

业务通告

山航股份营销委市场销售部

山航股营销销售业务〔2023〕GD015号

关于发布《山航国际运价使用规定》 的通告

各销售单位：

我司现制定《山航国际运价使用规定 Rev20230701》及英文版《International Fare Usage Rules of Shandong Airlines Rev20230701》（详情见附件）。

新规定自2023年7月1日起执行，原《山东航空国际、地区及两岸航线客票销售总则》同时作废。

特此通告。

营销委员会市场销售部

2023年6月15日

抄送：各营业部。

（共19页）

附件 1:

山航国际运价使用规定

(自 2023 年 7 月 1 日起执行)

1.适用范围

1.1 本规则适用于使用山航国际运输票证填开、显示山航航班代码、由山航承运的,使用山航国际运输客票填开、显示山航航班代号、但由其他航空公司承运的,与山航签有互售协议或联运协议、使用其他航空公司国际票证填开的、山航承运的,国际客票、内地与中国香港/中国澳门特别行政区客票、中国大陆与中国台湾地区之间特殊管理的国内航空运输客票,以及国际票证填开的国内航段。

1.2 不适用于包机客票。

1.3 本规则所列的收费标准适用于 2023 年 7 月 1 日(含)以后销售的客票。

1.4 2023 年 7 月 1 日(不含)以前销售的客票,在 2023 年 7 月 1 日(含)以后进行变更且换开客票的,再次变更时适用本规则所列收费标准。

1.5 2023 年 7 月 1 日(不含)以前销售的客票,在 2023 年 7 月 1 日(含)以后申请退票,适用 2023 年 7 月 1 日(不含)以前的标准。

2.一般规定

2.1 销售时必须使用“QTE:/票证航空公司”自动计算的票价进行销售,并使用“DFSQ:A”自动出票。(注:本文中涉及的指令均为航信系统指令,其他 GDS 自动计算和自动出票指令请咨询当地 GDS)。如采用 DFSQ:指令手工录入运价,须按照对应运价通告严格输入客票类别(FARE BASIS)、TOUR CODE、最长停留期、免费行李额度、EI 项等内容。

2.2 若 QTE 后系统显示“NO FARES/RBD/CARRIER”,表示没有适用的票价,说明旅客行程不符合舱位适用规则,必须重新修改订座,直至未出现“NO FARES/RBD/CARRIER”的 QTE 结果才可进行销售。

2.3 在销售客票时,中国大陆航段仅限已通过 ATPCO 等发布运价的舱位进行订座(可通过“XS FSD 城市对/旅行日期*销售日期/航司/*舱位”指令查询运价),不得销售其他未发布运价的舱位。若有特殊的运价文件,则按照运价文件细则执行。

2.4 所有销售运价,按实际行程对应运价文件执行。散客去程必须定妥座位,不允许 OPEN,回程是否允许 OPEN 需根据系统中显示结果确认。

2.5 山航为市场方的代码共享航班,运价以及使用规则均按照山航相应的规定执行(有特殊规定的除外),免费行李额按系统显示为准。

2.6 未通过系统发布的纸单价格,销售时按照纸单产品的要求销售,纸单价格不允许与系统中的价格组合使用。

2.7 任何情况下均不允许填开 RQ 票。

2.8 销售单位要严格遵守价格与舱位对应的规定,不得以低票价销售高舱位。

2.9 使用系统自动计算的价格时,外航航段要求的订座舱位以系统显示为准。

2.10 中转联程运价季节性的确定以山东航空第一段国际航程旅行之日计算。

2.11 使用中转联程填开的客票，最短衔接时间应符合 MCT 规定（可通过“SCM:机场三字码/DA/航空公司二字码”指令查询）。

2.12 停留期规定

2.12.1 最长停留期：联程客票在停留地应遵循的最长停留期限。客票应在最长停留期规定的期限内使用，若超出该期限，应按规定办理相应的升舱延期后方可继续使用。

2.12.2 最短停留期：联程客票在停留地应遵循的最短停留期限。客票应在最短停留期规定的期限外使用，若不足该期限，应按规定办理相应的升舱变更后方可继续使用。

2.12.3 如果出现不同的最短/长停留期，以最严格的为准。

2.13 组合运价规定：

2.13.1 如有联程客票舱位不一致或多段航程的，可以使用相应舱位的 1/2RT 价格组合销售，FAREBASE 栏与该舱位的 RT 价格一致，如有 TOUR CODE 项，则按照航程顺序填写。该组合运价的适用条件按照较严格的舱位规定执行。

2.13.2 最严格的使用条件针对：客票最长停留期、最短停留期、提前购票时间方面的规定。客票的变更、退票、延期、NOSHOW 等费用的计算，按自愿变更、自愿退票处理。

2.13.3 ADD-ON 运价、SPA 运价均不得单独使用，需与销售运价组合使用。出票时，ADD-ON 航段需与国际、地区及两岸航段填开同一本客票，或者连续客票，运价适用条件以山航国际航段适用的规则为准。

2.13.4 其他具体组合规定以系统中查询为准。

2.14 税费及附加费

2.14.1 税费及附加费的收取均以订座系统内的数据为准。

2.14.2 如运价通告无特殊规定，所有运价均不含税费和附加费。

2.15 出票时限

2.15.1 散客出票时限以系统中显示的自动出票时限作为标准。

2.15.2 如有山航控制人员备注的时限，则按照最早时限为准。

2.16 税费包含 YQ/YR 以及山航代收的政府、其它有关当局或者机场经营人征收的税款或者收取的费用（以下简称政府税费）。

3.儿童/婴儿票价

3.1 儿童票价

3.1.1 订座

（1）有成人陪伴儿童：儿童与成人须使用相同的舱位等级（同为经济舱或同为公务舱）。如旅客要求为儿童及同行成人购买不同舱位等级的客票时，儿童须在满足无成人陪伴儿童运输条件下，办理无成人陪伴儿童，且必须按所购客票的舱位等级分别就坐。如儿童单独出票，应在儿童客票订座编码中备注成人旅客完整的订座信息。

（2）无成人陪伴儿童：若无成人陪同，满足我司无人陪伴儿童运输条件的前提下，可办理无成人陪伴儿童服务，依据相关手册进行办理。

3.1.2 出票

（1）有成人陪伴儿童销售票价：按其订座舱位成人适用价格的 75%计收；旅客订座姓名后必须输入 CHD 标识，并在运价基础后加注折扣标识“CH25”，当订座舱位无儿童折扣时，适用订座舱位对应的成人价格。使用其他规定的运价手工出票时，须按照对应运价通告严格输入客票类别、TOUR CODE、EI 项等内容。

（2）无成人陪伴儿童销售票价：按其订座舱位成人适用价格的 100%计收；旅客订座姓名后必须输入 UM 标识，依据相关手册进行办理。

(3) 对于在购票时已明确旅客在回程旅行之日年龄超出儿童适用年龄规定，销售人员应为旅客去程、回程分别填开两张单程客票，按照每个航段的旅行之日旅客的年龄分别购票。

(4) 对于持有儿童客票的旅客，如因航程变更造成旅客实际旅行之日超过规定年龄时，按自愿退票办理。

3.2 婴儿票价

3.2.1 订座

(1) 婴儿客票必须与成人客票在同一记录订座，且预先申请，经系统确认后方可出票；婴儿不提供座位，如需占座视作儿童，按有成人陪伴儿童票价格销售，并在订座编码中备注成人旅客完整的订座信息。

3.2.2 出票

(1) 无座婴儿销售票价：按携带婴儿的成人订座舱位适用价格的 10% 计收。如成人订座舱位没有对应婴儿价格，则婴儿票价按当前开放的有婴儿票价的最低舱位价格销售，如所订航班已没有座位，则按系统公布运价 C/Y 舱适用运价的 10% 计收；旅客订座姓名后必须输入 INF 标识，并在运价基础后加注折扣标识“IN90”。

(2) 占座婴儿销售票价：同有成人陪伴儿童，按订座舱位成人适用价格的 75% 计收，税费同儿童标准收取，旅客订座姓名后必须输入 CHD 标识。当订座舱位无儿童折扣时，适用订座舱位对应的成人价格。禁止销售单位将婴儿旅客销售为儿童客票，如有占座的特殊需求，必须在订座后输“SSR INFT SC NN1 婴儿姓名 DMMYY/OCCUPYING SEAT/Pn/Sn (n 代表序号)”，在座位确认的情况下出票。

(3) 如携带婴儿的成人客票变更，且舱位价格发生变动，则婴儿客票价格也应做相应的变更。

(4) 限制婴儿客票销售，按照相关规定执行。

(5) 对于在购票时已明确旅客在回程旅行之日年龄超出婴儿适用年龄规定时，销售人员应为旅客去程、回程分别填开两张单程客票，按照每个航段的旅行之日旅客的年龄购买相应票价的客票。

(6) 对于持有婴儿客票的旅客，如因航程变更造成旅客实际旅行之日超过规定年龄时，按自愿退票办理。

4. 团队产品

4.1 适用范围

4.1.1 团队票价、订座及出票由山航授权经销代理向山航当地营业部提出申请。

4.1.2 未通过系统发布的团队产品价格及纸单价格，销售时按照纸单产品单的要求销售。

4.2 销售限制及退改

4.2.1 单程价格与往返价格需要以文件中为准，往返不可直接取单程价格的两倍，单程价格不可直接取往返价格的二分之一。

4.2.2 团队价格最长停留期一般为 15D，如有特殊情况以纸质产品单中要求为准。

4.2.3 团队价格必须订妥座位，回程不允许 OPEN。

4.2.4 除非另有适用政策及规定，团队旅客购票后，不允许变更航班、日期，仅允许同一航班中自愿提高服务等级，具体升舱差价及适用范围需在纸单文件中说明（若无特殊说明则视为不允许变更舱位），提升舱位后如需退票，仅退升舱差价、未使用航段政府税费。

4.2.5 除非另有适用政策及规定，团队客票自愿退票，仅退还未使用航段政府税费。如产品规定更为严格，以产品单中规定为准。

4.2.6 除非另有规定外，团队价格为净价，不含任何代理费。

4.3 行李额

4.3.1 除非另有规定，免费行李额以系统中规定为准。

4.4 成团人数限制

4.4.1 除另有规定外，团队旅客一般指统一组织的人数在 10 人(含)以上，航程、乘机日期、航班和舱位等级相同的并按同一类团队票价支付票款的旅客。具体成团人数限制以团队产品运价规定为准。

4.5 运价组合限制

4.5.1 团队产品、纸质运价单产品不允许与其他价格进行组合销售。

4.5.2 除非另有规定，团队产品、纸质运价单产品仅允许与在同一文件号运价单内进行组合销售。

4.6 儿童、婴儿折扣

4.6.1 儿童、婴儿人数限制按山航相关规定执行。且团队中儿童及婴儿人数算在团队总人数中，销售折扣视同为成人销售。

4.6.2 团队成人陪伴儿童，不享有儿童折扣，票价同团队成人。

4.6.3 团队无成人陪伴儿童，不享有儿童折扣，票价同团队成人。需事先咨询当地营业部，如可以提供无陪保障。

4.6.4 团队无座婴儿，不享有婴儿折扣，票价同团队成人。

4.6.5 团队占座婴儿，不享有婴儿折扣，票价同团队成人。

4.6.6 若儿童及婴儿单独出票，则不算到团队总人数中，票价可采用正常儿童、婴儿折扣票价，税费采用儿童、婴儿对应的税费。

4.7 税费及附加费

4.7.1 税费及附加费的收取均以订座系统内的数据为准。

4.8 其他

4.8.1 其它未尽事宜以纸单中规定为准。

5、自愿变更

客票自愿变更包括：变更航班时刻、变更航班日期、变更舱位等级、变更承运人等。

5.1 自愿变更原则

5.1.1 在办理变更时，应认真查验旅客证件信息，并检查拟变更客票的运价基础、停留期、是否初次变更或多次变更等内容。

5.1.2 异地销售客票办理变更，按照订座系统内该客票的舱位运价及规则办理。

5.1.3 自愿变更方式

(1) 山航直属售票单位可采用 OI 方式换开客票，应将升舱费、同舱差价和其他收费分开计收，新票票面为新的舱位价格（FARE 项，含升舱费），除升舱费以外的变更手续费等汇总计入 OB 项中。

(2) 代理人在办理换开时，应将升舱费、同舱差价和其他收费分开计收，新票票面为新的舱位价格（FARE 项，含升舱费），除升舱费以外的变更手续费等汇总计入 OB 项中。

(3) 对于已部分使用后办理变更的客票，新出的客票的舱位、FAREBASIS 项、停留期等内容应与已使用部分一起符合全航程的规定。

(4) 办理客票换开时，所有未使用航段应同时换开。

(5) 同航班办理升舱时，包含不同舱位等级变更，相同舱位等级或子舱位变更（高级经济舱与普通经济舱视为相同舱位等级），从高票价变更到低票价，只收取变更手续费，差额不退，或按自愿退票办理；从低票价变更到高票价，收取变更手续费和票价差额；相同票价仅收取变更手续费。

(6) 常旅客免票变更规定按照会员手册规定操作。

5.1.4 当需要使用汇率换算实付票价和变更手续费时，汇率的使用原则

(1) 换算实付票价时，使用销售日期当天的汇率换算成变更地货币。

(2) 换算变更手续费时，使用变更当天汇率将变更手续费换算成变更地货币，进位方式与票价相同。

(3) 汇率换算指令：XS FSC XXX 被换算货币/换算货币/指定汇率日期（如不指定日期，系统默认为当天）

例：使用 2022 年 6 月 1 日的汇率，将 100 元人民币换算成等值美元，XS FSC100CNY/USD/01JUN22

5.1.5 有 OPEN 航段的客票变更，在 OPEN 航段第一次订座时，即使有相同舱位，也需要重新计算票价。如有票价差额产生，需收取票价差额，不收取变更手续费。

5.1.6 票价差额和变更手续费同时收取。

5.2 自愿变更规定

5.2.1 在客票有效期内可以办理，每次变更时均收取变更手续费，变更手续费退票时不退，变更手续费货币进位方式与票价货币进位方式相同。

5.2.2 变更手续费的收取标准，按照所适用的运价规定执行。

5.2.3 在客票有效期内允许自愿升舱；如提出降舱，则按自愿退票办理，并另购新票。

5.2.4 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。不同舱位代码（包括同一服务等级中子舱位从高舱位改低舱位及不同服务等级中降低舱位等级）变更时，新票价必须等于或高于旧票价，如公务舱改 Y 舱，Y 舱改 H 舱等；相同舱位代码变更时，如新票价低于旧票价，则差额不退，只收取变更手续费。

5.2.5 变更后新票与原票之间产生的的税种差额，执行多不退少补的原则。

5.2.6 拟变更航段如发生过误机（NO-SHOW），在改期时还必须加收误机费（NO-SHOW 费），且每发生过一次误机则收取一次误机费。

5.2.7 儿童（含无陪儿童）、占座婴儿变更，变更手续费按适用的折扣率收取；不占座婴儿变更免收变更手续费。

5.2.8 自愿变更后如需再次变更，按舱位变更后的舱位规定执行，变更前所收的变更手续费不退。

5.2.9 单程运价的改期

(1) 如改期后的运价上涨的，除收取变更手续费外，还应收取相应的运价差额；如同舱改期后运价下降，差额不退还，按自愿退票处理。

(2) 对于有提前购票时间等限制的客票，改期后仍须符合该客票的各项运价规则（含提前购票时限等），否则须变更为当前适用的运价。

5.2.10 往返客票组合运价的改期，针对拟改期的航段，变更手续费取高收取

(1) 去程改期，如改期后仍满足最短、最长停留期的要求，收取变更手续费后办理改期。如改期后客票超出最短、最长停留期，则须先办理升舱延期，以满足最短、最长停留期要求后方可收取变更手续费并办理改期，如改期后的运价上涨的，还应收取相应的差价，升舱费与变更手续费叠加收取。

(2) 回程改期，如改期后仍满足最短、最长停留期的要求，收取变更手续费后办理改期；如改期后客票超出最短、最长停留期，则须先办理升舱延期，以满足最短、最长停留期要求后，方可办理改期。具体办理方式参照去程改期执行。

(3) 全程改期，如改期后仍满足最短、最长停留期的要求，变更手续费取高后办理改期。如改期后客票超出最短、最长停留期，则须先办理升舱延期，以满足最短、最长停留期要求后方可收取变更手续费并办理改期，升舱费与变更手续费叠加收取。

(4) 如改期后的运价上涨的,除收取变更手续费外,还应收取相应的运价差;如改期后运价下降,差额不退还,可按自愿退票处理。

(5) 对于有提前购票时间等限制的客票,改期后仍须符合该客票的各项运价规则(含提前购票时限等),否则须变更为当前适用的运价。

(6) 如拟改期多航段中不允许改期与收费改期同时出现时,需分开计算,不允许改期航段继续不允许改期,允许改期航段收取变更手续费后进行改期。

(7) 客票部分使用后,未使用航段办理升舱,升舱费用的计算为:新舱位 1/2RT 运价或组合运价与原舱位 1/2RT 运价或组合运价差。按客票全航程各舱位最严格的使用条件计算客票最短、最长停留期。

(8) 客票全部未使用,提出单去程或单回程办理升舱,同已部分使用升舱规则,升舱费用的计算为:新舱位 1/2RT 运价或组合运价与原舱位 1/2RT 运价或组合运价差。如全航程办理升舱,则按新舱位规定,重新计算客票最短、最长停留期。

5.2.11 ADD-ON 联程客票变更

(1) ADD-ON 价格单独国内段不可升舱,可同舱位改期,收取国际航段对应的变更手续费,改期后中转衔接时间不可超过 24 小时;如改期航班无适用舱位,需自愿退票后重购新票。

(2) ADD-ON 价格国内段如果淡季改旺季时,有差价的需收取差价,若旺季无适用价格则不允许改期,需自愿退票后重购新票;旺季改淡季,差价不退。

(3) 其他条件按照对应联程国际航段使用条件及规则执行。

6. 自愿退票

6.1 自愿退票原则

6.1.1 在办理退票时,应认真查验旅客证件信息,并检查拟退票客票的客票状态等内容。

6.1.2 异地销售客票办理退票,按照订座系统内该客票的舱位运价及规则办理。

6.1.3 自愿退票,原则上由出票单位办理。

6.1.4 当允许退票运价与不允许退票运价组合时,允许退票的运价组收取适用的退票手续费;不允许退票运价组不允许退票,且 YQ/YR 也不退。

6.1.5 可以退还未使用的除 YQ/YR 及 OB 税以外的山航代收的政府、其它有关当局或者机场经营人征收的税款或者收取的费用(政府税费)。应退票价(含 YQ/YR)为零或负数时,则只退政府税费。

6.1.6 用山航国际客票销售的全程为中国境内段航程的客票,未飞航段退票手续费按照 CAT16 显示规则收取。

6.1.7 当需要使用汇率换算应退票价、应退税费和退票手续费时,汇率的使用原则

(1) 换算应退票价和应退税费时,使用销售日期当天的汇率计算。

(2) 换算退票手续费时,使用退票当天汇率将退票手续费转为实际退款货币,退票手续费货币进位方式与票价货币进位方式相同。

(3) 汇率换算指令:XS FSC XXX 被换算货币/换算货币/指定汇率日期(如不指定日期,系统默认为当天)。例:使用 2022 年 6 月 1 日的汇率,将 100 元人民币换算成等值美元,XS FSC100CNY/USD/01JUN22。

6.2 自愿退票规定

6.2.1 客票需要在有效期内办理退票。

6.2.2 变更后客票提出退票,按首次购票的客票舱位、票价及退票规定计算,已收取的变更手续费不退,未使用航段的升舱费全额退还。

6.2.3 退票手续费的收取标准,按照所适用的运价规定执行。

6.2.4 客票发生退票，如退票手续费高于购票的票价（含 YQ/YR），只收取相应的票价（含 YQ/YR），退还旅客未使用航段政府税费。

6.2.5 拟退票航段如发生误机（NO-SHOW），须加收误机费。如升舱后客票产生退票，升舱费按规定退回，不需抵扣误机费。

6.2.6 儿童（含无陪儿童）、占座婴儿退票，退票手续费按适用的折扣率收取；不占座婴儿免收退票手续费。

6.2.7 使用往返组合运价填开的客票，应根据拟退票航段退票手续费择高收取（YQ/YR 计入票面）

（1）全程未使用客票，不得单退其中任意航段，按较严格舱位退票规定收取退票手续费；当允许退票运价与不允许退票运价组合时，允许退票的运价组收取适用的退票手续费，不允许退票的运价组则不允许退票。

（2）已部分使用客票提出退票，使用原始客票出票日期计算所付票款和税费与已使用航段的适用票价和税费之间的差额，再扣除退票手续费后，余额退还旅客，如对应舱位无适用运价，则使用高于该定座舱位的票价计算，未使用航段退票手续费按运价通告相应条款执行。

6.2.8 ADD-ON 联程客票退票（YQ/YR 计入票面）

（1）全程未使用 ADD-ON 客票，不得单退其中任意航段，需全航程办理退票，退票手续费按国际航段对应退票手续费规则收取。

（2）必须按照票面行程顺序使用，单程客票不可只使用国内段或国际段；往返客票不可只使用去程或者回程，如有违反，旅客需要退票时，扣除已使用航段 Y 舱公布运价，再扣除退票手续费后，余额退还旅客。

（3）ADD-ON 联程客票变更后发生退票，变更手续费不退，升舱费可以退还。

6.2.9 中转联程产品（包括但不限于国际 OD 产品）客票退票（YQ/YR 计入票面）

（1）全程未使用客票，不得单退其中任意航段，需全航程办理退票，按照所适用的运价规定执行。

（2）运价产品必须按照票面行程顺序使用，单程或者往返客票在同一个运价组中，不可只使用国内段或国际段，如有违反，旅客需要退票时，扣除已使用航段 Y 舱公布运价，再扣除退票手续费后，余额退还旅客。

（3）客票变更后发生退票，变更手续费不退，升舱费可以退还。

6.2.10 其他未按照航程顺序使用的航段自愿退票，票面（含 YQ/YR）不退，未使用航段的政府税费可以退还。

7.代理费

如客票产生退票，代理费一并退回。

7.1 全程未使用的客票，代理费需全部退回。

7.2 已部分使用的客票，正确计算出未使用航段对应的票面金额，退回未使用航段票面对应的代理费。

7.3 如因旅客特殊需求，代理人销售的客票由山航办理退票或被山航换开后办理退票，山航通过借项通知单（ADM 单）向代理人收回代理费。

附件 2:

International Fare Usage Rules of Shandong Airlines

(Effective from July 1, 2023)

One, Scope of application

1.1 These Rules apply to those who fill in Shandong Airlines international transport ticket, display the flight code and carried by Shandong Airlines; those who fill in international transport ticket and display the flight code of Shandong Airlines but carried by other airlines; those who have signed a mutual sale agreement or interline agreement with Shandong Airlines, fill in other airlines' international transport ticket but carried by Shandong Airlines; international tickets, mainland and Hong Kong/Macau Special Administrative Region tickets Domestic air transport tickets with special management between Mainland and Taiwan, and domestic flight segments filled in by international tickets.

1.2 Not applicable to charter flights.

1.3 The fee standards listed in these Rules are applicable to tickets sold after July 1, 2023 (inclusive).

1.4 For tickets sold before July 1, 2023 (excluding), if they are changed and replaced after July 1, 2023 (including), the charging standards listed in these rules shall apply when they are changed again.

1.5 For tickets sold before July 1, 2023 (excluding), if a refund is applied after July 1, 2023 (including), the standards before July 1, 2023 (excluding) shall apply.

Two, General provisions

2.1 During sales, the fare automatically calculated by "QTE:/Ticket Airlines" must be used for sales, and "DFSQ: A" must be used for automatic ticketing. (Note: The instructions involved in this article are all from the Travel Sky system. For other GDS automatic calculation and ticketing instructions, please consult your local GDS). If the DFSQ command is used to manually enter the fare, the fare basis (FARE BASIS), TOUR CODE, maximum stay period, free baggage allowance, EI item, and other contents must be strictly entered according to the corresponding fare notice.

2.2 If the system displays "NO FARES/RBD/CARRIER" after QTE, it indicates that there is no applicable fare, indicating that the passenger's itinerary does not comply with the applicable class rules, and the reservation must be modified again until the QTE result of "NO FARES/RBD/CARRIER" does not appear before sales can proceed.

2.3 When selling tickets, the Chinese Mainland segment can only book seats in the class for which the fare has been issued through ATPCO, etc. (the fare can be queried through the "XS FSD city pair/travel date * sales date/airline company/* class" instruction), and other classes for

which the fare has not been issued are not allowed to be sold. If there are special fare documents, they shall be executed according to the fare document details.

2.4 All sales fare shall be executed according to the corresponding documents for the actual itinerary. Individual passengers must book their seats for the first trip, and OPEN is not allowed. Whether OPEN is allowed for the return trip needs to be confirmed based on the results displayed in the system.

2.5 Shandong Airlines is a code sharing flight for the market side, and the fares and application conditions are implemented according to the corresponding rules of SDA (except for special rules). The free baggage allowance is based on the system display.

2.6 The price of paper orders that have not been published through the system shall be sold according to the requirements of the paper order product. The price of paper orders shall not be combined with the price in the system.

2.7 Under no circumstances are RQ tickets allowed to be filled out.

2.8 The sales agent shall strictly comply with the rules corresponding to the price and class, and shall not sell high class at low fares.

2.9 When using the system's automatic calculation of prices, the booking class required for foreign flight segments shall be based on the system's display.

2.10 The seasonal determination of connecting fares is based on the date of the first international flight of Shandong Airlines.

2.11 The shortest connecting time for passenger tickets filled out using transit should comply with MCT rules (can be queried through the "SCM: Airport Three Character Code/DA/Airlines Two Character Code" instruction).

2.12 Provisions on stay period

2.12.1 Maximum stay period: The maximum stay period that a connecting ticket should follow at the place of stay. The ticket should be used within the specified period of maximum stay. If it exceeds this period, the corresponding upgrade extension should be processed according to rules before continuing to be used.

2.12.2 Minimum stay period: The minimum stay period that a connecting ticket should follow at the place of stay. Tickets should be used outside the specified minimum stay period. If the period is not sufficient, corresponding upgrade changes should be processed according to regulations before continuing to be used.

2.12.3 If there are different minimum/maximum stay periods, the strictest one shall prevail.

2.13 Combined fare provisions:

2.13.1 If there are inconsistent interline ticket slots or multiple flights, the 1/2 RT price combination of the corresponding slot can be used for sales. The FARE BASE column is consistent with the RT price of the slot. If there is a TOUR CODE item, it should be filled in according to the flight sequence. The applicable conditions for this combination of fare rates are subject to stricter class rules.

2.13.2 The strictest application conditions are applicable to the rules on the maximum stay period, minimum stay period, and early ticket purchase time of the passenger ticket. The calculation of fees for ticket changes, refunds, extensions, and NO SHOW shall be handled as voluntary changes or refunds.

2.13.3 ADD-ON and SPA fares shall not be used separately and shall be combined with sales fare rates. When issuing the ticket, the ADD-ON leg must be filled out with the same ticket as

the international, regional, and cross-strait leg, or a continuous ticket. The applicable conditions for the fare are subject to the rules applicable to the international leg of Shandong Airlines.

2.13.4 Other specific combination rules shall be subject to the query in the system.

2.14 Taxes and surcharges

2.14.1 The collection of taxes and surcharges shall be based on the data in the booking system.

2.14.2 If there are no special provisions in the fare notices, all fares do not include taxes and surcharges.

2.15 Ticket issuance deadline

2.15.1 The time limit for individual ticket issuance shall be based on the automatic ticket issuance time limit displayed in the system.

2.15.2 If there is a time limit specified by the control personnel of SDA, the earliest time limit shall prevail.

2.16 Taxes and fees include taxes or fees collected by YQ/YR, the government, other relevant authorities, or airport operators on behalf of SDA (hereinafter referred to as government taxes and fees).

Three, Fare for children/infants

3.1 Children's Fare

3.1.1 Reservation

(1) Children accompanied by adults: children and adults must use the same class (both economy class and business class). If a passenger requests to purchase tickets of different class for children and accompanying adults, the children must meet the transportation conditions for unaccompanied children, and must be seated separately according to the class of the purchased ticket. If children issue tickets separately, the complete booking information of adult passengers should be noted in the child ticket booking code.

(2) Unaccompanied children: If there is no accompanying adult, we can apply for unaccompanied children services according to relevant manuals provided that we meet the transportation conditions for unaccompanied children.

3.1.2 Ticketing

(1) Fare for children accompanied by adults: 75% of the adult applicable price for their booked class; Passengers must enter the CHD identifier after booking their name, and add the discount identifier "CH25" after the fare basis. When there is no child discount for the booking cabin, the adult price corresponding to the booking cabin will apply. When manually issuing tickets using other prescribed rates, the fare basis, TOUR CODE, EI items, etc. must be strictly entered according to the corresponding fare notice.

(2) Fare for unaccompanied children: 100% of the adult applicable price for their booked class; Passengers must enter the UM logo after booking their names and proceed with the procedures according to relevant manuals.

(3) For passengers whose age exceeds the applicable age for children on the day of return travel, sales personnel should fill in and issue two one-way tickets for each leg of the journey, and purchase tickets based on the age of the passengers on the day of travel for each leg.

(4) For passengers holding children's tickets, if the actual travel date exceeds the specified age due to flight schedule changes, the ticket will be voluntarily refunded.

3.2 Infant's Fare

3.2.1 Reservation

(1) Infant tickets must be booked on the same record as adult tickets, and must be pre applied and confirmed by the system before being issued; Babies do not provide seats. If they need to occupy a seat, it will be considered as a infant and sold at the price of a infant ticket accompanied by an adult. The complete booking information of the adult passenger will be noted in the booking code.

3.2.2 Ticketing

(1) Fare for unseated infants: 10% of the applicable price for adult booking with infants. If there is no corresponding infant fare for adult booking, the infant fare will be sold at the lowest available infant fare. If there are no seats available on the booked flight, the fare will be charged at 10% of the applicable fare for C/Y class as announced by the system; Passengers must enter the INF label after booking their name, and add the discount label "IN90" after the fare basis.

(2) Fare for occupied seat infants: For infant accompanied by adults, 75% of the applicable adult price for booking the class will be charged, and taxes will be charged according to the child's standard. Passengers must enter the CHD logo after booking their name. When there is no child discount for booking a class, the adult price corresponding to the booking cabin applies. Sales agents are prohibited from selling baby passengers as children's tickets. If there is a special need to occupy a seat, they must enter "SSR INFT SC NN1 Baby Name DDMMYY/OCCUPYING SEAT/Pn/Sn (n represents serial number)" after booking, and issue the ticket after confirming the seat.

(3) If the adult ticket carrying an infant change and the class price changes, the baby fare should also be changed accordingly.

(4) Restrict the sale of infant tickets in accordance with relevant regulations.

(5) When it is clear at the time of ticket purchase that the passenger's age on the return trip exceeds the applicable age for infants, the sales personnel should fill out two one-way tickets for the passenger's journey to and from, and purchase the corresponding ticket price based on the age of the passenger on the day of travel for each segment.

(6) For passengers holding baby tickets, if the actual travel date of the passenger exceeds the specified age due to flight schedule changes, the ticket will be refunded voluntarily.

4. Group products

4.1 Scope of application

4.1.1 The group fare, reservation, and ticketing shall be applied for by the authorized distribution agent of SDA to the local business department of Shandong Airlines.

4.1.2 Group product prices and paper price that have not been published through the system shall be sold according to the requirements of the paper product list.

4.2 Sales restrictions and refund and change

4.2.1 The one-way and round-trip prices must be based on the documents. The round-trip price cannot be directly taken as twice the one-way price, and the one-way price cannot be directly taken as half of the round-trip price.

4.2.2 The maximum stay period for group prices is generally 15 days. In case of special circumstances, the requirements in the paper product list shall prevail.

4.2.3 The group price must have reserved seats, and OPEN is not allowed for return trips.

4.2.4 Unless otherwise applicable policies and rules apply, group passengers are not allowed to change flights or dates after purchasing tickets. They are only allowed to voluntarily increase their service level on the same flight. The specific upgrade price difference and scope of application must be stated in the paper document (if there is no special explanation, it will be deemed that changing the class is not allowed). If a ticket needs to be refunded after upgrading the class, only the upgrade price difference and unused segment government taxes will be refunded.

4.2.5 Unless otherwise applicable policies and rules apply, group tickets are voluntarily refunded and only unused segment government taxes are refunded. If the product rules are stricter, the rules in the product list shall prevail.

Unless otherwise specified, the group price is net and does not include any agency fees.

4.3 Baggage allowance

4.3.1 Unless otherwise specified, the free baggage allowance shall be subject to the system rules.

4.4 Group size

4.4.1 Unless otherwise specified, group passengers generally refer to passengers with a unified organization of 10 or more people, who have the same flight distance, boarding date, flight and class, and pay the same group ticket price. The specific number of group members is subject to the group product fare rules.

4.5 Fare combination restrictions

4.5.1 Group products and paper waybill products are not allowed to be sold in combination with other prices.

4.5.2 Unless otherwise specified, group products and paper tickets products are only allowed to be sold in combination with tickets under the same document number.

4.6 Discounts for children and infants

4.6.1 The number of children and infants shall be limited in accordance with relevant requirements of Shandong Airlines. And the number of children and infants in the group is included in the total group size, and the sales discount is considered as adult sales.

4.6.2 Group adults accompanying children do not enjoy child discounts, and the ticket price is the same as that of group adults.

4.6.3 Group unaccompanied children do not enjoy child discounts, and the ticket price is the same as that of group adults. You need to consult your local business department in advance to provide unaccompanied protection if possible.

4.6.4 Group seatless infants do not enjoy infant discounts, and the ticket price is the same as that of group adults.

4.6.5 Group occupied infants do not enjoy infant discounts, and the ticket price is the same as that of group adults.

4.6.6 If children and infants are ticketed separately, they will not be included in the total number of group members. The ticket price can be discounted for normal children and infants, and the corresponding taxes and fees for children and infants will be used.

4.7 Taxes and surcharges

4.7.1 The collection of taxes and surcharges shall be based on the data in the reservation system.

4.8 Others

4.8.1 Other matters not covered shall be subject to the provisions in the paper form.

5. Voluntary change

Voluntary ticket changes include: changing flight schedule, changing flight date, changing class, changing carrier, etc.

5.1 Principle of voluntary change

5.1.1 When handling changes, the passenger's identification information should be carefully checked, and the fare basis, stay period, and whether the ticket has been changed for the first time or multiple times should be checked.

5.1.2 Changes to ticket sales in different locations shall be handled in accordance with the class fare and rules of the booking system for that ticket.

5.1.3 Voluntary change method

(1) SDA's direct ticket sales agents can use the OI method to issue tickets, and should separate the upgrade fee, same class price difference, and other charges. The new ticket is based on the new class price (FARE item, including upgrade fee), and the change handling fees other than upgrade fees are summarized and included in the OB item.

(2) When handling a replacement, the agent should separate the upgrade fee, class price difference, and other charges. The new ticket is based on the new class price (FARE item, including upgrade fee), and the change handling fees other than upgrade fees are summarized and included in the OB item.

(3) For tickets that have been partially used and have undergone changes, the class, FARE BASIS items, and stay period of the newly issued ticket should comply with the rules for the entire trip along with the already used part.

(4) When changing tickets, all unused flight segments should be changed at the same time.

(5) When upgrading on the same flight, including changes to different class levels, changes to the same class level or subcategory (premium economy class and ordinary economy class are considered the same class level), and changes from high to low ticket prices, only the change handling fee will be charged, and the difference will not be refunded, or the ticket will be processed as a voluntary refund; Change from low to high ticket prices, charge change handling fees and ticket price differences; The same ticket price only charges a change handling fee.

(6) The rules for members to change their tickets free of charge shall be implemented in accordance with the provisions of the membership manual.

5.1.4 When it is necessary to use exchange rates to convert paid ticket prices and change handling fees, the principle of using exchange rates

(1) When converting the actual paid ticket price, use the exchange rate on the date of sale to convert it to the currency of the change.

(2) When converting the change fee, the exchange rate on the day of the change is used to convert the change fee into the currency of the change location, and the rounding method is the same as the ticket price.

(3) Exchange rate conversion instruction: XS FSC XXX is converted to currency/converted to currency/specified exchange rate date (if no date is specified, the system defaults to the current day)

Example: Using the exchange rate of June 1, 2022, to convert 100 RMB into its equivalent US dollar, XS FSC100CNY/USD/01JUN22

5.1.5 If there is a change in the ticket for the OPEN segment, even if there is the same cabin, the ticket price needs to be recalculated during the first booking of the OPEN segment. If there is a fare difference, the fare difference will be charged and no change handling fee will be charged.

5.1.6 The fare difference and change handling fee will be charged simultaneously.

5.2 Voluntary change rules

5.2.1 Within the validity period of the ticket, it can be processed, and a change fee will be charged for each change. The change fee will not be refunded when the ticket is refunded, and the currency rounding method for the change fee is the same as the fare currency rounding method.

5.2.2 The charging standards for handling fees for changes shall be implemented in accordance with the applicable fare rules.

5.2.3 Allow voluntary upgrades class during the validity period of the ticket; If a descent class is requested, it will be processed as a voluntary refund and a new ticket will be purchased.

5.2.4 Tickets that have not yet started traveling shall be recalculated based on the fare on the day of ticket replacement; Tickets that have already started traveling will be recalculated based on the original fare on the day of issuance. When different class codes (including the change of sub class from high class to low class in the same service class and the reduction of class in different service classes) are changed, the new fare must be equal to or higher than the old fare, such as changing business to Y class, changing Y to H class, etc.; When the same class code is changed, if the new fare is lower than the old fare, the difference will not be refunded, and only the change handling fee will be charged.

5.2.5 The tax difference between the new ticket and the original ticket after the change shall be subject to the principle of no refund for more and compensation for less.

5.2.6 If there is a NO SHOW during the planned change of flight segment, a NO SHOW fee must also be charged during the change, and for each NO SHOW, a NO SHOW fee will be charged.

5.2.7 For children (including unaccompanied children) and occupied infants who change seats, the change handling fee will be charged at the applicable discount rate; Infants who do not occupy seats are exempt from change handling fees.

5.2.8 If there is a need to change again after the voluntary change, the class rules after the change shall be followed, and the change fee charged before the change shall not be refunded.

5.2.9 Change of one-way fare

(1) If the fare increases after the change, in addition to the change handling fee, the corresponding fare difference should also be charged; If the fare decreases after the class changing, the difference will not be refunded and will be treated as a voluntary refund.

(2) For tickets with restrictions such as early ticket purchase time, after change, they must still comply with the various fare rules of the ticket (including early ticket purchase time limit, etc.), otherwise they must be changed to the current applicable fare.

5.2.10 The change of the round-trip ticket combination fare will be charged a higher handling fee for the planned changed segment

(1) If the requirements for the minimum and maximum stay period are still met after the changing, a change fee will be charged before the changing is processed. If the ticket exceeds the minimum and maximum stay period after the changing, an upgrade extension must be applied for first to meet the requirements of the minimum and maximum stay period before the

change fee can be charged and the changing can be processed. If the fare after the changing increases, the corresponding price difference should also be charged, and the upgrade fee and change fee should be charged in combination.

(2) Return changing: If the minimum and maximum stay requirements are still met after the changing, a change fee will be charged and the changing will be processed. If the ticket exceeds the minimum and maximum stay requirements after the changing, an upgrade extension must be processed first to meet the minimum and maximum stay requirements before the changing can be processed. Please refer to the specific handling method for changing.

(3) Full changing, if the requirements for the shortest and longest stay period are still met after the changing, the changing will be processed after the higher handling fee is charged. If the ticket exceeds the minimum and maximum stay period after the changing, an upgrade extension must be applied for first to meet the requirements for the minimum and maximum stay period before the change fee can be charged and the changing can be processed. The upgrade fee and change fee will be charged together.

(4) If the fare increases after the changing, in addition to the change handling fee, the corresponding fare difference should also be charged; If the fare decreases after the changing, the difference will not be refunded and can be treated as a voluntary refund.

(5) For tickets with restrictions such as early ticket purchase time, after changing, they must still comply with the various fare rules of the ticket (including early ticket purchase time limit, etc.), otherwise they must be changed to the current applicable fare.

(6) If changing and fee changing are not allowed to occur simultaneously in multiple segments of the planned changing, they need to be calculated separately. Further changing is not allowed for changed segments, and changing is allowed for changed segments after charging a change fee.

(7) After the partial use of the ticket, if the flight segment is not used for upgrade, the calculation of the upgrade fee is: the difference between the new class 1/2RT fare or combined fare and the original class 1/2RT fare or combined fare. Calculate the minimum and maximum stay period of the ticket based on the most stringent application conditions for each class throughout the entire trip.

(8) All tickets have not been used, and a single trip or single return trip is proposed for upgrade. The upgrade rules have been partially used, and the upgrade fee is calculated as the difference between the new class 1/2RT fare or combined fare and the original class 1/2RT fare or combined fare. If the upgrade is processed for the entire trip, the minimum and maximum stay period of the ticket will be recalculated according to the new class rules.

5.2.11 ADD-ON interline ticket change

(1) The ADD-ON price cannot be upgraded for the domestic segment alone, but can be changed for the same class. The corresponding change handling fee for the international segment will be charged, and the transfer connection time after the changing cannot exceed 24 hours; If there are no available seats for the changed flight, you need to voluntarily refund your ticket and purchase a new one.

(2) If there is a price difference in the domestic segment of ADD-ON during the off-season to peak season, the price difference shall be charged. If there is no applicable price during the peak season, the changing is not allowed, and a new ticket must be purchased after

voluntary refund; The peak season will be changed to the off-season, and the price difference will not be refunded.

(3) Other conditions shall be implemented in accordance with the corresponding international leg application conditions and rules.

Six, Voluntary refund

6.1 Voluntary refund principle

6.1.1 When handling ticket refunds, the passenger's identification information should be carefully checked, and the status and other contents of the ticket to be refunded should be checked.

6.1.2 The refund of a ticket sold in a different location shall be processed in accordance with the class fare and rules of the booking system for that ticket.

6.1.3 Voluntary refund shall be handled by the issuing agent in principle.

6.1.4 When a combination of fares with different refundability is allowed, the fare that allows refunds will charge the applicable refund handling fee. The fare that does not allow refunds will not permit refunds and YQ/YR will not be refunded either.

6.1.5 Unused taxes or fees (government taxes) collected by the government, other relevant authorities, or airport operators other than YQ/YR and OB taxes collected by SDA can be refunded. When the refundable fare (including YQ/YR) is zero or negative, only government taxes and fees will be refunded.

6.1.6 For tickets sold with SDA International tickets for flights within China, the refund fee for non-flying flights will be charged according to CAT16 display rules.

6.1.7 When it is necessary to use exchange rates to convert refundable ticket prices, refundable taxes, and refund handling fees, the principle of using exchange rates

(1) When converting refundable ticket prices and refundable tax fees, the exchange rate on the sales date is used for calculation.

(2) When converting the refund fee, the exchange rate on the day of refund is used to convert the refund fee into the actual refund currency. The currency rounding method for the refund fee is the same as the currency rounding method for the ticket price.

(3) Exchange rate conversion instruction: XS FSC XXX is converted to currency/converted to currency/specified exchange rate date (if no date is specified, the system defaults to the current day). Example: Using the exchange rate on June 1, 2022, convert 100 RMB to its equivalent in US dollars, XS FSC100CNY/USD/01JUN22.

6.2 Voluntary refund rules

6.2.1 The ticket needs to be refunded within its validity period.

6.2.2 After the change, if a refund is requested for the ticket, it shall be calculated based on the class, fare, and refund rules of the first purchased ticket. The change handling fee already charged shall not be refunded, and the upgrade fee for unused flight segments shall be fully refunded.

6.2.3 The charging standards for refund fees shall be in accordance with the applicable fare rules.

6.2.4 In case of ticket refund, if the refund handling fee is higher than the fare (including YQ/YR), only the corresponding fare (including YQ/YR) will be charged, and the government taxes and fees for unused flight segments will be refunded to passengers.

6.2.5 If there is a NO SHOW during the flight segment to be refunded, an additional NO SHOW fee will be charged. If the ticket is refunded after the upgrade, the upgrade fee will be refunded according to rules and there is no need to deduct the NO SHOW fee.

6.2.6 Children (including unaccompanied children) and occupied infants will be refunded, and the refund fee will be charged at the applicable discount rate; Infants who do not occupy seats are exempt from refund fees.

6.2.7 Tickets filled out using a round-trip combination fare should be charged at a higher rate based on the refund handling fee for the intended flight segment (YQ/YR included in the fare)

(1) If the passenger ticket is not used throughout the entire journey, no single refund is allowed for any of the flight segments, and a refund fee will be charged according to stricter class refund rules; When fares with different refundability are combined, the fare that allows refunds will charge the applicable refund handling fee. The fare that does not allow refunds will not permit refunds.

(2) Partial use of the ticket has been requested for refund, and the difference between the fare and taxes paid and the applicable fare and taxes for the already used segment is calculated using the original ticket issuance date. After deducting the refund fee, the remaining balance is refunded to the passenger. If there is no applicable fare for the corresponding class, the fare higher than the reserved class will be used for calculation. The refund fee for the unused segment will be executed according to the corresponding terms of the fare notice.

6.2.8 ADD-ON Interline ticket refund (YQ/YR credited to fare)

(1) If the ADD-ON ticket is not used throughout the entire journey, no single refund is allowed for any flight segment. The refund must be processed for the entire journey, and the refund fee will be charged according to the corresponding refund fee rules for international flight segments.

(2) Must be used in the order of the ticket itinerary, and one-way tickets cannot only be used for domestic or international segments; The round-trip ticket cannot only be used for the departure or return journey. If there is a violation and the passenger needs to refund the ticket, the published fare for the used segment Y class will be deducted, and the refund fee will be deducted. The remaining balance will be refunded to the passenger.

(3) If an ADD-ON interline ticket is changed and a refund occurs, the change handling fee will not be refunded, and the upgrade fee can be refunded.

6.2.9 Transit connecting products (including but not limited to international OD products) Ticket refunds (YQ/YR included on ticket)

(1) If the passenger ticket is not used throughout the entire journey, no single refund is allowed for any of the flight segments. The refund must be processed for the entire journey and executed in accordance with the applicable fare rules.

(2) The fare products must be used in the order of the ticket itinerary. Single or round-trip tickets are in the same fare group and cannot only use the domestic or international segment. If there is a violation and passengers need to refund their tickets, the published fare for the Y-class of the used segment will be deducted, and the remaining amount will be refunded to the passengers after deducting the refund fee.

(3) If a ticket is refunded after being changed, the handling fee for the change will not be refunded, and the upgrade fee can be refunded.

6.2.10 Other flight segments that are not used in accordance with the flight sequence are voluntarily refunded, and the fare (including YQ/YR) is not refunded. Government taxes and fees for unused flight segments can be refunded.

Seven, Agency fees

If the ticket is refunded, the agency fee will be refunded together.

7.1 For unused tickets throughout the journey, the agency fee must be fully refunded.

7.2 For partially used tickets, calculate the ticket amount corresponding to the unused segment correctly, and refund the agency fee corresponding to the unused segment ticket.

7.3 If, due to the special needs of passengers, the tickets sold by the agent are refunded by SDA or refunded after being exchanged by SDA, SDA will recover the agency fee from the agent through a debit note (ADM note).



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