

Flight Overbooking Open Letter to All Passengers

Dear passengers:

In order to meet the travel needs of the passengers and reduce the flight seat consumption caused by the temporary cancellation of travel plans of some passengers, we may make appropriate overbooking on some flights prone to seat consumption to ensure that more passengers can take the ideal flight. We will reasonably control the overbooking rate of flights, so it is rare that passengers who have reserved seats on the flight will not be able to travel, and if they do, we will compensate overbooked passengers accordingly and provide corresponding services. Our practices regarding overbooking are as follows:

One. Ways to report flight overbooking information

1. We will publish this open letter at the own ticket office, the official website of Shandong Airlines and the ground service link.

2. When you purchase tickets, we will publicly solicit volunteers in the company's own ticket sales channels, and when each flight is overbooked, we will actively solicit volunteers on site.

3. When a flight is actually overbooked, our staff will first contact or solicit volunteer who voluntarily gives up his/her seat, and provide financial compensation and corresponding services to the volunteer.

4. When the number of volunteers on a flight is large and exceeds our actual needs, we will give priority to compensation and services for the top volunteers in the order in which you become volunteers.

Two. Priority boarding principle after overbooked flight

In the absence of enough volunteers, we have developed priority boarding principles:

(a) Passengers on official national emergencies

(b) Unaccompanied minors and passengers of the elderly, children, sick, disabled, pregnant and other passengers requiring special care

(c) VIP and its entourage, CIP

- (d) First Class and Business Class passengers
- (e) Platinum and Gold card members
- (f) Passengers holding connecting tickets, especially international connecting passengers
- (g) Passengers who prove that they have special difficulties and are in a hurry
- (h) Passengers whose previous flight has been overbooked and transferred to this flight
- (i) Group travelers
- (j) Other passengers board the aircraft in the order of check-in time

Three. Actual overbooking compensation and service standards

1. If you choose to refund your ticket

We will treat the refund as an involuntary refund and the refund fee will be waived. At the same time, we will provide you with corresponding compensation in accordance with the published standards.

2. If you choose to take a subsequent flight

We will change you to the earliest flight with available seats. If the subsequent flight is a Shandong Airlines' flight, we will change it for you free of charge; If the subsequent flight is a flight of another company, we will take back your original ticket and transfer the difference to the other company's flight. At the same time, we will provide you with corresponding compensation in accordance with the published standards.

3. Ground service support

If the planned departure time of the scheduled flight exceeds the actual departure time of the original flight by more than 4 hours (not included) or belongs to the next day's flight, we will follow the company's abnormal flight schedule while you wait for the subsequent flight to take place.

Compensation Standards for Passengers Denied Boarding for Overbooked Flights of Shandong Airlines Co., Ltd. (Revised in April 2023)

Route Area	Waiting for subsequent flight time	Compensation method		Economy Class
Domestic	Wait for the subsequent	Voucher	CNY	Two 230 Yuan

routes in China (Excluding Hong Kong, Macao and Taiwan routes)	flight \leq 4 hours or apply for a refund			vouchers
		Consumable mileage	KM	1500
		Currency	CNY	300
	Wait for subsequent flight $>$ 4 hours	Voucher	CNY	Two 450 Yuan vouchers
		Consumable mileage	KM	3000
		Currency	CNY	600
Hong Kong, Macao, Taiwan and international routes	Wait for the subsequent flight \leq 4 hours or apply for a refund	Voucher	CNY	--
			local foreign currency	Equal value
		Consumable mileage	KM	3000
		Currency	CNY	600
			local foreign currency	Equal value
		Wait for subsequent flight $>$ 4 hours	Voucher	CNY
	local foreign currency			Equal value
	Consumable mileage		KM	5000
	Currency		CNY	1000
		local foreign currency	Equal value	
<p>Alternatively, you can choose a one-way free ticket between the same destinations that our company actually operates (you are responsible for fuel surcharges and taxes; Your compensated free ticket must be issued within 24 hours, and the free ticket is valid for 30 days from the date of compensation, and you can reserve a seat at any time within 30 days.</p>				

Note:

(1) If the relevant laws and regulations of the country or region where the flight is

overbooked specify the compensation standard for overbooking, economic compensation shall be given in accordance with the applicable laws of the country or region.

(2) Infant and child passengers have the same compensation standard as adult passengers of the same class of service, and their compensation can be collected by the adult passengers accompanying them or their parents or designated guardians.

(3) You can choose one of the four compensation standards of voucher, consumable mileage, currency, and free ticket, and you cannot change the other compensation method after selection.