

Lucky Air Company Limited

(Chengdu Branch)

Notification (2023) No.5

DATE OF UPDATE : March 24, 2023


ISSUED BY: Wang xing

| Topic | Notification on Ground Handling SOP for Flight CNX/BKK-TFU | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|------------------|----------|------------|-------------------------------------|---------|---------|-----------|---------|---------------------------|------------------------|----------|------------------|-----------|------------|-------------------------------------|-----------|---------|---------|------------------|---------|-----------|---------|-----|------|------|-----|------|------|-----|------------------------|-------|-----|------|------|-----|------|------|-----|---------------------------|---------|-----------|-------|-----|------|------|-----|------|--------|-----|------------------------|-------|-----|------|------|-----|------|------|-----|---------------------------|
| Authority | Chengdu Branch, Lucky Air Co.,Ltd. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Confidential | <input checked="" type="checkbox"/> Ordinary <input type="checkbox"/> Confidential <input type="checkbox"/> Secret | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Category | <input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Implemented <input type="checkbox"/> Feedback | | | Contact | | | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Emergency | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | | Deadline | | | - | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Content | <p>CNX/BKK ground service providers, The SOP gives instructions on details of ground handling matters for route CNX/BKK-TFU, please follow the instructions below.</p> <p>1 Flight schedule(The approved slot is in LT)</p> <table border="1"> <thead> <tr> <th>Route</th> <th>Flight No.</th> <th>Schedule</th> <th>Station</th> <th>Departure</th> <th>Arrival</th> <th>Station</th> <th>Departure</th> <th>Arrival</th> <th>Station</th> <th>Operation period</th> </tr> </thead> <tbody> <tr> <td rowspan="2">TFU=BKK</td> <td rowspan="2">8L811/812</td> <td>1/3/5/7</td> <td>TFU</td> <td>0755</td> <td>0940</td> <td>BKK</td> <td>1045</td> <td>1525</td> <td>TFU</td> <td>March 26, 2023-April 9</td> </tr> <tr> <td>2/4/6</td> <td>TFU</td> <td>0745</td> <td>0940</td> <td>BKK</td> <td>1045</td> <td>1510</td> <td>TFU</td> <td>April 10, 2023-October 28</td> </tr> <tr> <td rowspan="2">TFU=CNX</td> <td rowspan="2">8L819/820</td> <td>3/5/7</td> <td>TFU</td> <td>1655</td> <td>1845</td> <td>CNX</td> <td>2145</td> <td>0135+1</td> <td>TFU</td> <td>March 26, 2023-April 9</td> </tr> <tr> <td>3/5/7</td> <td>TFU</td> <td>1655</td> <td>1820</td> <td>CNX</td> <td>1920</td> <td>2310</td> <td>TFU</td> <td>April 12, 2023-October 28</td> </tr> </tbody> </table> | | | | | | | | | Route | Flight No. | Schedule | Station | Departure | Arrival | Station | Departure | Arrival | Station | Operation period | TFU=BKK | 8L811/812 | 1/3/5/7 | TFU | 0755 | 0940 | BKK | 1045 | 1525 | TFU | March 26, 2023-April 9 | 2/4/6 | TFU | 0745 | 0940 | BKK | 1045 | 1510 | TFU | April 10, 2023-October 28 | TFU=CNX | 8L819/820 | 3/5/7 | TFU | 1655 | 1845 | CNX | 2145 | 0135+1 | TFU | March 26, 2023-April 9 | 3/5/7 | TFU | 1655 | 1820 | CNX | 1920 | 2310 | TFU | April 12, 2023-October 28 |
| | Route | Flight No. | Schedule | Station | Departure | Arrival | Station | Departure | Arrival | Station | Operation period | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | TFU=BKK | 8L811/812 | 1/3/5/7 | TFU | 0755 | 0940 | BKK | 1045 | 1525 | TFU | March 26, 2023-April 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2/4/6 | | | TFU | 0745 | 0940 | BKK | 1045 | 1510 | TFU | April 10, 2023-October 28 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| TFU=CNX | 8L819/820 | 3/5/7 | TFU | 1655 | 1845 | CNX | 2145 | 0135+1 | TFU | March 26, 2023-April 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 3/5/7 | TFU | 1655 | 1820 | CNX | 1920 | 2310 | TFU | April 12, 2023-October 28 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>2 Lock crew seat before check-in (Don't allocate the seat to passengers)</p> <table border="1"> <thead> <tr> <th>CND</th> <th>TYPE</th> <th>Registration NO.</th> <th>Capacity</th> <th>Exit Seats</th> <th>Crew Seats (Please lock the seat</th> </tr> </thead> </table> | | | | | | | | | | | CND | TYPE | Registration NO. | Capacity | Exit Seats | Crew Seats (Please lock the seat | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CND | TYPE | Registration NO. | Capacity | Exit Seats | Crew Seats (Please lock the seat | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | |
|----|----------|---|---------|----------------|----------------|
| | | | | | as“X”status.) |
| 4 | 320-NE01 | B307P B307Q B307U | W18Y168 | 42A-K 43A-K | 32C |
| 18 | 320-214B | B8445 B8446 B1361 B300L B300K | W18Y168 | 12A-F 13A-F | 2C |
| 20 | 320-214D | B8732 B8731 | W18Y162 | 12A-F 14A-F | |
| 19 | 320-214C | B6943 B6959 B6947 | W18Y156 | 12A-F 13A-F | |
| 21 | 737-800 | B5407 B5409 B5449 | W18Y168 | 14A-F 15A-F | |
| 6 | 737-800A | B1798 B6809 | W18Y168 | 14A-F 15A-F | |
| 26 | 737-800B | B6015 B6016 B6800 B7167 B7988 B7990 B7989 B7991 B7992 B7993 B1586 B1587 B1588 B1208 B1209 B206N B207P B1143 | W15Y174 | 15A-F 16A-F | |
| 5 | 737-800C | B5732 | W18Y168 | 14A-F 15A-F | |

3 Check-in and boarding service standard

| Item | Requirements |
|--------------------|---|
| DCS check | The ground service agent / supervisor shall check the flight date, flight number, aircraft registration number, CND number and other information in the departure system consistent with reality before check in. |
| Visa Requirement | Check-in operator should carefully check passengers' document including passports(the passport shall not be defiled or damaged), Visas, travel document, residence permit or residence card, etc. make sure that they conform to China entry regulations. Passport should be valid for at least 6 months. More details could be checked from TIM. For documents verification of non-Chinese transit passengers,if they had passports and visas,this information must be took pictures and sent to TFU Airport Immigration for confirmation before check in.For other non-Chinese ordinary passeengers,there is no need for confirmation(Information should be sent through Wechat APP group, and Lucky Air Chengdu Branch transfers to Immigration). |
| Health declaration | All passengers entering China are required to make a health declaration through the Wechat mini program "Customs Passenger fingertip Service", APP "Palm customs" or login web page |

|  | <p>(https://htdecl.chinaport.gov.cn) to fill in the "People's Republic of China Exit / Entry Health Declaration Card" before check in. Make sure all passengers have declared and saved screenshots before boarding.</p> | | | | | | | | | | | | | | | |
|---|--|-------------------------|---------------------------------|-------------------------|----------------------------|---------------------|-------------|--|--------------------|-------------|---------------|---|-------------|---|------------|---|
| Emergency Exit Seats Allocation | Not to be assigned to: children, pregnant women, deportees, passengers that over 60 years old or traveling with infants. | | | | | | | | | | | | | | | |
| Check-in Baggage Requirement | To remind passenger not to check in fragile, valuable and prohibited goods. | | | | | | | | | | | | | | | |
| Check-In Counters Amount | 3-4 | | | | | | | | | | | | | | | |
| Departure Control System | Travelsky | | | | | | | | | | | | | | | |
| Counter Open | 180 minutes prior to STD | | | | | | | | | | | | | | | |
| Counter Close | 40 minutes prior to STD | | | | | | | | | | | | | | | |
| Boarding Start | 40 minutes prior to STD | | | | | | | | | | | | | | | |
| Boarding Gate close | 10 minutes prior to STD | | | | | | | | | | | | | | | |
| APIS sending | Send API to PEKKN1E and BJSCCXH | | | | | | | | | | | | | | | |
| ETL sending | Send ETL to PEKUE8L | | | | | | | | | | | | | | | |
| <p>4 Documents need to be delivered on board before take-off</p> | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th data-bbox="416 958 595 1003">NO</th> <th data-bbox="595 958 1102 1003">Name of certification</th> <th data-bbox="1102 958 1414 1003">copies</th> </tr> </thead> <tbody> <tr> <td data-bbox="416 1003 595 1048">1</td> <td data-bbox="595 1003 1102 1048">GENERAL DECLARATION</td> <td data-bbox="1102 1003 1414 1048">4</td> </tr> <tr> <td data-bbox="416 1048 595 1093">2</td> <td data-bbox="595 1048 1102 1093">PASSENGER MANIFEST</td> <td data-bbox="1102 1048 1414 1093">4</td> </tr> <tr> <td data-bbox="416 1093 595 1182">3</td> <td data-bbox="595 1093 1102 1182">CARGO MANIFEST (If no cargo on board, then Cargo NIL Certificate is not necessary.)</td> <td data-bbox="1102 1093 1414 1182">4</td> </tr> <tr> <td data-bbox="416 1182 595 1220">4</td> <td data-bbox="595 1182 1102 1220">LOAD SHEET</td> <td data-bbox="1102 1182 1414 1220">2</td> </tr> </tbody> </table> | | NO | Name of certification | copies | 1 | GENERAL DECLARATION | 4 | 2 | PASSENGER MANIFEST | 4 | 3 | CARGO MANIFEST (If no cargo on board, then Cargo NIL Certificate is not necessary.) | 4 | 4 | LOAD SHEET | 2 |
| NO | Name of certification | copies | | | | | | | | | | | | | | |
| 1 | GENERAL DECLARATION | 4 | | | | | | | | | | | | | | |
| 2 | PASSENGER MANIFEST | 4 | | | | | | | | | | | | | | |
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| 4 | LOAD SHEET | 2 | | | | | | | | | | | | | | |
| <p>5 Free Baggage Allowance</p> | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th data-bbox="416 1258 758 1361">Class</th> <th data-bbox="758 1258 1010 1361">Free check-in Luggage allowance</th> <th data-bbox="1010 1258 1414 1361">Cabin Luggage Allowance</th> </tr> </thead> <tbody> <tr> <td data-bbox="416 1361 758 1424">Business Class (C,D,I,J)</td> <td data-bbox="758 1361 1010 1424">30KG</td> <td data-bbox="1010 1361 1414 1424">2PC,10KG/PC</td> </tr> <tr> <td data-bbox="416 1424 758 1550">Premium Economy Class (W, the first three rows of economy class)</td> <td data-bbox="758 1424 1010 1550">30KG</td> <td data-bbox="1010 1424 1414 1550">1PC,10KG/PC</td> </tr> <tr> <td data-bbox="416 1550 758 1608">Economy Class</td> <td data-bbox="758 1550 1010 1608">20KG</td> <td data-bbox="1010 1550 1414 1608">1PC,10KG/PC</td> </tr> </tbody> </table> | | Class | Free check-in Luggage allowance | Cabin Luggage Allowance | Business Class (C,D,I,J) | 30KG | 2PC,10KG/PC | Premium Economy Class (W, the first three rows of economy class) | 30KG | 1PC,10KG/PC | Economy Class | 20KG | 1PC,10KG/PC | | | |
| Class | Free check-in Luggage allowance | Cabin Luggage Allowance | | | | | | | | | | | | | | |
| Business Class (C,D,I,J) | 30KG | 2PC,10KG/PC | | | | | | | | | | | | | | |
| Premium Economy Class (W, the first three rows of economy class) | 30KG | 1PC,10KG/PC | | | | | | | | | | | | | | |
| Economy Class | 20KG | 1PC,10KG/PC | | | | | | | | | | | | | | |
| <p>Free luggage allowance for infant</p> | | | | | | | | | | | | | | | | |
| Free luggage allowance for infant is 10kg, not including baby carriage. | | | | | | | | | | | | | | | | |
| <p>Free Luggage allowance for disabled pax</p> | | | | | | | | | | | | | | | | |
| Disabled passengers can carry a wheelchair or other device for assistance for free. | | | | | | | | | | | | | | | | |
| <p>Free Luggage allowance for student, labor and seaman</p> | | | | | | | | | | | | | | | | |
| 30KG no matter what class is. | | | | | | | | | | | | | | | | |
| <p>Free luggage allowance for VIP, CIP & members of Gold Wing Club</p> | | | | | | | | | | | | | | | | |
| 1. VIP: 30kg additional allowance | | | | | | | | | | | | | | | | |

2. CIP: 20kg additional allowance
3. 30kg additional allowance for pax with gold wing club platinum card and gold card.
4. 20kg additional allowance for pax with gold wing club silver card.

Notice:
Per piece of checked baggage can not exceed 32KG and the Sum length of three sides not exceed 203 cm (80 inches).

6 Excessive luggage charging standard(cash only)

If the weight of excess baggage has a decimal point or is not a multiple of 5, it will be charged according to the weight of the next level. For example, excessive baggage weighing 7.3 kg will be charged for 10 kg, weighing 12kg then charged for 15 kg.

| Excessive weight | Charging standards |
|-------------------------|---------------------------|
| 5 KG | 1100THB |
| 10 KG | 2200THB |
| 15 KG | 3300THB |
| 20 KG | 4400THB |
| 25 KG | 5500THB |
| 30 KG | 6600THB |
| 35 KG | 7700THB |
| 40 KG | 8800THB |
| 45 KG | 9900THB |
| 50 KG | 11000THB |

7 Passenger API verification

7.1 The check-in operator checks the passenger API information as required. If there is any missing, it should be input manually, and conduct the IAPI verification, namely: gov instruction.

7.2 Verify the passenger JAPP information, and check in only after successful verification.

7.3 If the passenger API data is submitted twice, then the DCS will not be able to cover the earlier one, the check-in operator must cancel the earlier one before submitting new

data. Instructions to cancel the incorrect information are as below:

NACC

GOV:#1,APPX

ACC

GOV:1,APPX

7.4 Send API information to the following two SITA addresses:

China immigration: PEKKN1E; China Customs: BJSCCXH.

8 High-end Passenger Rights

(1)High-end passenger scope

①VVIP、VIP、CIP.

②Member of platinum card, gold card and silver card of Fortune Wings Club.

③Business class passenger.

(2)Rights to enter the airport lounge

①VVIP can bring attendants enter the lounge without any limit.

VIP can bring 3 attendants.

CIP can carry 1 attendant.

②Platinum card members of Fortune Wings Club can bring 2 attendants.

Golden card members can bring 1 attendant.

Silver card members could not enter the lounge.

③Business class passengers can enter the lounge himself/herself.

(3) Rights to upgrade to W class actively((in upgrading order))

①VVIP, VIP.

②Platinum card members of Fortune Wings Club.

③CIP.

④Golden card members of Fortune Wings Club.

⑤Passengers hold full economy class tickets (class Y).

(4) Fortune Wings Club member identification

①Passengers show the physical card.

②Passengers show their electronic card. Please ask passengers to log in to the APP of Hainan Airlines, wechat official account of Hainan Airlines or wechat official account of Fortune Wings Club FWC to show the electronic card or open through the link (d.hnair.com/Kppwd). (Only dynamic page query is accepted, and static forms such as screenshots or photos are not available). The electronic card enjoys the same service as the physical card.

③Card sample of Fortune Wings Club



Platinum card



Golden card



Silver card

9 Contacting Information

| Dept. | Tel | E-MAIL |
|---|--|--|
| Lucky Air Operation Control | +86 0871-67095088 | xpgjqpx@hnair.com |
| Lucky Air Passengers Service Control Desk | +86 0871-67095599 +86 0871-67095566 | xpkf1@luckyair.net kf_lk@luckyair.net |
| Lucky Air Passenger Service Hotline | +861095326 | \ |
| Lucky Air Ground Standard Management | 0871-67095665 | lin.jiang@luckyair.net |
| Lucky Air Ground Agreement Management | 0871-67095964 | chao.deng@luckyair.net |
| Lucky Air Chengdu Branch | 028-81331631 | Cddmbz@luckyair.net |
| TFU Airport Immigration | 028-85138220 | \ |
| TFU Airport Check-in Control | \ | leolcs2006@163.com |
| TFU Airport Check-in Counter | \ | leolcs2006@163.com |
| Loading/Unloading | 13648005211 | \ |
| TFU Airport Weight & Balance | 028-86905101 | |
| Mechanic | +86 0871-67095088 | xpgjqpx@hnair.com |
| APIS Address | PEKKN1E | BJSCCXH |
| Lucky Air ETL Address | PEKUE8L | |

Scope of notification

| | |
|------|------------------------------------|
| To | CNX/BKK ground service providers |
| Copy | Chengdu Branch, Lucky Air Co.,Ltd. |

Author: Ning Tingting

Auditor: Wang Hong