failure to obtain such documents or visas or to comply with such laws, regulations, orders, demands, requirements, rules or instructions.**

## **18.2 Travel Documents**

18.2.1 The passenger shall present all exit, entry, health and other documents required by laws, regulations, orders, demands or requirements of the countries concerned, and permit Ruili Airlines to take and retain copies thereof.

**16.2.2 Ruili Airlines reserves the right to refuse carriage of any passenger who has not complied with applicable laws, regulations, orders, demands or requirements or whose documents do not appear to be in order, or who does not permit Ruili Airlines to take and retain copies thereof.**

## **18.3 Refusal of Entry**

18.3.1 The passenger agrees to pay the applicable fare whenever Ruili Airlines, on government order, is required to return a passenger to his point of origin or elsewhere owing to the passenger's inadmissibility into a country, whether of transit or of destination.

18.3.2 Ruili Airlines may apply to the payment of such fare any funds paid to Ruili Airlines for unused carriage, or any funds of the passenger in the possession of Ruili Airlines.

16.3.3 The fare collected for carriage to the point of refusal of entry or deportation will not be refunded by Ruili Airlines.

## **18.4 Fines, Detention Costs, etc**

**18.4.1 If Ruili Airlines is required to pay or deposit any fine or penalty or to incur any expenditure by reason of the passenger's failure to comply with laws, regulations, orders, demands and travel requirements of the countries concerned or to produce the required documents, the passenger shall on demand reimburse to Ruili Airlines**





**any amount so paid or deposited and any expenditure so incurred.**

16.4.2 Ruili Airlines may use towards such expenditure any funds paid to Ruili Airlines for unused carriage, or any funds of the passenger in the possession of Ruili Airlines.

### **18.5 Customs Inspection**

18.5.1 If required, the passenger shall be present at the inspection of his baggage, checked or unchecked, by customs or other government officials.

18.5.2 Ruili Airlines is not liable to the passenger for any loss or damage suffered by the passenger through failure to comply with above-mentioned requirement.

### **18.6 Security Inspection**

The passenger shall submit to any security checks by government or airport officials or by Ruili Airlines.

### **18.7 Laws and Regulations**

**Ruili Airlines is not liable if it determines that what it understands to be applicable law, government regulation, demand, order or requirement requires that it refuse and it does refuse to carry a passenger.**

## **Article 19 Continuous Transport**

19.1 Carriage to be performed by Ruili Airlines and other carriers under one ticket, or under a ticket and any conjunction ticket issued in connection therewith is regarded as a single operation.

**19.2 In continuous transportation, Ruili Airlines is only responsible for the transportation section it performs and Ruili Airlines is the carrier of the transportation contract for that section. The carriers of other sections shall be the carriers of the corresponding section transport contract.**

**19.3 In the course of passenger transport, Ruili Airlines shall only undertake the duty of carriage to the passenger for the carriage section performed by Ruili Airlines and shall assume the corresponding liability in accordance with the Conditions. The passenger shall not make any claim for the performance of the carriage section performed by other successive carriers against Ruili Airlines.**



**19.4** Passenger has the right to make a claim against the first Carrier for the damage of checked baggage. The person entitled to deliver the baggage has the right to make a claim against the last Carrier. Passenger also can make a claim against the Carrier in whose transport segment destruction, loss, damage or delay is occurred. The Carriers above should be jointly liable to the passenger.

## **Article 20 Liability for Damage**

**20.1** Ruili Airlines will only liable for the damage of the passenger occurring on the aircraft or boarding or descending the aircraft but is not liable for the death of the passenger totally caused by the passengers' health condition.

The liability of Ruili Airlines for compensation in this Article shall be limited to the actual loss which can be proved by the passenger or any other person entitled to claim. The property loss shall not exceed the amount of the direct loss of the passenger which can be proved. Ruili Airlines shall not be liable for the indirect or consequential property loss.

**20.2** In the event that the passenger's checked luggage is destroyed, lost or damaged due to the events occurring during air transportation, Ruili Airlines shall be liable for damages. However, the destruction, loss or damage of the checked baggage is completely caused by the natural quality or defect of the baggage itself, and Ruili Airlines shall not be liable for the destruction, loss or damage of the carry-on items carried by the passenger. If the passenger proves that Ruili Airlines has serious negligence, Ruili Airlines shall be liable for compensation.

If the passenger has gone through the procedures for the declared value of baggage and paid the surcharge on the declared value in full, Ruili Airlines will compensate according to the declared value of the baggage. If the declared value of the baggage is higher than the actual value, the actual value will be compensated.

The weight of a passenger's baggage or anything in the luggage shall be limited only to the actual weight of the damaged baggage. If the weight of damaged baggage or articles cannot be determined, the damaged baggage of each passenger can only be



calculated on the basis of the maximum amount of free baggage to which the passenger is entitled.

**20.3 Ruili Airlines will be liable for the damage of the passenger and baggage caused by Ruili Airlines unreasonable delay in the transportation, but Ruili Airlines will not liable for the damage if Ruili Airlines employee or agent has taken all measures to avoid damage or it is impossible for him to take such measure. Damaged or delayed property must be reported to Ruili Airlines according to Hainan regulations and time limits, otherwise Hainan is not liable for responsibility.**

**20.4** If it is confirmed that the losses are caused or facilitated by the faults of the claimant or the one from whom the claimant obtains rights, Ruili Airlines will be exempted from liability or just bear reduced responsibilities according to the degree of such faults which have caused or facilitated the losses. If confirmed by Ruili Airlines that other person rather than the passenger requires compensation for the passengers injury or death and such injury or death is caused or facilitated by the passengers own faults, Ruili Airlines will be exempted from liability or just bear reduced responsibilities according to the degree of such faults which have caused or facilitated the injury or death.

#### **20.5 On the limitation of liability**

**20.5.1 In accordance with the countries or regions involved in the International transport, Ruili Airlines's liability shall be exclusively subject to the provisions of the Montreal Convention on limitation of liability provided that all countries are parties to the Convention.**

**20.5.2 The provisions of the Warsaw Convention and its Hague Protocol on limitation of liability shall apply to countries or regions involved in International air transport which are not all parties to the Montreal Convention but which are parties to the Warsaw Convention of 1929 and the Hague Protocol of 1955.**

#### **20.6 On the limitation of liability regulated in Convention**

##### **20.6.1 The Application of Warsaw Convention and Hague Protocol**

**20.6.1.1 The compensation for injuries or deaths paid by Ruili Airlines to passenger will not exceed two hundred fifty thousand French francs or its equivalent.**



**20.6.1.2 The compensation for checked baggage paid by Ruili Airlines is no more than two hundred and fifty French francs per kilogram or its equivalent. The compensation for unchecked baggage or hand baggage paid by Ruili Airlines is no more than five thousand French francs per passenger or its equivalent. If no baggage weight record in the baggage check, the weight of the checked baggage will be regarded as not exceed the free baggage allowance to the related class of cabin. The compensation for checked baggage, which has declared its value subject to 10.8 of Article 10 shall be within the value declaration.**

**20.6.2 The Application of Montreal Convention**

**20.6.2.1 For each passenger eligible for liability for death or injury, if Ruili Airlines proves that: (I) the loss was not caused by the negligence or other wrongful omission of Ruili Airlines or its hired agent, or (ii) the loss was caused solely by the negligence or other wrongful act of a third party. In case of omission, the liability of Ruili Airlines shall not exceed 128,821 SDRs. If the limitation is adjusted after review by the International Civil Aviation Organization (ICAO), the new limit shall apply to the contract of carriage concluded after the new limit becomes effective.**

**20.6.2.2 The compensation for baggage (including checked baggage, unchecked baggage and hand baggage) paid by Ruili Airlines to passenger is no more than 1,288 SDRs or its equivalent. The compensation for checked baggage, which has declared its value subject to 10.8 of Article 10 shall be within the value declaration. If the limitation is adjusted after review by the International Civil Aviation Organization (ICAO), the new limit shall apply to the contract of carriage concluded after the new limit becomes effective.**

**20.6.2.3 The limit of Ruili Airlines's liability for unreasonable delay of passenger's baggage (including checked baggage and passenger carry-on items) shall not exceed 5,346 SDRs or its equivalent per passenger. If the limitation is adjusted after review by the International Civil Aviation Organization (ICAO), the new limit shall apply to the contract of carriage concluded after the new limit becomes effective.**

**20.7 The following clauses apply, under the circumstance that such clauses are not against**



the foregoing provisions, no matter whether the international air transport is compliant with the Convention or not:

**20.7.1 Ruili Airlines is liable only for damage occurring on its own line. Ruili Airlines issuing a ticket or checking baggage over the lines of another carrier does so only as agent for such other carrier.**

**20.7.2 Ruili Airlines is not liable for any damage arising from its compliance with any laws or government regulations, orders or requirements. Ruili Airlines shall have the right to claim full compensation from the passenger for any loss caused by the passenger's failure to comply with the above laws or government regulations.**

**20.7.3 In any case, the liability of Ruili Airlines shall not exceed the amount of direct loss confirmed by the passenger. Ruili Airlines shall not be liable for punitive or exemplary damages for consequential losses or any non-compensatory damages.**

**20.7.4 Ruili Airlines is not liable for injury to a passenger or for damage to a passenger's baggage caused by property contained in such passenger's baggage. Any passenger whose property causes injury to another person or damage to another person's property or to the property of Ruili Airlines shall indemnify Ruili Airlines for all losses and expenses incurred by Carrier as a result thereof.**

**20.7.5 Ruili Airlines is not liable for damage to fragile or perishable items, money, jewelry, precious metals, silverware, negotiable papers, securities or other valuables, business documents, passports and other identification documents, samples, medicines or drugs, which are included in the passenger's checked and carry-on baggage.**

**20.7.6 If a passenger is carried whose age, mental or physical condition is such as to involve any hazard or risk to himself, Ruili Airlines shall not be liable for any illness, injury, disability or death.**

18.7.7 Any exclusion or limitation of liability of Ruili Airlines shall apply to and be for the benefit of agents, employees and representatives of Ruili Airlines and any person whose aircraft is used by Ruili Airlines and Ruili Airlines' agents, employees and representatives. The aggregate amount recoverable from Ruili Airlines and from such agents, employees,



representatives and persons shall not exceed the amount of Ruili Airlines' limit of liability. Unless so expressly provided nothing herein contained shall waive any exclusion or limitation of liability of Carrier under the Convention or applicable laws.

## **Article 21 Time Limitation on Complaints and Actions**

### **21.1 Time Limitation on Complaints**

**21.1.1 In the case of damage to checked baggage, the person entitled to delivery should file a complaint to Ruili Airlines forth with after the discovery of the damage, and, at the latest, within seven days from the date of receipt. In the case of delay, the complaint must be made at the latest within twenty-one days from the date on which the baggage has been placed at his disposal.**

**21.1.2 Any complaints or objections must be made in written forms within prescribed time mentioned above.**

**21.1.3 Except for the fraud of Ruili Airlines, the person who has the right to claim the checked baggage shall not file a lawsuit with Ruili Airlines if he/she fails to raise an objection according to the above provisions.**

### **21.2 Time Limitation on Actions**

For the liability action against Ruili Airlines' transport, the right to damages shall be extinguished if an action is not brought within two years reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped. The method of calculating the period of limitation shall be determined by the law of the court seized of the case.

## **Article 22 Modification and Effectiveness**

**22.1** According to Regulations made by Civil Aviation Administration of China (CAAC), Ruili Airlines has the right to modify these regulations of carriage and fares without prior notice. This kind of modification does not apply to carriage that has already begun prior to such modification. No agent, employee or representative of Ruili Airlines has authority to alter, modify or waive any provision of these Conditions of Carriage.



**22.2** The Conditions are written in both Chinese and English. Both versions are equally authentic.

**22.3** The Conditions has been reported to Civil Aviation Administration of China (CAAC) and come into effect on 20 Mar, 2023. The older version is abolished simultaneously.

**Ruili Airlines Co., Ltd. reserves the right of interpretation of the conditions.**



**Annex: Special passenger transport requirements**

<b>Passenger Type</b>	<b>Service Object</b>	<b>Carriers Limitation</b>	<b>Application Requirement</b>	<b>Applicable Fare</b>
Infants Passengers	Infant passengers refer to infants born between 14 days and under 2 years old who must be accompanied by an adult passenger. Infants born less than 14 days and premature infants born less than 90 days will not be carried by Ruili Airlines.	Infants should be carried by adults over 18 years of age. The maximum number of infant passengers per flight is 10.	Valid infant passenger IDENTIFICATION is required when purchasing tickets. Other ticketing procedures are the same for adult passengers, no special requirements.	Infant passengers shall purchase a ticket at 10% of the adult fare and shall not occupy a separate seat. If a separate seat is required, an adult ticket shall be purchased. For each adult passenger aged 18 or over with full capacity for civil conduct, the number of infants should not exceed 2. If there is more than one infant, the excess infants should buy the ticket at 75%-100% of the fare applicable to adults and occupy the seat separately.
Unaccompanied Children	Airlines. 1. Unaccompanied children refer to children aged over 5 years but less than 12 years old who are not accompanied by adults with civil capacity at 18 years	1. Each segment is limited to 3 unaccompanied children. 2. The transportation of unaccompanied children is not acceptable for connecting flights of Ruili Airlines (except connecting flights of the	1. The flight application of unaccompanied children should be submitted at least 90 minutes before the flight departure time, otherwise it will not be processed; 2. Parents or guardians of unaccompanied children should purchase tickets at the ticket office designated by Ruili Airlines, present valid identification documents of unaccompanied children and their parents	Applicable for adult fare





	<p>old.</p> <p>2. For passengers aged between 12 and 15 who purchase full adult tickets, applications can be processed as unaccompanied children.</p>	<p>same flight) or connecting flights of Ruili Airlines and other airlines.</p> <p>3. Ruili Airlines does not accept children under 5 years old to fly alone.</p> <p>4. Ruili Airlines does not accept sick or disabled children under 12 years old to fly alone. Ruili Airlines does not accept tickets issued at ticket offices not directly affiliated to Ruili Airlines or those not authorized by Ruili Airlines.</p>	<p>or guardians, and apply for tickets;</p> <p>3. Unaccompanied children shall be accompanied by their parents or guardians to the airport of departure, and personnel shall be arranged to pick them up and take care of them at the airport of arrival. When purchasing tickets, parents or guardians of unaccompanied children must provide the name, relationship, valid id number, contact telephone number and address of the person who will pick them up at the departure and arrival stations.</p>	
Pregnant Passengers	<p>Ruili Airlines accepts pregnant passengers who:</p> <p>1. The pregnancy is less than 32 weeks, and the fetus is healthy and stable, and does not</p>	<p>Ruili Airlines will not accept the following:</p> <p>1. Pregnancy of 36 weeks or more;</p> <p>2. The expected date of birth is less than 4 weeks (inclusive);</p> <p>3. Those whose due date</p>	<p>In addition to the passenger's valid identity card,</p> <p>1. Pregnant women who are less than 32 weeks pregnant need to provide the expected date of birth certificate at the time of ticket purchase;</p> <p>2. Pregnant women who are more than 32 weeks (inclusive) but less than 36 weeks</p>	<p>Passengers can purchase discount tickets according to the availability of flight space.</p>



	<p>belong to the doctor's diagnosis of unsuitable flight.</p> <p>2. Healthy pregnant passenger who are more than 32 weeks pregnant but less than 36 weeks.</p>	<p>is near but the exact date cannot be determined, who are known to have delivered multiple babies or are expected to have delivery complications;</p> <p>4. Less than 7 days after the vaginal delivery, dystocia and premature delivery diagnosed by the doctor should not take the flight.</p>	<p>shall, within 72 hours before the flight, provide the "diagnosis certificate" in triplicate with the seal and signature of the medical institution at the county or city level or above (such as the national Second class A) and the signature of the doctor, indicating that they are fit to take the flight before XX. The "certificate of diagnosis" includes the passenger's name, age, pregnancy period, expected date of birth, voyage and date, fitness for the flight and the need for special care on board.</p>	
<p>Wheelchair Passengers</p>	<p>Passengers who need to use wheelchairs on flights</p>	<p>Ruili Airlines accepts no more than 2 WCHC passengers per flight.</p>	<p>1. Passengers who need to apply for the use of wheelchairs must apply to the ticket sales office directly under Ruili Airlines 48 hours (inclusive) before the departure of the flight, which can be accepted under the condition that Ruili Airlines reply can be arranged;</p> <p>2. Passengers should check in at the airport 120 minutes before the check-in deadline by presenting such documents. If there is an attendant, please declare at the time of booking and go through the boarding procedure together with the attendant so that the check-in attendant</p>	<p>Passengers can purchase discount tickets according to the availability of flight space.</p>



			can arrange a seat next to the wheelchair for the attendant.	
Stretcher Passengers	Passengers on a flight who cannot sit on a seat in an upright position during the whole journey from takeoff to landing and who lie flat when stretchers or other equipment are used for air transport are called stretcher passengers.	Only one stretcher passenger can be transported per flight per segment. In principle, stretcher equipment will be arranged in economy class.	<p>1. Stretcher passengers can only purchase tickets from the ticket office directly under Ruili Airlines. Passengers should make a request 72 hours before the departure of the flight, and Ruili Airlines will give a reply within 24 hours;</p> <p>2. Passengers who have received a definite reply from Ruili Airlines should go to the check-in counter of Ruili Airlines or Ruili Airlines' agents 120 minutes before the check-in of their flight.</p> <p>3. Passengers can apply for the stretcher service of one-way direct flight actually carried by Ruili Airlines and labeled with the flight number of Ruili Airlines. To apply for this service, please go to the directly affiliated counter of Ruili Airlines in advance or call the official customer service number of Ruili Airlines to consult and confirm whether the service is available for both departure and arrival at the airport;</p> <p>4. Stretcher passengers and their random personnel shall carry identity certificate, the certificate of medical diagnosis, at the</p>	<p>1. Passengers can purchase discount tickets according to the availability of flight space.</p> <p>2. The fuel surcharge is calculated on the basis of the number of passengers on stretchers who actually purchase tickets; The civil Aviation Development Fund is charged on the basis of the number of stretcher passengers carried. Stretcher the weight of the stretcher required for passenger transportation is not included in the free baggage amount and is granted free transportation. The free baggage amount for stretcher passengers shall be calculated according to the number of seats in the class purchased. In case of excess of the free baggage allowance, normal excess baggage or excess baggage will be charged.</p> <p>3. Airport ambulance, airport lift and other airport facilities provided by the airport shall be charged by</p>



			latest flight departure from 120 minutes to reach the airport check-in starts before fill in the special passenger service needs a single class C (in triplicate) and signed aviation risks to book (in triplicate), the check-in formalities.	passengers to the airport, Ruili Airlines will not charge the service fees.
Sick Passengers	Passengers who are suffering from diseases such as surgery patients in stable condition, serious cardiovascular disease, cerebrovascular disease, respiratory disease, digestive disease, ear, nose and throat disease, fracture, etc.	No special requirements.	<ol style="list-style-type: none"> <li>1. For medical reasons, Ruili Airlines will require passengers to produce a Medical Diagnosis certificate or undergo additional medical examination;</li> <li>2. If a sick passenger needs to use a wheelchair, he/she should make a request 48 hours before the departure of the flight, and Ruili Airlines will give a reply within 24 hours.</li> </ol>	Passengers can purchase discount tickets according to the availability of flight space.
Blind/Deaf or Mute Passengers	1. Hearing-impaired passengers refer to those who, due to various reasons, lose hearing in both ears or have hearing	Ruili Airlines accepts no more than 4 unaccompanied disabled passengers per flight.	1. A Certificate of medical Diagnosis is not required for passengers with permanent hearing disabilities. For passengers with temporary hearing disability caused by ear, nose and throat surgery or temporary hearing disability caused by other patients, they are not	Passengers can purchase discount tickets according to the availability of flight space.



	<p>impairment, and are unable to hear the sound of their surroundings.</p> <p>2) Visually impaired passengers refer to those who, due to various reasons, have impaired or reduced vision in both eyes and are unable to perform normal work, study or other activities.</p>		<p>allowed to fly within 15 days after the surgery. A Certificate of medical Diagnosis is required to fly after 15 days.</p> <p>2. A certificate of medical diagnosis is not required for passengers with permanent visual disabilities. For passengers with temporary visual disability caused by eye surgery or other patients, they are not allowed to fly within 15 days after the surgery. A certificate of medical diagnosis is required to fly after 15 days;</p> <p>3. If a sick passenger needs to use a wheelchair, he/she should make a request 48 hours before the departure of the flight, and Ruili Airlines will give a reply within 24 hours;</p> <p>4. Passengers who have received a definite reply from Ruili Airlines should go to the check-in counter of Ruili Airlines or Ruili Airlines' agents 120 minutes before the check-in of their flight.</p>	
<p>Passengers with Dog/Seeing-Eye Dog Carriage</p>	<p>Service dogs refer to special breed dogs that provide assistance for the life and work of the disabled, including</p>	<p>Ruili Airlines accepts no more than 4 unaccompanied disabled passengers per flight.</p>	<p>1. Passengers shall provide valid Animal Quarantine Certificate, namely health certificate of animal physical examination; Valid "Animal Training Certificate", "Animal Work Permit" or "Animal Identity Card";</p>	<p>Passengers can purchase discount tickets according to the availability of flight space. Passengers also do not have to pay any extra for their service dogs.</p>



	auxiliary dogs, guide dogs, guide dogs for the blind, and spirit comfort dogs		<p>2. Passengers need to make flight request 48 hours before the departure of the flight, Ruili Airlines will give a reply within 24 hours.</p> <p>3. Passengers who have received a definite reply from Ruili Airlines should go to the check-in counter of Ruili Airlines or Ruili Airlines' agents 120 minutes before the check-in of their flight.</p>	
Passenger with Oxygen Service	Passengers who need to provide medical oxygen on board.	No special requirements.	<p>1. Passengers are required to submit the boarding request 48 hours before the departure of the flight and provide the Medical Diagnosis certificate. Ruili Airlines will give a reply within 24 hours.</p> <p>2. Passengers who have received a definite reply from Ruili Airlines should go to the check-in counter of Ruili Airlines or Ruili Airlines' agents 120 minutes before the check-in of their flight.</p> <p>3. Passengers requiring the use of oxygen should provide a written certificate signed by a qualified medical practitioner at the time of ticket purchase stating that the passenger has a medical need for the use of oxygen during transport and specifying the maximum amount and flow of oxygen required per hour at a pressure altitude</p>	Passengers can purchase discount tickets according to the availability of flight space.



			corresponding to the pressure in the aircraft cabin during normal flight; 4. Passengers' own oxygen equipment (oxygen packs) is not allowed to be used on the plane; 5. Ruili Airlines will provide oxygen equipment (oxygen bottles, masks and nasal cannula, etc.) to passengers who meet the requirements of transportation after approval by Ruili Airlines.	
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The following sick or disabled passengers must be accompanied by attendants:

- ① Wheelchair passengers without self-care ability;
- ② Stretcher passengers;
- ③ Passengers who are mentally ill and cannot understand or respond to the safety instructions issued;
- ④ Passengers who are seriously injured (or injured) and have difficulty in moving and cannot complete emergency evacuation by themselves;
- ⑤ Passengers with severe hearing or vision impairment.

Attendants must be adults and capable of assisting sick or disabled passengers in toileting, emergency evacuation, boarding, deplaning and dining, etc. They must be familiar with the patient's condition and provide relevant assistance. They must not have other tasks (such as taking care of children), and they must be competent to deal with the patient's medical needs on board.