

Policy of Sichuan Airlines on Involuntary Change/Refund for International and Regional Routes

1. Scope of Application

This document is applicable to tickets issued by using Sichuan Airlines' valid international transport certificate (ticket code: 876) for international, regional and domestic flights carried by Sichuan Airlines, codeshare flight tickets of Sichuan Airlines and tickets of connecting flights operated jointly by Sichuan Airlines and the other airlines or tickets of flights wholly operated by the other airlines.

2. Determination standard for Involuntary Change/Refund

Type	Criteria	Code
Planned	1. For UN of PNR, the original time of departure is more than 15 minutes (inclusive) earlier than the adjusted time of departure; 2. For UN of PNR, the original time of departure is more than 15 minutes (inclusive) later than the adjusted time of departure; 3. Planned cancellation of flight.	IRR
Temporary	In the FOC system, the "actual departure" time is 30 minutes (exclusive) after the "scheduled departure" time.	

3. General rules of Involuntary Change/Refund

3.1 Voluntary change/refund applies to change, cancellation or refund that has been made prior to the release of irregular flight.

3.2 If irregular flight occurs again after an involuntary change, involuntary change/refund shall be applied; if the changed flight is regular but the passenger fails to travel due to his/her own reasons, voluntary change/refund shall be applied according to the current policy.

3.3 In one ticket or in a single transport contract consisting of conjunction tickets, there are multiple segments, if one segment is irregular and meets the criteria for involuntary change/refund, involuntary change/refund may be applied to the other unused segment(s), the unused segment(s) should be changed/refunded simultaneously.

3.4 If the irregular flight is not in the same transport contract with the Sichuan Airlines' flight, causing that the passenger miss the Sichuan Airlines' flight, applications for change/refund of Sichuan Airlines' flight shall be subject to voluntary change/refund.

3.5 In case of aircraft type change but a regular time of departure, which does not cause the flight's overload or an excess of passengers of the same service class, it shall be considered as a regular flight, if any, voluntary change/refund shall be applied according to the current policy.

3.6 In connecting flight ticket, if a flight is irregular and the minimum connection time is not met, involuntary change/refund may be applied, the unused segment(s) should be changed or refunded simultaneously.

4. Involuntary Change

4.1 Involuntary change is free of charge only for advancing or postponing the original flight by no more than 15 days. If no available flights within such time frame, passengers will be prioritized for the nearest available flight with seats available.

4.2 In the event that Sichuan Airlines is not responsible for the involuntary change, change of carrier is not permitted. Passengers may choose to change their itinerary based on the original ticket and be transported by Sichuan Airlines to their intended destination or a destination within the Same Regional Station.

For involuntary ticket changes caused by Sichuan Airlines, prioritize Sichuan Airlines' flights to carry the passenger to their intended destination or a destination within the Same Regional Station. Alternatively, arrange connecting flights operated jointly by Sichuan Airlines and the other airlines or wholly operated by the other airlines' flights to transport passengers to their intended destination or a destination within the Same Regional Station.

The Same Regional Station shall mean one of the following as the case may be: the same country、 the United States and Canada, European region, Australia and New Zealand

When handling involuntary change of carrier, the new operating carrier should have had the combined transport agreement with Sichuan Airlines, the methods of operation are referring to the details of the different agreement. codeshare flights are not allowed.

The other airlines do not accept Sichuan Airlines' reservation of their special services, the ticket that have already applied for special services should be handled as involuntary refunds.

4.3 The characters 'INVOL' shall be used in the first five characters of the endorsement/restriction area of the reissued ticket.

5. Involuntary Refund

5.1 For wholly unused tickets, full refund without penalties.

5.2 For partially used tickets, the fare and taxes of the unused segment(s) will be refunded without penalties. The calculation for the fare values of the unused segment(s) is as follows:

5.2.1 For tickets sold with the system fare, if the fare of the unused segment(s) is showed in the FC directly, full refund the FC shows shall be applied

For example: CTU 3U HKT 189.00 3U CTU 138.46 NUC327.46 END
ROE6.860925 CTUHKT has been used, HKTCTU is irregular, HKTCTU fare values: $138.46 \times 6.860925 = \text{CNY}950$

When the fare of the unused segment(s) is not showed in the FC directly, the value of each segment shall be calculated by sharing the amount(s) to be prorated in proportion to the prorate factors. Or calculate the value of each segment by mileage prorate, full refund the irregular segment(s). If the value domestic segment of Chinese mainland had been calculated is higher than the segment's C/Y class publish fare, the C/Y class publish fare shall be applied to refund.

5.2.2 If there are specific rules of involuntary change/refund for negotiated fares tickets, the specific rules shall apply.

5.3 If a passenger voluntarily changes a ticket and pays the change fee in the occurrence of any irregularity from the changed flight, the passenger requests for ticket refunding, no refunding fee is charged, the difference has been paid

for the voluntary change shall be refunded, but the change fee that has been paid would not be refunded.