



Tibet Airlines Co., Ltd.
General Conditions of Carriage for
Passengers and Baggage
(V00/R00)

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西藏航空有限公司
TIBET AIRLINES CORPORATION LIMITED

Tibet Airlines Co., Ltd.
General Conditions of Carriage for
Passengers and Baggage
Company Approval Page

(V00/R00)

Company Approval: _____

Date of Approval: _____

Statement

In accordance with the Montreal Convention, the Warsaw Convention, the Civil Aviation Law of the People's Republic of China, the Rules for Operation Certification of Large Aircraft Public Air Transport Carriers (CCAR-121), the Regulations on the Administration of Passenger Services for Public Air Transport, the Dangerous Goods Rules and other relevant laws and regulations currently in force, combined with the operation practices of China's civil aviation, in order to clarify the rights and obligations between passengers and Tibet Airlines Co., Ltd. (hereinafter referred to as "Tibet Airlines"), the General Conditions of Carriage for Passengers and Baggage of Tibet Airlines Co., Ltd. (hereinafter referred to as "General Conditions") are hereby formulated.

The general conditions are part of the passenger transportation contract of Tibet Airlines, and are the regulatory documents for the transportation of passengers and baggage of Tibet Airlines, and the guidelines, policies, regulations and standards for the transportation of passengers and baggage of the company stated in the general conditions are the purposes and guidelines that the company's staff at all levels and ground service agents engaged in passenger ticket sales, ground service and other links must be based on during the station operations. Every department and personnel related to the carriage of passengers and baggage, including sales agents and ground handling agents, must strictly abide by and implement them.

The General Conditions of Carriage for Passengers and Baggage of Tibet Airlines Co., Ltd. are effective since June 20, 2023.

It is hereby declared.

Tibet Airlines Co., Ltd.

June 20, 2023

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Tibet Airlines Co., Ltd.

General Conditions of Carriage for Passengers and Baggage

Article 1 Definitions

The Conditions refers to the General Conditions of Carriage for Passengers and Baggage of Tibet Airlines Co., Ltd. Unless otherwise specified, the following terms in these Conditions have the following meanings:

- 1.1 “Tibet Airlines” refers to Tibet Airlines Co., Ltd. for short. Its IATA membership code is “TV”, and settling code is “088”.
- 1.2 “The regulations of Tibet Airlines” refers to the regulations formulated and published by Tibet Airlines in accordance with the law for the purpose of managing the carriage of passengers and their baggage and effective for both parties of the contract on the date of ticket issuance, including valid applicable fares and applicable conditions.
- 1.3 “Carrier” includes the air transport enterprises issuing the ticket and all air transport enterprises that carry or undertake to carry the passengers and their baggage there under.
- 1.4 “Ticketing Carrier” means the carrier whose numerical code appears in the Ticket Coupon.
- 1.5 “Actual Carrier” means the carrier which performs a contract of carriage in whole or in part under the authority of a Contracting Carrier.
- 1.6 “Contracting Carrier” means the carrier which, in its own name, enters into a contract of carriage by air with a passenger or an agent of a passenger.
- 1.7 “Code Share or Code Share Flight” means a flight in which a carrier uses its own flight number by agreement on a flight actually operated by another carrier or in which more than one company uses their own flight number on the same flight by agreement.

- 1.8 “Sales Agent” refers to an agent enterprise authorized by Tibet Airlines and on behalf of Tibet Airlines to sell Tibet Airlines' air passenger transport sales business within the scope of authorization.
- 1.9 “Ground Handling Agent” refers to the enterprise authorized by Tibet Airlines and on behalf of Tibet Airlines to provide ground service agency business for air transportation of passengers and baggage within the scope of authorization.
- 1.10 “Passenger” refers to any person, other than a member of the crew, who is carried or to be carried on board an aircraft according to the ticket.
- 1.11 “Seat Reservation” refers to the reservation of the seat, class of service or weight and volume of baggage reserved by the passenger.
- 1.12 “Flight” refers to the regular flight of an aircraft according to the specified route, date and time.
- 1.13 “Connecting Flight” refers to two or more flights listed in a single contract of carriage.
- 1.14 “Valid ID” refers to the documents required by the competent government departments to prove the identity of passengers when purchasing tickets and boarding flights.
- 1.15 “Valid Travel Documents” means all exit, entry, transit, health and other documents including the valid ID and those required by the laws, regulations, orders or other provisions of other relevant countries or regions.
- 1.16 “Ticket” refers to the electronic ticket issued by Tibet Airlines or its authorized sales service agent and granted the right to transport, or the transport certificate known as "Ticket and Baggage Check", including the terms of the contract, statements and coupons.
- 1.17 “Ticket Changes” refers to the changes of flight schedule, flight date, class of service, carrier, etc. of the ticket.
- 1.18 “Conditions of Use of Tariffs”, refers to the conditions of use of the tariffs applicable to the specified class code or fare type.

- 1.19 “Electronic Ticket” refers to a valid transport certificate in the form of electronic data sold by Tibet Airlines or an air sales agent authorized by Tibet Airlines and given the right to transport, which is an electronic alternative to paper tickets.
- 1.20 “Conjunction Ticket” refers to a ticket issued to a passenger in conjunction with another ticket which together constitute a single contract of carriage.
- 1.21 “Air Transport E-ticket Itinerary” refers to the document jointly issued and approved by the State Administration of Taxation and the Civil Aviation Administration of China, and issued by the designated unit of the Civil Aviation Administration of China, as a payment voucher or reimbursement voucher for passengers to purchase electronic tickets and a document for recording passengers' itinerary and tariff information, which has the effect of reminding passengers of their itinerary, and is not used as a voucher for passing airport security check and boarding.
- 1.22 “Days” means calendar days, including all seven days of the week. When used to give notice to passengers, the day upon which the notice is issued shall not be counted; When used to determine the validity period of a ticket, the day upon which the ticket is issued and the day upon which the flight is commenced shall not be counted.
- 1.23 “Baggage” means the items carried by passengers during travel for the need to wear, use, comfort or convenience. Unless otherwise specified, it includes both checked and unchecked baggage of the passenger.
- 1.24 “Checked Baggage” means the baggage entrusted by the passenger to the carrier's care and transportation and the issuance of the baggage check.
- 1.25 “Unchecked Baggage” means the baggage other than the passenger's checked baggage that is under the passenger's own care, including carry-on items and self-care baggage.
- 1.26 “Carry-on Items” means small items carried by the passenger with the consent of the carrier.
- 1.27 “Self-care Baggage” means the baggage that is under the passenger's sole

responsibility with the consent of the carrier.

- 1.28 “Baggage Tag” means the sign identifying baggage and the passenger's proof of collection of checked baggage.
- 1.29 “Baggage Ticket” means a document issued by the Carrier for the purpose of identifying checked baggage.
- 1.30 “Excess Baggage” means the portion of baggage where the weight, volume or number of pieces exceeds the free baggage allowance.
- 1.31 “Freight” means fares, fees and/or related conditions of use published by the airlines. If necessary, the approval of the relevant authorities shall be obtained.
- 1.32 “Fares” means the price of air transportation services used by the carrier to transport passengers from the airport of departure to the airport of destination using a civil aircraft, excluding taxes and fees collected in accordance with national regulations.
- 1.33 “Regular Fares” means the highest fare in the first, business and economy classes during the applicable period, including the applicable child and infant fares.
- 1.34 “Special Fares” means other fares that are not regular fares.
- 1.35 “Check-in Deadline” refers to the latest time specified by the actual carrier that the passenger should complete check-in and receive the boarding pass.
- 1.36 “No-show” means that the passenger fails to complete the check-in formalities in accordance with the prescribed check-in deadline or fails to board the flight due to non-compliance with the travel documents.
- 1.37 “Missing a flight” refers to passengers who do not board the designated flight after check-in at the flight departure station or when passing through the stopover.
- 1.38 “Taking a wrong flight” refers to the passenger taking a flight that is not listed on the ticket.
- 1.39 “Flight Delay” refers to the situation where the actual arrival block time of

the flight is more than 15 minutes later than the planned arrival time.

- 1.40 “Flight Departure Delay” refers to the situation where the actual departure and block-off time of the flight is more than 15 minutes later than the scheduled departure time.
- 1.41 “Flight Cancellation” refers to the suspension of a flight plan due to an anticipated flight delay or the suspension of a flight plan due to a delay.
- 1.42 “Agreed Stopping Places” means the places, except the place of departure and destination, set force in the ticket or the carrier's schedule as a scheduled stopping place on the passenger's travel route.
- 1.43 “Stopover” means a deliberate interruption of a journey by the passenger, at a point between the place of departure and the place of destination, which has been agreed in advance by the carrier.
- 1.44 “Force Majeure” refers to abnormal, unforeseeable and uncontrollable circumstances, the consequences of which cannot be avoided even if all possible measures are taken.
- 1.45 “Loss” means loss arising from death or bodily injury to a passenger and loss or other loss arising from destruction, loss or damage to baggage in connection with carriage or other services related to carriage provided by the carrier.
- 1.46 “Convention” means the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929 (hereinafter referred to as the “Warsaw Convention”), the Protocol Amending the Convention for the Unification of Certain Rules for International Carriage by Air signed at Warsaw on 12 October 1929, signed at Hague on 28 September 1955 (hereinafter referred to as the "Hague Protocol"), the Convention on Offences and Certain Other Acts Committed on Board Aircraft, signed at Tokyo on 14 September 1963 (hereinafter referred to as the "Tokyo Convention"), and The Convention for the Unification of Certain Rules for International Carriage by Air, signed at Montreal on 28 May 1999 (hereinafter referred to as the “Montreal Convention”) applicable to the contract of carriage in accordance with the contract.

- 1.47 “International Transportation” refers to the carriage in which according to the contract of carriage, regardless of whether the carriage is interrupted or transshipment, the place of departure, the place of destination or one of the agreed stopping places is not within the territory of the People's Republic of China, except as otherwise provided in the Convention.
- 1.48 “Regional Transportation” refers specifically to the transportation between Chinese mainland and Hong Kong Special Administrative Region, Macao Special Administrative Region and Taiwan.
- 1.49 “Special Drawing Rights” refers to Special Drawing Rights as defined by the International Monetary Fund.
- 1.50 “French Gold Franc” refers to a monetary unit containing 65.5 milligrams of gold at 900 parts per thousandth. This amount can be converted into the currency of any country, taking its whole number.

Article 2 Applicability

2.1 Basic Principles

- 2.1.1 Except as otherwise provided in Paragraphs 2.1.3, 2.2 and 2.3 of these Conditions, these Conditions apply to the public air transportation by Tibet Airlines transporting passengers and baggage by civil aircraft and charging fees. These Conditions of Carriage form part of the contract of carriage between Tibet Airlines and passengers, and the rights, obligations and responsibilities of both parties shall be subject to these Conditions.
- 2.1.2 If the matters listed in these Conditions change frequently, Tibet Airlines may formulate relevant regulations separately and regard them as part of these Conditions. If the separately formulated provision is inconsistent with the content of these Conditions, the separately formulated provision shall take precedence over these Conditions.
- 2.1.3 These Conditions also apply to the carriage of special tickets such as free and special fares. In the event that the conditions of use of tariffs for special tickets, such as free fares and special fares, are inconsistent with

these Conditions, the conditions of use of the tariffs of the ticket shall take precedence over these Conditions

2.2 Charter Flight

If carriage is performed pursuant to a charter contract, passengers and baggage accepted for charter transportation shall comply with the terms of the charter contract of Tibet Airlines, and the contents not stipulated in the charter contract shall be subject to the provisions of these conditions.

2.3 Code Share

According to the codeshare flight arrangement between Tibet Airlines and other carriers, these Conditions apply only to the carriage of codeshare flights actually operated by Tibet Airlines. However, the actual carrier of each codeshare flight has its own general conditions of carriage or terms and conditions of carriage regarding the operation of its flight, the content of which may differ from the General Conditions of Carriage of Tibet Airlines. These different terms and conditions of the operating carrier will be regarded as an integral part of the General Conditions of Carriage of Tibet Airlines on codeshare flights, and the contents corresponding to the codeshare flights operated by the actual carrier will take precedence over the contents corresponding to the General Conditions of Carriage of Tibet Airlines. Terms and conditions that may differ between Tibet Airlines and the actual carrier of a codeshare flight, including but not limited to:

2.3.1 Boarding regulations;

2.3.2 Regulations on refusal of carriage and restriction of carriage;

2.3.3 Baggage transportation, including but not limited to free checked baggage, carry-on allowance and excess baggage charges;

2.3.4 Overbooking regulations, flight delays, cancellations, alternate landing regulations;

2.3.5 Smoking and alcohol prohibition regulations on flights;

2.3.6 Prohibition of the use of electronic devices on flights, etc.

2.4 Governing Law Prevails

- 2.4.1 The establishment, validity, interpretation, performance, dispute resolution and other matters related to the contract of these Conditions shall be governed by the laws of the People's Republic of China, including international conventions concluded or acceded to by the People's Republic of China.
- 2.4.2 If any provision of these Conditions of Carriage conflicts with applicable laws or international conventions, the applicable laws and international conventions shall prevail. If any provision of these Conditions of Carriage is judged to be invalid if it conflicts with applicable laws and international conventions, the other provisions of these Conditions of Carriage shall remain valid.

Article 3 Ticket Sales

3.1 Basic Principles

3.1.1 General provisions

- (1) On the ticket, the name of Tibet Airlines is abbreviated to the airline code of Tibet Airlines “TV” or three-word code “088”.
- (2) Tickets are non-transferable. The transferred ticket is invalid and the fare is non-refundable.
- (3) Paper tickets cannot be altered. Altered tickets are invalid and non-refundable.
- (4) Each flight segment on the ticket shall be used as a proof of transportation after the class of service, date of boarding and flight number have been determined.

3.1.2 Passenger ticket purchase documents

- (1) In order to ensure flight safety, the state stipulates that passengers must provide valid identity documents when purchasing air tickets, going through check-in procedures and passing through security checks, specifically:

- 1) Chinese mainland resident ID card, temporary resident ID card, or valid passport; Officers and men of the People's Liberation Army and the People's Armed Police and their civilian cadres and retired cadres who are not legally issued or have not yet obtained resident identity cards shall use their officer cards, armed police officer cards, soldier cards, civilian cadre cards, or retired cadre certificates respectively; Seafarer's card, travel certificate; Mainland Travel Permit for Hong Kong and Macao residents of Hong Kong and Macao; Mainland Travel Permit for Taiwan Residents of Taiwan Region; Residence permit for Hong Kong, Macao and Taiwan residents.
 - 2) The legal and valid passport, seafarer's card, and permanent residence identity card of the foreign passenger; Foreigners who do not have the above-mentioned relevant documents may use the foreigner's exit-entry certificate, and if the foreigner is in the process of reissuing the certificate due to expiration, loss, damage, etc., he or she shall present the receipt of acceptance of the foreigner's visa certificate issued by the exit and entry administration department of the public security organ, the certificate of loss of the passport, or the temporary international travel document issued by the embassies and consulates of various countries in China (which shall be accompanied by a valid visa or stay certificate issued by the exit-entry administration department of the public security organ), and the diplomatic personnel certificate in China issued by the Ministry of Foreign Affairs.
 - 3) A valid Chinese mainland identity document for residents under the age of 16 also includes a medical certificate of birth, household registration booklet, or identification issued by the public security organ where the household registration is located.
 - 4) Other valid identification documents required by the Civil Aviation Administration.
- (2) For non-Chinese citizen ID card holders (Taiwanese tourists) and non-Chinese passport holders (foreign passport holders) who purchase Tibet Airlines tickets to enter Tibet, it is also necessary to present a

Confirmation Letter of Entry into Tibet issued by the relevant unit in Tibet.

- (3) The passenger shall be responsible for the authenticity and validity of the passenger's identity documents and travel documents, and shall bear all the consequences arising from the untruthfulness of the information provided or non-conformity of the expiration date.

3.1.3 Validity period of the ticket

- (1) Unless otherwise provided on the ticket, these Conditions or the applicable tariff (the tariff may limit the validity period of the ticket, such limitation will be specified on the ticket), the ticket shall be valid for one year.
 - 1) Carriage is valid for one year from the date of commencement of the first trip, provided that the travel must commence within one year from the date of purchase of the ticket by the passenger.
 - 2) When the ticket is partially used, the validity period of the ticket shall be calculated from midnight on the day of the passenger's first travel to midnight on the day after the expiration date. The validity period remains unchanged regardless of whether the ticket is subsequently changed.
 - 3) If all tickets are unused, the validity period of the ticket shall be calculated from midnight on the date of purchase of the ticket to midnight on the day after the expiration date.
- (2) The validity period of the changed ticket is the same as the validity period of the original ticket.
- (3) The validity period of the special fare shall be calculated according to the validity period of the special fare stipulated by Tibet Airlines, and shall be invalid after the expiry date.
- (4) Multi-segment tickets are calculated from the date of commencement of the first leg of the trip.
- (5) The passenger shall complete all the journeys listed on the ticket within the validity period of the ticket. Tibet Airlines will not accept expired tickets, and the fare, taxes and fuel surcharges will not be refunded.

3.1.4 Extension of validity period

- (1) If a passenger fails to travel within the validity period of the ticket due to the following reasons, the validity period of the ticket may be extended until the first flight on which Tibet Airlines can provide seats according to the class of service for which the fare has been paid:
 - 1) The flight on which the passenger holds a reservation is cancelled.
 - 2) The agreed stopping places of the cancelled flight include the passenger's place of departure, destination or stopover.
 - 3) Failed to operate the flight within a reasonable time and schedule.
 - 4) Missed connections to flights where passengers have reserved seats.
 - 5) The passenger's class of service has been changed.
 - 6) Passengers are not provided with seats that have been reserved in advance.
- (2) If a passenger holding a regular fare ticket or a special fare ticket fails to travel within the validity period of the ticket because Tibet Airlines fails to provide a seat on the flight class of the ticket at the time of the passenger's reservation, the validity period of the ticket may be extended until the first flight on which Tibet Airlines can provide a seat according to the class of service for which the fare has been paid, but the extension period shall not exceed 7 days.

3.1.5 Use of ticket

- (1) Passengers holding paper tickets who fail to present valid tickets issued in accordance with the regulations of Tibet Airlines and including the flight coupons of the flight taken and all other unused flight coupons and passenger coupons shall not be entitled to request boarding. Passengers presenting a defective ticket or a ticket that has been changed by Tibet Airlines or its authorized sales agent shall not have the right to request boarding.
- (2) E-ticket passengers shall present a valid identity document and have Tibet Airlines or its authorized ground handling agent verify the validity of the e-ticket before boarding. The e-ticket itinerary is only a document that

records the passenger's travel information, and is not a necessary document for check-in and security check at the airport.

- (3) For international connecting tickets containing domestic segments, the flight coupons of their domestic segments can be used directly, and they do not need to be changed for a domestic ticket of Tibet Airlines before being used.
- (4) The ticket purchased by the passenger is only applicable to the transportation from the place of departure, the agreed stopping place to the point of destination specified on the ticket. The fare paid by the passenger is based on the tariff rules of Tibet Airlines and the transportation specified on the ticket. All flight segments on the ticket must be used in the order specified at the time of ticket purchase and must not be used upside down.
- (5) The fare paid by the passenger is related to the order of transportation specified on the passenger's ticket, and for tickets that are not used in order, Tibet Airlines will recalculate the fare, fuel surcharge (fee) and government taxes according to the passenger's actual itinerary. If this amount is higher than the amount paid by the passenger on the current ticket, the passenger shall pay the difference between them. Tibet Airlines will provide follow-up transportation services to the passenger after the difference is paid, and the flight segments of the passenger's ticket that are not used in order can no longer be used.
- (6) If a ticket that has not been used in order needs to be refunded, a voluntary refund can be made within 12 months from the date of travel of the ticket (if the first segment of the ticket is not used, from the date of filling) in accordance with the refund provisions for the corresponding seat class for the unused flight segments (special products shall be handled according to relevant regulations).
- (7) If the first flight segment of the ticket used for international transportation is not used, and the passenger requests to start the trip at the agreed stopping place or the stopover, Tibet Airlines has the right to refuse transportation.

- (8) If passengers wish to change any of the contents of transportation, they should contact Tibet Airlines in advance. Once the carriage is changed, the fare will be recalculated. Passengers can choose whether to accept the new fare or maintain the original carriage on the passenger's ticket. If due to force majeure, the passenger needs to change any of the contents of the carriage, he or she should contact Tibet Airlines as soon as possible, and Tibet Airlines will make its best efforts to transport the passenger to the next stopover or final destination point within a reasonable range without recalculating the fare.
- (9) Changes to certain carriages on the ticket may result in an increase in fares, such as a change in the place of departure or a change in the direction of travel. Many fares are valid only for flights on the specific date stated on the ticket and cannot be changed or only upon payment of the applicable fee.

3.1.6 Loss of ticket

- (1) Report the loss of the lost ticket
- 1) If the ticket of a passenger using a paper ticket is lost or damaged in whole or in part, or the ticket presented by the passenger does not include the passenger coupon and all unused flight coupons, the passenger shall apply in writing to the ticket office of Tibet Airlines or the sales agent authorized by Tibet Airlines to report the loss within the validity period of the ticket.
 - 2) Passenger applying to report loss must present his/her valid ID. If the applicant for loss reporting is not the passenger, he or she must present the valid identity document of the person reporting the loss and the authorization letter issued by the passenger himself/herself, and provide the date and place of original purchase, the original ticket issuer or its copy, the certificate of the public security department of the place where it was lost, and other materials or certificates sufficient to confirm the loss of the ticket.
 - 3) Tibet Airlines shall not be liable for any fraudulent use or refund of the lost ticket in whole or in part before the passenger applies for loss

reporting, and will not refund the fare or issue a replacement ticket for the lost ticket.

(2) Loss of itinerary

If the printed e-ticket itinerary is lost due to passengers' reasons, it will not be reprinted in accordance with the provisions of the Measures for the Administration of Air Transport Electronic Ticket Itinerary (Provisional).

(3) Replacement of lost tickets

- 1) The passenger must fill in the Application for Reporting Lost Tickets of Tibet Airlines.
- 2) The passenger must declare that he/she agrees to compensate Tibet Airlines for all losses that may be caused thereby, including the fraudulent use or refund of Tibet Airlines by others and the necessary litigation costs. Tibet Airlines will, at the request of the passenger, charge a handling fee in accordance with the regulations of Tibet Airlines and issue a new ticket to replace the above ticket or part of its ticket.
- 3) If the lost ticket does not have the relevant reservation and issuance record, Tibet Airlines has the right not to issue a new ticket, and if the passenger requests to continue traveling, he or she shall purchase a new ticket at the current fare.
- 4) Replacement tickets cannot be refunded or changed.

3.1.7 Duration of stay of the ticket

- (1) Maximum period of stay: The maximum period of stay that a round-trip or not-to-go ticket shall follow at the place of stopover. The ticket shall be used within the period specified in the maximum period of stay, and if this period is exceeded, the corresponding upgrade or extension shall be completed in accordance with the regulations before it can continue to be used.
- (2) Minimum period of stay: The minimum period of stay that a round-trip or not-to-go ticket shall follow at the place of stopover. The ticket shall be used outside the period specified in the minimum period of stay, and if

the period is not sufficient, it shall be changed or upgraded according to the regulations before it can be used.

3.2 Fares

3.2.1 General provisions

- (1) The applicable fare is the fare announced by Tibet Airlines and the entrusted agency of Tibet Airlines, and if there is no published fare, it is the fare combined by Tibet Airlines according to regulations. Unless otherwise specified, the fare will be calculated according to the price in effect at the time of ticket purchase, and the fare shall apply to the specific date and itinerary specified on the passenger's ticket.
- (2) The fare is the fare applicable to the date of travel (excluding the Civil Aviation Development Fund, fuel surcharge and other taxes and fees imposed by the government). Before the passenger pays, Tibet Airlines will inform or display to the passenger all the payments that the passenger should pay, including fare, government taxes and fees, fuel surcharge.
- (3) After the ticket is sold, if the fare, government taxes and fuel surcharges are adjusted, the above amount paid by the passenger will not be changed. Any changes to the itinerary, including flight dates, flights, etc., may affect the above payment by passengers.
- (4) Unless otherwise specified, fares apply only to air transportation rates from the airport of departure to the airport of destination, excluding ground transportation between airports or between airports and urban areas.
- (5) Tickets using special fares shall meet the conditions specified in the special fares.

3.2.2 Fares

- (1) Disabled revolutionary servicemen and people's policemen who are disabled in the line of duty purchase tickets for domestic flights of Tibet Airlines at 50% of the adult regular fare for the same flight on the basis of the "Certificate of the People's Republic of China for Revolutionary

Disabled Servicemen" and the "People's Police Disability Pension Certificate of the People's Republic of China" respectively. Disabled fire and rescue personnel enjoy the same ticket discounts as disabled military personnel when purchasing tickets.

(2) Accompanied minors

- 1) Buy a child ticket for a domestic flight at 50% of the adult regular fare for the same flight with a seat provided.
- 2) Buy a child ticket for an international and regional flight at 50% of the adult regular fare for the same flight with a seat provided.

(3) Infant

- 1) Buy an infant ticket for a domestic flight at 10% of the adult regular fare for the same flight with no seat provided.
- 2) Buy an infant ticket for an international and regional flight at 10% of the adult regular fare for the same flight with no seat provided.
- 3) Infants who need to occupy a separate seat should purchase a child ticket. If each adult passenger carries more than one infant, a child ticket shall be purchased for the additional number of passengers.

(4) Accompanied minors and infants should purchase a ticket in the same class of service as the accompanying person (both Economy Class or Business Class).

(5) The maximum number of infants and children allowed to be carried per adult passenger is: two infants; or one infant and two children; or three children; or a sick infant; or a disabled infant.

3.3 Taxes and Charges

3.3.1 Taxes or charges imposed by the government, relevant authorities or airport operators in respect of passengers or any services or facilities enjoyed by passengers shall not be included in the published fares. The taxes or charges shall be paid by the passengers and collected by the airlines on behalf of the passengers.

3.3.2 When purchasing a ticket, the passenger will be informed by Tibet

Airlines of government taxes or fees that are not included in the fare, and the taxes will be specified separately on the ticket. Taxes or charges levied on air travel are subject to change and may be levied after the ticket has been sold. Unless otherwise specified, the passenger shall be obliged to make a supplementary payment of the applicable taxes and fees stated on the ticket or after the ticket has been sold. Similarly, if the taxes paid by the passenger at the time of ticket purchase are no longer applicable to the passenger because they are cancelled or reduced, the passenger is entitled to a refund.

3.3.3 In addition to fares and taxes, Tibet Airlines will charge the airline fuel surcharge. The fuel surcharge is not a government. The amount of fuel surcharge may vary by airlines, different journeys, different classes, different dates of sale or travel.

3.3.4 “Passenger transport fuel surcharge and aviation insurance surcharge” is issued and collected by the carrier in accordance with the relevant regulations of the country or region. Infants and children are exempt from the Civil Aviation Development Fund.

- (1) Domestic flights: Infants who do not occupy a seat are exempt from the fuel surcharge who purchase the ticket at 10% of the applicable adult fare and children are charged 50% of the adult rate.
- (2) International and regional flights: Infants who do not occupy a seat are exempt from the fuel surcharge at 10% of the applicable adult fare, and infants and children who occupy a seat are charged the same fuel surcharge as adults.

3.3.5 Currency

The passenger shall pay the fares, taxes and fees in the currency of the country where the ticket is issued, unless the passenger has obtained the consent or designation of Tibet Airlines or its authorized sales agent to use another currency at or before the time payment is made.

3.4 Reservation and Ticketing

3.4.1 Reservation and ticketing methods

Passengers can reserve seats and purchase tickets through the official website, APP, WeChat mini program, Alipay mini program or call the service hotline of Tibet Airlines, or at the ticket office of Tibet Airlines or the ticket office of its authorized agents.

Tibet Airlines official website: <https://www.tibetairlines.com.cn>

Tibet Airlines official service hotline: 956096

3.4.2 General provisions

- (1) When purchasing tickets, passengers should fill in the "Passenger Ticket Purchase Registration Form", provide their valid identity documents or other valid identification documents and real valid contact numbers. If the passenger purchases an electronic ticket, the valid identity document used to purchase the ticket should be the same as the one used by the passenger for check-in.
- (2) Each passenger shall hold a separate ticket.
- (3) Without the record approval of Tibet Airlines or its authorized agent, it shall not be deemed that the reservation has been confirmed. Seat reservation can only be considered to have been completed and valid if the passenger pays the fare in accordance with the reservation procedures and ticket purchase time limit stipulated by Tibet Airlines, and Tibet Airlines or its authorized sales agent fills in the ticket and includes the reservation in the relevant ticket, otherwise, the seat reserved by the passenger will be automatically cancelled. When the passenger reserves the seat, Tibet Airlines or its authorized agent will inform the passenger of the time limit for purchasing tickets.
- (4) Some special fares contain conditions that restrict or exempt passengers from changing or refunding tickets, and Tibet Airlines or its authorized sales agent will inform passengers of these conditions of use when purchasing tickets. Passengers should choose the fare type according to their needs.
- (5) Each flight coupon or electronic ticket must specify the class of service and the seat and date reserved on the flight before it can be accepted for

carriage by Tibet Airlines. If the seat reservation is not indicated on the flight coupon or electronic ticket, the reservation shall be made in accordance with the relevant fare conditions and seat availability on the flight.

- (6) If Tibet Airlines has code-sharing with other carriers, it means that although the name and code of Tibet Airlines are indicated on the flight or ticket booked by the passenger, the passenger may be carried on an aircraft operated by another carrier. The sales personnel shall inform the passenger of the actual carrier operating the flight when the passenger makes a reservation or purchases a ticket, and the passenger shall go through the relevant procedures such as check-in in accordance with the regulations of the actual carrier.
- (7) If passengers on codeshare flights voluntarily change and refund, they shall handle it in accordance with the relevant regulations of the seller; If a passenger on a codeshare flight involuntarily changes the ticket, the procedures shall be completed in accordance with the relevant regulations of the actual carrier.
- (8) If a passenger refuses to provide personal information, Tibet Airlines reserves the right not to reserve a seat.
- (9) The e-ticket itinerary should be printed no later than 28 days after flight departure. Passengers should keep it safe for use when handling ticket refund procedures.
- (10) Passengers on connecting flights should reserve enough time for connecting flights to avoid connection failure. Under normal circumstances, the connection of pure domestic flights is generally not less than 2 hours, and the connection between international and domestic or domestic to international flights is not less than 3 hours. However, each airport will have different requirements for the minimum connection time between domestic flights and between domestic and international flights, please check with the relevant airport or Tibet Airlines in advance when making a reservation.

3.4.3 Collection and Use of Personal Information

The personal information provided by passengers to Tibet Airlines is used for reservations, ticket purchases, reservations or other services, and related procedures. To this end, the passenger authorizes Tibet Airlines to use and store the passenger's personal information, and agrees that Tibet Airlines will send such information to the relevant departments of Tibet Airlines, other relevant carriers, relevant service providers and government departments. Tibet Airlines attaches great importance to the security of passengers' personal information and will take all reasonable and feasible security control measures to protect passengers' personal information. Passengers can learn about Tibet Airlines' Privacy Policy from Tibet Airlines. The Privacy Policy is not part of these Conditions.

3.4.4 Special passenger reservation and ticketing

- (1) Special passengers are passengers who require special benefits or require special care due to their physical and mental conditions, or who can only be transported under certain conditions. Special passengers shall be carried only with the prior consent of Tibet Airlines and other relevant carriers and, if necessary, after making arrangements.
- (2) Special services currently provided by Tibet Airlines include: Important passengers, sick and disabled passengers (including disabled passengers, stretcher passengers, passengers with oxygen on board, wheelchair passengers, sick infant passengers who are less than 14 days old but need to travel from high-altitude areas to plain areas for emergency assistance, passengers with other diseases), unaccompanied minors, infant passengers, maternity passengers, criminal suspects, repatriated passengers, confidential passengers, passengers carrying human organ donation or other special services. (For details of the application restrictions, please refer to the relevant regulations for various special passengers)
- (3) The class of service reserved by the passengers who need to be accompanied by a guardian for operational, safety or security reasons (such as infants, children, the elderly, the sick and disabled, escorts, etc.) must be the same as the class of service reserved by the accompanying

guardian.

- (4) When purchasing child tickets and infant tickets, a valid certificate or document with the child's or infant's date of birth should be provided.
- (5) Seriously ill passengers, or sick passengers who cannot safely complete air travel without additional medical assistance during the flight, those who may be life-threatening in the air or require medical care, those who require the use of medical oxygen in the air, pregnant women who have reached 32 weeks (inclusive) and less than 35 weeks (excluded) of pregnancy must hold a medical certificate or diagnosis certificate issued by a county-level or second-class A medical unit or above recognized by Tibet Airlines and obtain the consent of Tibet Airlines before purchasing tickets.
- (6) Except for disabled persons who are eligible to fly, the medical certificate or diagnosis certificate is valid if it is filled in less than 72 hours before the flight departure, and is signed by a doctor and stamped by the medical unit. Seriously ill passengers and stretcher passengers must provide a certificate of availability issued within 24 hours before the flight departure when checking in. (A private doctor/family doctor should attach a doctor's qualification certificate, such as a doctor's qualification certificate and a license to practice medicine. Overseas medical institutions shall be signed by doctors.)
- (7) Infants and children under the age of 5 (including birthday) must be accompanied by an adult who is at least 18 years old (counting from the day after the birthday) with full capacity for civil conduct. The accompanied minors should purchase a ticket in the same class of service as the accompanying person.
- (8) Infant tickets must be applied for in advance, if the infant reservation application is not processed in advance or the infant ticket is booked after the adult ticket is issued, it may be refused for carriage due to flight safety, and if the ticket held by the accompanying passenger requests change or refund, it will be handled as a voluntary change or voluntary refund.

- (9) Children over 5 years old and under 12 years old who travel alone must first apply to Tibet Airlines for unaccompanied minor check-in procedures, and only after obtaining the consent of Tibet Airlines can they purchase tickets.
- (10) Passengers with special status should issue corresponding certificates, and when meeting the transportation requirements of Tibet Airlines, Tibet Airlines will cooperate with ground service agents and airport management agencies to open green channels to provide passengers with special protection procedures, otherwise, air transportation services will be provided according to regular passenger support procedures. Such as confidential personnel, OPO personnel carrying human donor organs, etc.

3.4.5 Reconfirmation of reservations

- (1) Tibet Airlines does not require seat reconfirmation for Tibet Airlines onward or return flights that have been reserved. However, if another carrier requests the passenger to reconfirm the onward or return seat and the passenger does not confirm it, that carrier has the right to cancel the passenger's onward or return reservation.
- (2) It is the passenger's responsibility to understand the carrier's requirements for seat reconfirmation in connection with the passenger's travel. In order to reconfirm, the passenger shall complete the seat reconfirmation procedure with the carrier whose code is indicated on the ticket or with the agent authorized by the carrier.

3.4.6 Priority reservations

- (1) Passengers who request a seat reservation with all or part of the flight segment for which seats are not reserved shall not be entitled to a priority reservation.
- (2) Passengers who request a reservation change with a ticket for all or part of the flight segment for which a seat has been reserved, he or she shall not be entitled to a priority reservation.
- (3) For passengers who involuntarily change their itinerary, Tibet Airlines

may give priority to seat reservations when circumstances permit.

Article 4 Ticket Changes and Refunds

4.1 Ticket Changes

4.1.1 General provisions

- (1) Passengers should change their tickets within the validity period of the ticket.
- (2) For ticket changes, please contact the ticketing carrier or its authorized air sales agent.

4.1.2 Voluntary change

- (1) After purchasing a ticket, if the passenger requests to change any content in the itinerary, such as the class of service, flight, and date of departure, Tibet Airlines and its authorized agents will handle it according to the conditions of use of tariffs corresponding to the ticket purchased by the passenger, under the condition that seats are available on the flight and time permitting. In the event of a change, the fare, government taxes, and fuel surcharges paid by the passenger will be recalculated according to the conditions of use of tariffs.
- (2) The rate of the change fee is calculated based on the cancellation of the reservation. Unless otherwise specified in the conditions of use of tariffs, the change fee and the fare price difference shall be calculated according to the face price of the ticket.
- (3) Unless otherwise specified, if a passenger needs to change the itinerary or passenger after purchasing a ticket, Tibet Airlines or its authorized air sales agents will assist the passenger to handle the "voluntary refund" in accordance with these Conditions and purchase a new ticket according to the new itinerary or the name of the new passenger.

4.1.3 Involuntary Change

- (1) When the flight of Tibet Airlines is delayed, cancelled, advanced, changed in itinerary, change in the class of service due to weather, air traffic

control, emergencies, security check, passengers and other uncontrollable or unforeseeable non-Tibet Airlines reasons, or the connection time of the adjacent connecting flight is less than the minimum connection time due to the above reasons, and the passenger needs to change the ticket, Tibet Airlines or its authorized air sales agents may handle the procedures for an involuntary change of the flight once and within seven days (inclusive) from the date of the abnormal flight, and the change fee shall be waived.

- (2) If a flight departure is delayed, cancelled, advanced, changed in flight itinerary, change in service class due to reasons such as aircraft maintenance, flight redeployment, crew redeployment, etc., or the connection time of the adjacent connecting flight is less than the minimum connection time due to the above reasons, Tibet Airlines or its authorized air sales agents can handle the involuntary change of the flight for the passenger and waive the change fee.
- (3) If the flight is normal after the change, the passenger voluntarily abandons the boarding or the passenger submits another change application for his or her own reasons, Tibet Airlines or its authorized air sales agents will assist the passenger in handling the “voluntary change” or “voluntary refund” in accordance with these Conditions.

4.1.4 Change of carrier

- (1) If a passenger voluntarily requests a change of carrier, Tibet Airlines may change the carrier if all the following conditions are met:
 - 1) There are no restrictions on changing the carrier of the ticket used by the passenger.
 - 2) The carrier requested to change by the passenger has signed an intermodal transport agreement with Tibet Airlines, and can fill in or receive tickets from each other.
 - 3) After the change, if the applicable fare of the carrier is higher than or lower than the fare of Tibet Airlines, Tibet Airlines or its authorized air sales agent will assist the passenger in handling the applicable conditions of use of tariffs of Tibet Airlines.

- (2) If a passenger who does not comply with paragraph 4.1.4 (1) of this Article requests a change of carrier, Tibet Airlines or its authorized air sales agent will assist the passenger to handle the "voluntary change" or "voluntary refund" in accordance with the provisions of these Conditions.

4.2 Refunds

4.2.1 General provisions

- (1) Passengers requesting a refund shall apply for a refund at the original place of purchase within the validity period of the ticket.
- (2) The passenger's request for a refund shall be made no later than 12 months from the date of commencement of travel (or the date of issuance of the ticket if it is completely unused). Tibet Airlines will not accept refund applications beyond the above time range.
- (3) When refunding, passengers must return all relevant reimbursement vouchers (e.g. air transport e-ticket itinerary) to Tibet Airlines before applying for a refund.
- (4) Generally, the fare will be refunded to the original payment method and in the original currency.
- (5) Refunds must comply with the laws and other relevant regulations of the country where the ticket was originally purchased and the country where the refund was made. Tibet Airlines may refund the fare in the currency in which the fare was originally charged, or in other currencies stipulated by Tibet Airlines.
- (6) Tibet Airlines will complete the refund procedures for the passenger within 7 working days from the date of receipt of the passenger's valid refund application, and the above time does not include the processing time of financial institutions.

4.2.2 Refund payee

- (1) Tibet Airlines can refund the passenger in person or to the payer who can present sufficient proof of payment and identification.

- (2) Passengers or payers applying for refunds should present their valid ID.
- (3) If the person applying for a refund is not the passenger or the payer named on the ticket, Tibet Airlines may refund the fare to the payer of the ticket according to the original payment method.
- (4) If the passenger entrusts another person to refund the ticket on his behalf, the representative shall present the valid identity documents of the passenger and the representative himself, and the passenger's power of attorney, and Tibet Airlines will refund the fare to the payer or its designee according to the original payment method.

4.2.3 Voluntary refund

- (1) After purchasing a ticket, when the passenger requests a refund due to the passenger's own reasons, if the conditions of use of the passenger ticket allow a refund, and the refund does not fall within the scope specified in paragraphs 4.2.4, 4.3, 4.4 and 4.5 of these Conditions, Tibet Airlines will handle the refund of the unused flight segment of the ticket in accordance with the applicable conditions of use of tariffs.
- (2) If the passenger voluntarily terminates his/her travel at the stopover of the flight, the fare for the unused segment of the flight is non-refundable.

4.2.4 Involuntary refund

- (1) If a passenger needs a refund due to reasons attributable to Tibet Airlines or due to weather, air traffic control, etc., and the passenger's flight departure is delayed, cancelled, advanced, changed in flight itinerary or changed in the class of service, Tibet Airlines or its authorized air sales agent may handle an involuntary refund for the passenger for the flight or the ticket of the flight and subsequent connecting flights.
- (2) If the arrival of the passenger's flight is delayed due to reasons of Tibet Airlines or due to weather, air traffic control, etc., resulting in the connection time of the subsequent connecting flight being less than the minimum connection time, and the passenger needs to apply for a refund for the subsequent connecting flight, Tibet Airlines or its authorized airline sales agent may apply for an involuntary refund for the passenger.

- (3) Involuntary refund shall be handled in accordance with the following provisions:
- 1) If all tickets are unused, all paid tickets will be refunded, and the refund fee will be waived.
 - 2) If the ticket has been partially used, the applicable fare and taxes for the used flight segment shall be deducted from the fare paid, and the balance shall be refunded to the passenger without refund fee, provided that the refund amount shall not exceed the total amount of the fare paid.
- (4) After the passenger voluntarily changes the flight and pays the change fee, if the changed flight is abnormal, the passenger requests a refund and the refund fee is waived, but the change fee paid will not be refunded.
- (5) If the aircraft type is changed, but the actual departure time of the flight is normal, without causing the original flight overbooked or the number of people in the class overflowed, the flight is a normal flight. If a change or refund is submitted, Tibet Airlines will assist the passenger to handle the ticket in accordance with the provisions of "voluntary change" or "voluntary refund" of these Conditions.

4.2.5 Request a change or refund due to illness or death

- (1) If a passenger fails to board the flight for which the ticket has been purchased as originally planned due to injury, illness, death or other health reasons after purchasing the ticket or during the travel, and provides supporting materials recognized by Tibet Airlines, Tibet Airlines may make a free change to the unused flight segment of the passenger and accompanying personnel (the number of accompanying personnel not exceeding 2) during the validity period of the ticket, and the change fee will be waived; Or apply for a refund, no refund fee will be charged.
- (2) If a passenger's close relative dies before or during the journey, Tibet Airlines may make a free change to the unused flight segment of the passenger's ticket after the death certificate and the certificate of the close relatives are provided as required by Tibet Airlines, and the change fee will be waived. Or apply for a refund, no refund fee will be charged.

4.2.6 Request a refund due to a duplicate purchase

If a passenger uses the same name and certificate number (without any modification or change), purchases two or more tickets with exactly the same information within 12 hours (inclusive) due to human error or other reasons, and cancels the reservation 24 hours (inclusive) before the scheduled departure of the flight, the passenger may apply for a refund to Tibet Airlines or its authorized airline sales agent, and Tibet Airlines can refund the latest ticket purchased by the passenger free of charge. If more than two duplicate tickets are purchased or multiple tickets are purchased on the same flight, Tibet Airlines will assist the passenger in handling the "voluntary refund" in accordance with the provisions of these Conditions for multiple other tickets.

4.3 Name and ID Changes

4.3.1 The passenger's name and ID number cannot be changed at the same time.

4.3.2 If all tickets are not used, passengers can apply for changes 2 hours before flight departure (3 hours before departure for international and regional flights), and if the relevant change conditions of Tibet Airlines are met, Tibet Airlines can apply for a change of name or certificate information for passengers free of charge. If the relevant change conditions of Tibet Airlines are not met, Tibet Airlines will assist passengers to handle the procedures in accordance with the provisions of "voluntary change" or "voluntary refund" of these Conditions.

4.3.3 Passengers can check with Tibet Airlines about the specific circumstances that can be changed.

Article 5 Check-in

5.1 Acceptance of Check

5.1.1 Passengers and passengers' baggage shall be subject to safety and security checks. The methods of check include, but are not limited to, equipment check, manual check, verbal interrogation and other check methods

prescribed by the local government or security check agency, etc., and the manner to be carried out is determined by the government, the airport or Tibet Airlines in its sole discretion, regardless of whether the passenger is present, consented or knowledgeable. Tibet Airlines shall not be liable for any bodily injury, damage to or loss of items caused by such check, unless such injury, damage or loss is caused by the intent or gross negligence of Tibet Airlines, unless otherwise provided by Chinese laws and international conventions.

- 5.1.2 Non-Chinese citizen ID card holders and non-Chinese passport holders are also required to provide a “confirmation letter for entering Tibet” for flights into Tibet. If the passenger is unable to board the flight due to the lack of the "confirmation letter for entering Tibet", the passenger will bear the loss, and if a refund is required, Tibet Airlines will assist the passenger to handle the "voluntary refund" in accordance with the provisions of these Conditions.

5.2 Check-in Procedures

- 5.2.1 Before the flight stops check-in, the passenger shall check the ticket, check in the baggage, and obtain a paper or electronic boarding voucher with his or her real name and with a valid identity document, and the valid identity document presented by the passenger shall be the same as the valid identity document provided at the time of ticket purchase. If necessary, Tibet Airlines will make a copy of the passenger's travel documents.
- 5.2.2 After the seat has been reserved, the passenger shall take the flight on the ticket for which the seat is reserved and shall be limited to carriage between the two places specified on the relevant flight coupon for which the seat has been reserved on the ticket.
- 5.2.3 The check-in deadline varies from airport to airport, and if the passenger is on a Tibet Airlines flight, Tibet Airlines will inform the passenger of the check-in deadline. Passengers should check with the relevant carrier for the deadline for check-in by other carriers during the passenger's travel. For the smooth travel of passengers, passengers are advised to

allow sufficient time for check-in.

- 5.2.4 If a passenger fails to arrive at the check-in counter on time, or fails to arrive at the boarding gate before the prescribed gate closing time, or fails to present his or her valid identity document and transportation certificate, or is not ready to travel, Tibet Airlines may cancel the passenger's reserved seat in order not to delay the flight. Tibet Airlines shall not be liable for any losses and expenses incurred by passengers as a result. If the passenger requests a refund, Tibet Airlines will assist the passenger to handle the ticket in accordance with the provisions of "voluntary refund" of these Conditions.
- 5.2.5 Tibet Airlines will meet the passengers' requirements for seats on board as much as possible according to the service class of the passenger's ticket, but does not guarantee that the seats designated by the passengers will be provided. If the passenger involuntarily lowers the class of service due to reasons attributable to Tibet Airlines, Tibet Airlines will refund part of the passenger's fare and compensate the passenger. The compensation criteria are detailed in the "Overbooking" provisions of these Conditions. If the passenger is unwilling to reduce the class of service, the passenger can refuse to take this flight, and Tibet Airlines will assist the passenger to handle the "involuntary change" or "involuntary refund" in accordance with the provisions of these Conditions.
- 5.2.6 Prior to travel, passengers shall be responsible for obtaining valid travel documents, visas or documents required for health and epidemic prevention policies at the place of departure, agreed stopping place to the point of destination, and shall understand and comply with all applicable laws, regulations, orders and travel regulations. The information provided by Tibet Airlines and its authorized agents to passengers is for the purpose of providing convenience and assistance to passengers, and Tibet Airlines shall not be liable for this. Tibet Airlines shall not be liable for the consequences of the passenger's failure to obtain the above documents or visas or for the failure to comply with the above applicable laws, regulations, orders and travel regulations.

5.2.7 No-show

- (1) If the passenger's no show is due to reasons other than those attributable to Tibet Airlines, Tibet Airlines will assist the passenger to handle the "voluntary change" or "voluntary refund" in accordance with the provisions of these Conditions.
- (2) If the passenger's no show is due to reasons attributable to Tibet Airlines, Tibet Airlines will assist the passenger to handle the "involuntary change" or "involuntary refund" in accordance with the provisions of these Conditions

5.3 Boarding

5.3.1 Tibet Airlines has different boarding gate closing times at different airports, so passengers are requested to comply with Tibet Airlines' requirements for boarding gate closing times at each airport. If the passenger does not board the aircraft before the boarding gate closing time, he will not be able to take this flight, and Tibet Airlines will handle the follow-up matters according to missing the flight.

5.3.2 If there is any change in boarding gate or boarding time, Tibet Airlines or Tibet Airlines' authorized ground handling agent will inform the passenger in a timely manner.

5.3.3 Missing a flight

- (1) If the passenger misses the flight due to reasons other than those attributable to Tibet Airlines, Tibet Airlines will assist the passenger to handle the "voluntary change" or "voluntary refund" in accordance with the provisions of these Conditions.
- (2) If the passenger misses the flight due to reasons attributable to Tibet Airlines, Tibet Airlines will assist the passenger to handle the "involuntary change" or "involuntary refund" in accordance with the provisions of these Conditions.

5.3.4 Taking a wrong flight

When a passenger takes a wrong flight, and arrives at a place other than the destination stated on the ticket, Tibet Airlines will take the following

measures for the passenger to choose:

- (1) If there is a subsequent flight to the destination listed on the passenger's ticket at the arrival station of the wrong flight, Tibet Airlines will arrange for the passenger to fly directly from the wrong arrival station to the destination free of charge, or take ground transportation to the passenger to the destination free of charge, and the fare will not be replenished or refunded.
- (2) The passenger will be transported back to the departure station, and the departure station will arrange for the passenger to take the subsequent flight to the destination listed on the passenger ticket as soon as possible, and the fare will not be supplemented or refunded.
- (3) If the passenger requests to terminate the trip at the wrong arrival station, Tibet Airlines will refund the passenger's original flight segment.

5.4 Seating Arrangements on Board

5.4.1 Tibet Airlines will do its best to accommodate passengers' requests for pre-application for seats on board. However, Tibet Airlines cannot guarantee the provision of any designated seats. For operational, safety or security reasons, Tibet Airlines reserves the right to assign or reassign seats on board the aircraft at all times, even after passengers have been seated.

5.4.2 Seats at the emergency exits of the aircraft will be designated by Tibet Airlines.

5.5 Conduct During the Flight

5.5.1 Handling of unlawful interference and disruptive behaviour

- (1) Unlawful interference is an act or attempt to endanger the safety of civil aviation. Including but no limited to: Unlawful hijacking of aircraft; Destruction of aircraft in service; Taking hostages on board an aircraft or at an airport; Forcibly breaking into the aircraft, airport or aviation facilities; Bringing weapons or dangerous devices or materials into an aircraft or airport for the purpose of committing a crime; The use of aircraft in service causing death, serious bodily injury, or serious damage

to property or the environment; Disseminate false information that endangers the safety of passengers, crews, ground personnel or the public in flight or on the ground, airports or premises of civil aviation facilities.

- (2) Disruptive behaviour is an act that disturbs good order at an airport or aircraft by failing to comply with regulations at a civil airport or on board an aircraft, or by failing to follow the instructions of airport staff or crew. Including but no limited to: Occupying seats or luggage racks; Those who fight, pick quarrels and provoke trouble; Indecent assault on women and children and sexual harassment; Spreading obscene materials and other illegal printed materials; Using open flames or smoking; Illegal use of mobile phones or other prohibited electronic devices; Opening the emergency exit door without authorization; Theft, intentional damage, unauthorized movement of aviation facilities and equipment; Theft of public or private property on board; Throwing foreign objects on the apron, engines, aircraft fuselage; Approaching restricted areas or staying without following guidance; Other acts that endanger the safety of civil aviation and disrupt good order at airports or aircraft.
- (3) According to the judgment of Tibet Airlines, if the passenger's unlawful interference, disturbance or other behavior on board the aircraft endangers the safety of the aircraft or any person or property on board, or obstructs the crew in performing their duties, or does not comply with the instructions of the crew, including but not limited to smoking, alcohol or drug consumption, and acts that cause or may cause discomfort, inconvenience, damage or injury to the crew or other passengers, Tibet Airlines may take such measures as it deems reasonable, such as implementation of discipline to prevent the behavior from continuing. Passengers may be required to disembark at any location and be refused onward carriage, or be handed over to the relevant government authorities in accordance with applicable laws or international conventions.

5.5.2 Use and Restrictions of Portable Electronic Devices

- (1) For safety reasons, Tibet Airlines prohibits the use of cellular mobile communication functions (including voice and data) during flight operation, and prohibits the use of lithium battery power banks to charge portable electronic devices.
- (2) Electronic devices prohibited in the air, including but not limited to mobile phones that do not have airplane mode (devices with cellular communication functions (voice and data) only), including watches with mobile phone functions, walkie-talkies, remote control devices (remote control toys and other electronic devices with remote control devices).
- (3) The use of electronic devices is prohibited during critical phases of flight, such as taxiing, take-off, descent and landing, but electronic devices permitted during the cruise phase of the aircraft include, but are not limited to, mobile phones (smartphones), portable computers or tablets, e-books, video/audio players, electronic game consoles, etc. with airplane mode.
- (4) Electronic devices that are not restricted at all times, including but not limited to portable tape recorders, hearing aids, pacemakers, electric shavers, and life-sustaining electronic devices (devices) that do not affect aircraft navigation and communication systems.
- (5) Under special circumstances, Tibet Airlines has the right to require passengers to turn off portable electronic devices.

5.5.3 Smoking prohibition

All Tibet Airlines' flights are non-smoking, and smoking is not allowed in all areas on board, including smoking electronic cigarettes and synthetic steam smoking devices.

5.5.4 Alcohol restrictions

Except for alcoholic beverages provided by Tibet Airlines, no other alcoholic beverages shall be consumed on board.

5.5.5 Safety belt

Passengers should wear seat belts at all times when seated on board.

5.6 Entry/Transit

5.6.1 Passengers should understand and comply with the relevant exit, entry or transit regulations of the country or region they are travelling from, to or through before traveling. Tibet Airlines shall not be liable for any loss or adverse consequences suffered by passengers who violate the above regulations during travel.

5.6.2 If a passenger is refused entry/transit, the passenger shall bear the cost of transportation leaving the country or region. Tibet Airlines will not refund the fare for which Tibet Airlines has already transported passengers to the place of refusal of entry/transit.

5.6.3 If Tibet Airlines is required to pay fines or penalties or bear any expenses due to the passenger's failure to comply with the laws, regulations, orders or other travel regulations of the relevant country or region, or the passenger's failure to present the required documents, or the refusal of exit, entry or transit for any reason, the passenger shall reimburse Tibet Airlines for any payment or any expenses incurred.

Article 6 Refusal of Carriage and Restriction of Carriage

6.1 Refusal of Carriage

6.1.1 Tibet Airlines has the right to refuse to transport passengers and their baggage for safety or based on its own reasonable judgment when it is determined that one of the following conditions applies, and Tibet Airlines shall not be liable for the losses caused to passengers:

- (1) Passengers or articles prohibited from transportation in accordance with relevant national regulations.
- (2) Passengers who refuse to submit to security checks.
- (3) Baggage that has not been through security check.
- (4) Passengers who fail to present a valid ID at check-in, or whose identity document is inconsistent with the identity document at the time of ticket purchase.

(5) Other circumstances stipulated by the state.

6.1.2 Except as stipulated in Article 6.1.1 of these Conditions, if the passenger's behavior may endanger flight safety or public order, Tibet Airlines has the right to refuse transportation:

- (1) Failure to comply with the laws and other relevant regulations of the country of origin, stopover, destination or overflight.
- (2) The passenger or his/her baggage may endanger or affect the safety and health of other passengers or crew or may cause discomfort to other passengers.
- (3) The passenger has had bad behavior when taking a Tibet Airlines flight, and the relevant departments of Tibet Airlines have confirmed that similar behaviors will occur again.
- (4) The passenger did not comply with the relevant regulations of Tibet Airlines. Including but not limited to Tibet Airlines' regulations on the sequential use of ticket coupons, or the ticket presented by the passenger was not issued or changed by Tibet Airlines or the authorized sales agent of Tibet Airlines, or the ticket has been damaged.
- (5) The passenger does not present a valid ticket, or the ticket presented is a lost ticket, a stolen ticket, or a forged ticket.
- (6) The passenger cannot prove that he or she is the person listed in the "Passenger Name" column of the ticket.
- (7) The passenger fails to pay the applicable fare, taxes, or related fees as required.
- (8) The passenger may seek entry in his or her transit country, or the passenger may destroy his or her documents during the flight, or the passenger may refuse to hand over his/her travel documents or copies to the cabin crew in accordance with the requirements of Tibet Airlines.
- (9) The passenger did not comply with the safety or security regulations of Tibet Airlines.
- (10) Passengers fail to comply with the rules on smoking prohibition or the use

of electronic devices on board.

(11) The passenger fails or refuses to comply with the instructions of the crew.

6.1.3 Passengers who do not meet the relevant boarding requirements of Tibet Airlines, including but not limited to:

- (1) The passenger's mental or physical condition, including the passenger's influence of alcohol or drugs, may cause danger or harm to the passenger, other passengers, crew or property.
- (2) Sick passengers who cannot provide supporting documents stipulated by Tibet Airlines.
- (3) All kinds of sick passengers who are not suitable for air travel, etc.

6.2 Restriction of Carriage

6.2.1 Infants, unaccompanied minors, disabled persons, pregnant women, injured or sick persons or other passengers requiring special services shall be carried in advance upon request to Tibet Airlines and shall be carried only after Tibet Airlines agrees and makes corresponding arrangements.

6.2.2 Carriage of infants

- (1) Infant passengers shall be accompanied by an adult who has reached the age of 18 and has full capacity for civil conduct.
- (2) Infants carried by Tibet Airlines refer to infants who have been born for 14 days on the date of travel (the 14th day starts from the day after birth) but are under 2 years old (including birthday).
- (3) Tibet Airlines does not provide air transportation services for infants born less than 14 days old and premature infants born less than 90 days old.

6.2.3 Carriage of children

- (1) Children who have reached the age of 2 on the date of travel (counting from the day after birthday) but are under the age of 12 (including the birthday) shall be accompanied by an adult who has reached the age of 18 and has full capacity for civil conduct. Children should purchase a ticket in the same class of service as their accompanying person.

- (2) If a child passenger who has reached the age of 5 on the date of travel (counting from the day after birthday) but is under the age of 12 (including the birthday) shall apply to Tibet Airlines in advance for the unaccompanied minor service with the consent of Tibet Airlines, and purchase a ticket in accordance with the regulations of Tibet Airlines. There is a limit to the number of unaccompanied minors carried on each flight, and Tibet Airlines has the right to refuse carriage accordingly.
- (3) Young passengers between the ages of 12 and 18 travelling alone may voluntarily apply for the unaccompanied minor service.
- (4) Regarding the operation regulations and service fee charging standards for unaccompanied minors, passengers may inquire with Tibet Airlines, Tibet Airlines' authorized air sales agents or authorized ground handling agents.

6.2.4 Carriage of persons with disabilities

Tibet Airlines provides air transportation services for disabled persons who meet the conditions for boarding in accordance with the relevant laws and regulations on air transport for the disabled, refer to Tibet Airlines Co., Ltd. Air Transport Service Program for the Disabled for details.

6.2.5 Carriage of pregnant women

- (1) Pregnant passengers who are pregnant under 32 weeks (excluded) shall be transported as regular passengers, except for those who are judged by a doctor to be unfit for flight.
- (2) Pregnant women who have reached 32 weeks (inclusive) and less than 35 weeks of pregnancy shall provide a medical certificate or diagnosis certificate issued by a county-level or second-class A or above medical unit and sign the Risk Notice, and obtain the verification by Tibet Airlines before taking a flight.
- (3) Tibet Airlines does not provide air transportation services for pregnant women who have reached 35 weeks (inclusive), pregnant women whose expected date of delivery is within 4 weeks (inclusive), pregnant women

whose due date is close but cannot be determined and who are known to have multiple births or expected complications of delivery, and those who are less than 7 days after delivery.

- (4) Even if the passenger has met the requirements of Clauses 6.2.5(1) and 6.2.5(2) above, Tibet Airlines still has the right to refuse carriage if the passenger develops obvious symptoms of discomfort during the flight, or if Tibet Airlines reasonably judges that the passenger's continued boarding will bring danger to the passenger's personal safety.

6.2.6 Carriage of injured or sick passengers

- (1) For injured or sick passengers, for the safety and health of the passenger or other passengers or crew members, passengers with any of the following conditions should consult a doctor before planning to travel and present a medical certificate or diagnosis certificate recognized by Tibet Airlines:

- 1) Those who need to use an incubator for premature infants.
- 2) Sick infants (including infants who are less than 14 days old but need to travel from highland areas to plain areas for emergency assistance).
- 3) Those who require the use of medical oxygen in the air.
- 4) People who may be life-threatening in the air or require medical care.
- 5) Those who are known to have a contagious disease but can be prevented by taking measures.
- 6) Stretcher passenger.
- 7) Elderly passengers who travel alone with a history of cardiovascular, diabetes, hypertension, etc.
- 8) Seriously ill passengers, or sick passengers who cannot safely complete air travel during the flight without additional medical assistance.

Even if the passenger provides these certificates, Tibet Airlines still has the right to decide whether to carry the passenger based on the passenger's physical condition and the actual operation of the flight when checking in for the passenger.

- (2) If the standard seat of the aircraft cannot be used for any reason (such as knee/hip rigidity and cannot do bending activities), or the seat backrest of the aircraft cannot be maintained in an upright posture during takeoff or landing and no satisfactory alternative method can be found, the passenger needs to apply for stretcher transportation service, and Tibet Airlines agrees and makes corresponding arrangements before carriage.
- (3) Tibet Airlines does not provide air transportation services for injured or sick passengers suffering from the following diseases, except for the purpose of saving lives and making special arrangements with the consent of Tibet:
 - 1) People with heart disease in a very severe or critical state, such as severe heart failure, cyanosis, or myocardial infarction (those who have had an infarction within six weeks before travel).
 - 2) Severe otitis media, accompanied by patients with occlusion of the Eustachian tube.
 - 3) Patients with recent spontaneous pneumothorax or neurological conditions that have recently had a pneumothorax.
 - 4) Patients with large mediastinal tumors, extra-large hernias and intestinal obstruction; Head injury, increased intracranial pressure and skull fracture; Mandibular fractures recently connected using metal wires.
 - 5) Patients who have had polio in the past 30 days; Patients with medullary poliomyelitis.
 - 6) Patients with severe haemoptysis, vomiting, bleeding, vomiting, and moaning.
 - 7) Those who have recently undergone surgery and whose wound has not healed completely.
 - 8) Patients with advanced cancer.

6.3 Ticket Processing after Refusal of Carriage

6.3.1 If a person is refused carriage in accordance with Article 6 of these Conditions and a written explanation is requested, unless otherwise

stipulated by the State, Tibet Airlines will promptly issue the relevant certificate of failure to board the passenger.

6.3.2 If a passenger who meets the circumstances of paragraphs 6.1.1 and 6.1.2 of these Conditions requests a change or refund of the ticket, Tibet Airlines will assist the passenger in handling the ticket in accordance with the provisions of "voluntary change" or "voluntary refund" of these Conditions.

6.3.3 Passengers who meet the circumstances of paragraphs 6.1.3 and 6.2 of these Conditions may apply for the "change or refund due to illness" of these Conditions.

Article 7 Transportation of Baggage

7.1 Items that Cannot be Transported as Baggage

Passengers are not allowed to carry the following items in their baggage (including checked and unchecked baggage) or carry them into the cabin:

7.1.1 Items that may endanger the safety of the aircraft, persons or property on board, such as the following prohibited items (including but not limited to) listed in the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air, the International Air Transport Association (IATA) Regulations on the Transport of Dangerous Goods, and Tibet Airlines' Dangerous Goods Transport Manual: explosives; Gases (including flammable gases, non-flammable and non-toxic gases, toxic gases); flammable liquids; Flammable solids, substances prone to spontaneous combustion, substances that release flammable gases when exposed to water; oxidants and organic peroxides; toxic and infectious substances; radioactive substances; corrosive substances; Miscellaneous dangerous goods.

7.1.2 Items prohibited from carriage by laws, regulations or orders of the People's Republic of China or items prohibited of export, entry or transit by laws, regulations or orders of countries.

- 7.1.3 Firearms and their main parts and components comply with the provisions of paragraph 7.3.1 (2) of these Conditions include military, civilian, official firearms and other firearms prohibited by the state: Such as pistols, rifles, submachine guns, machine guns, riot guns, air guns, anesthesia injection guns, sample guns, prop guns, steel ball guns, tear gas guns, stun guns, and imitations of the above items.
- 7.1.4 Ammunition (except as provided for in paragraph 7.3.1(2) of these Conditions), ordnance, police equipment and its main parts and components (batons, military or police daggers, bayonets, etc.); Prohibited equipment (electric shock apparatus, defense equipment, etc.) prohibited by the state, imitation of the above items.
- 7.1.5 State-controlled knives (daggers, three-sided knives, three-sided scrapers for machining, knives with self-locking devices, single-edged knives shaped like daggers but longer than daggers, double-edged knives and other similar single-edged, double-edged, three-edged knives, etc.), and other controlled instruments that are regulated by the State, such as crossbows.
- 7.1.6 Other items:
- (1) Items that are unsuitable for transport because of their danger, insecurity, or because of their weight, volume, packaging, shape or nature, and other prohibited items prescribed by the State.
 - (2) Infectious disease pathogens.
 - (3) Tinder (including all types of ignition devices) such as lighters, matches, cigarette lighters, magnesium rods (flints).
 - (4) Power bank and lithium battery with a rated energy of more than 160Wh or recalled by the manufacturer with safety defects or unclear identification, no clear manufacturer, or unable to confirm the rated energy/lithium metal content (the transportation standards for lithium batteries used in electric wheelchairs shall be handled in accordance with the relevant regulations of Tibet Airlines).
 - (5) Alcoholic beverages with an alcohol volume percentage greater than 70%.

- (6) Live animals (Except for service dogs specified in paragraph 7.5.6(1) of these Conditions).
- (7) Wildlife and its products:
 - 1) Wild animals and their products prohibited by relevant laws and regulations shall not be collected and transported, and terrestrial wild animals that naturally grow and reproduce in the wild environment for the purpose of food shall not be accepted and transported.
 - 2) Where it is really necessary to transport wild animals by air due to special circumstances such as scientific research, medicinal use, and display, relevant supporting documents must be strictly verified, and those that do not meet the requirements shall not be accepted for transportation.
- (8) Medical small gaseous oxygen cylinders (or air cylinders) and liquid oxygen devices, including empty oxygen cylinders that have been used.
- (9) Fragile, perishable items and fresh items with obvious odor (such as seafood, durian, etc.).
- (10) Substances with strong magnetization, items with a strong pungent odor or easy to cause panic among passengers, and items that cannot be identified as potentially dangerous in nature.

7.1.7 Any item requested for carriage by a stranger for the passenger travelling on board.

7.2 Items not Recommended for Carriage as Checked Baggage

7.2.1 Tibet Airlines strongly recommends that passengers do not carry the following items as checked baggage or in checked baggage, and passengers can take care of them in the cabin on the premise that they meet the requirements of unchecked baggage.

- (1) Important documents, business documents and information, currency, negotiable instruments, securities, bills of exchange.
- (2) Jewelry, precious metals and their products, gold and silver products, valuables, precious medicinal materials, antique calligraphy and paintings, out-of-print prints or manuscripts.

- (3) Fragile or perishable items, samples, vulnerable electronic devices.
- (4) Items that require special care, such as travel documents.
- (5) Medications that need to be taken regularly.

7.2.2 Tibet Airlines shall be liable for the loss or damage of the above-mentioned items placed or carried in the checked baggage, and the liability for damage shall refer to paragraph 7.9 of these Conditions.

7.3 Items Restricted for Carriage

7.3.1 Baggage whose following items are special due to their shape, length, weight or nature and restricted by applicable laws, regulations and orders can only be accepted for carriage as checked baggage if they meet the restrictions, quantity and packaging requirements stipulated by Tibet Airlines and with the consent of Tibet Airlines:

- (1) Precision instruments, electrical appliances and other items shall be checked in as cargo, and if transported as checked baggage, they must be properly packed, and the weight of such items shall not be counted in the free baggage allowance.
- (2) Sports equipment, including sporting firearms and ammunition, may be transported as checked baggage on the basis of a certificate of approval from the country through which it is entering, exiting or transiting, but may not be carried in the cabin as unchecked baggage. Firearms must be unloaded, insured and properly packed in accordance with Tibet Airlines regulations. The carriage of such firearms and ammunition shall comply with applicable laws, regulations and regulations of Tibet Airlines.
- (3) Sharp and blunt instruments other than controlled knives, such as kitchen knives, table knives, fruit knives, handicraft knives, scalpels, scissors, etc.; Knives, spears, swords, halberds, sticks (including telescopic sticks and nunchucks), bats, billiard sticks, cricket bats, hockey sticks, golf clubs, trekking poles, ski poles, brass knuckles (hand spikes), steel files, iron cones, axes, short sticks, hammers, etc. used for martial arts performances should be transported in checked baggage.
- (4) Dry ice, liquid drinks, alcohol-based cosmetics.

- (5) Diplomatic envelopes, confidential documents.
- (6) Small animals and service dogs specified in paragraph 7.5.6(1) of these Conditions.
- (7) Electric wheelchairs used by passengers with limited mobility due to disability, health, age, etc.
- (8) Lithium batteries and lithium battery power banks (such as power banks) cannot be transported as checked baggage, and lithium batteries and lithium battery mobile power banks (such as power banks) carried on hand must meet the rated energy or lithium content restrictions, quantity restrictions, relevant approval regulations, and can only be carried for personal use, please refer to the official website of Tibet Airlines for details.
- (9) Items that are not suitable for carriage in the cargo hold of the aircraft, such as delicate musical instruments, and do not meet the provisions of Article 7.6 of these Conditions of Carriage (weight and volume restrictions), shall be carried into the passenger as seat-occupying baggage. Such items are subject to a separate payment and are kept by the passenger.

7.3.2 Liquid restrictions

- (1) Passengers on domestic flights of Tibet Airlines are prohibited from carrying liquid items on their own devices, but they can be transported in accordance with the relevant regulations on civil aviation transportation.
- (2) Passengers carry a small number of cosmetics for travel and personal use, limited to one cosmetic product of each type, the container volume of which should not exceed 100ml, and should be placed in a separate bag for opening inspection.
- (3) Passengers from abroad who need to transfer to a domestic flight of Tibet Airlines at an airport in China should carry duty-free liquids in a transparent plastic bag with an intact and sealed bag, and must present a shopping voucher, which can be used as hand baggage after confirmation by security check.

- (4) Passengers accompanied by infants may apply to Tibet Airlines or its authorized sales agents when purchasing tickets, and Tibet Airlines will provide liquid dairy products on board free of charge; Other patients carry the necessary liquid medicines, which are undoubtedly handed over to the crew after being confirmed by security check.

7.4 Unchecked Baggage (i.e. Carry-on Items, Self-care Baggage)

7.4.1 Unchecked baggage shall fit under the seat in front of the cabin or in an enclosed storage area in the cabin.

7.4.2 Self-care baggage: Each passenger is allowed one piece of self-care baggage, weighing no more than 10 kg and not exceeding 20×40×55 cm.

7.4.3 Carry-on items: Each Business Class or Economy Class passenger may carry one item per person, weighing no more than 5 kg and each piece of baggage not exceeding 20×40×55 cm.

7.4.4 Carry-on items exceeding the above weight, piece or volume limits shall be transported as checked baggage.

7.5 Checked Baggage

7.5.1 General provisions

- (1) Passengers are not allowed to check in and carry baggage other than their own.
- (2) For baggage that is fragile, inconsistent in packaging, perishable, late delivery of baggage by passengers, exceeding the size and weight of checked baggage and damaged at the time of delivery, the baggage tag exempted from liability shall be attached to the baggage exempted from liability, and passengers shall read the items exempted from liability and sign in the "Passenger Signature" column.

7.5.2 Packing of checked baggage

- (1) Passengers' checked baggage shall be well packed, properly locked, securely bundled, able to withstand certain pressure, and able to be safely loaded, unloaded and transported under normal operation conditions. For baggage whose packaging does not meet the

requirements, Tibet Airlines will refuse to accept and accept it or not bear the liability for damage or damage. Checked baggage shall meet the following conditions:

- 1) Suitcases, travel bags and handbags must be locked.
 - 2) Two or more packages cannot be bundled into one piece.
 - 3) No other items can be attached to the baggage.
 - 4) Bamboo baskets, net pockets, straw ropes, straw bags, etc. cannot be used as outer packaging for luggage.
- (2) The passenger shall mark the passenger's name or other personal identification marks inside or outside the baggage.
- (3) After receiving the passenger's checked baggage, Tibet Airlines will issue a baggage identification tag for each piece of checked baggage of the passenger.

7.5.3 Restrictions on the weight, size and number of checked baggage

- (1) The piece concept is implemented for domestic flights
- 1) The maximum weight of each piece of checked baggage shall not exceed 50 kg and the volume shall not exceed 100×60×40 cm; Baggage exceeding the above provisions shall be transported as cargo and cannot be transported as baggage.
 - 2) The minimum weight of each piece of checked baggage shall not be less than 2 kg and the volume shall not be less than 30×10×20 cm; Baggage that does not comply with the above regulations cannot be transported separately as checked baggage.
- (2) The piece concept is implemented for international flights
- 1) Unless otherwise specified, the maximum weight of each piece of checked baggage shall not exceed 32 kg, and the sum of the length, width and height of each piece of baggage shall not exceed 203 cm. Baggage exceeding the above provisions shall be transported as cargo.
 - 2) Each piece of checked baggage weighing less than 2 kg or the sum of its length, width and height is less than 60 cm shall not be transported as

checked baggage alone.

- (3) If any station has stricter restrictions on the weight and volume of passengers' checked baggage, Tibet Airlines will follow the specific standards of the station.

7.5.4 Free baggage allowance for checked baggage

(1) General provisions

- 1) If two or more passengers travelling on the same aircraft to the same destination or stopover check in baggage at the same time and at the same place, their free baggage allowance may be combined according to the standards specified in the respective fare class.
- 2) The free baggage allowance for group passengers is the same as that for individual passengers.
- 3) For domestic segments constituting international transportation, the free baggage allowance per passenger is calculated according to the applicable free baggage allowance for international flights.
- 4) If the passenger involuntarily changes the service class of the ticket, the passenger's free baggage allowance shall be calculated according to the service class standard of the original ticket class.
- 5) In the event of a halfway journey, the baggage allowance for the entire journey shall be based on the higher free baggage allowance available.
- 6) When the flight on the main segment is a Tibet Airlines codeshare flight, the free baggage allowance shall be implemented in accordance with the rules of the carrier.

(2) Free baggage allowance per passenger on domestic flights:

- 1) 30 kg for passengers holding an adult or child business class ticket.
- 2) 20 kg for passengers holding an adult or child economy class ticket.
- 3) Passengers with infant tickets do not have a free checked baggage allowance.

(3) Free baggage allowance per passenger on international flights

- 1) The free baggage allowance for business class passengers is 2 pieces of baggage, each weighing no more than 32 kg, the sum of the three dimensions of each piece of baggage shall not exceed 158 cm, and the sum of the three dimensions of the two pieces of baggage shall not exceed 273 cm.
- 2) The free baggage allowance for Economy Class passengers is 1 piece of baggage, weighing no more than 23 kg, and the sum of the three dimensions must not exceed 158 cm.
- 3) For passengers holding infant tickets, the free baggage allowance is 10 kg, and the sum of the three dimensions must not be larger than 115 cm.
- 4) The free baggage allowance standard for some international and regional routes may change according to the class of service and route distance of the ticket held by the passenger, Tibet Airlines will remind passengers at the time of ticket purchase, and passengers can also check the specific charging standards with Tibet Airlines, its authorized air sales agents or authorized ground handling agents.

7.5.5 Excess checked baggage charges

- (1) The passenger's checked baggage and self-care baggage are calculated together, and the part exceeding the passenger's free baggage allowance is called excess baggage, and the passenger is required to pay the excess baggage fee for the excess part.
- (2) The excess baggage rate for domestic flights is 1.5% of the applicable Economy Class normal fare on the day the excess baggage ticket is filled in the excess baggage allowance per kilogram of baggage weight, measured in RMB and the mantissa is rounded.
- (3) For the excess baggage rate for international and regional flights, Tibet Airlines will determine the excess baggage fee for passengers based on the route of the ticket held by the passenger and the weight, size and number of pieces of excess baggage checked by the passenger. Passengers can check the specific charging standards from Tibet Airlines and its authorized air sales agents or authorized ground handling agents.

- (4) Excess baggage can only be carried after the passenger pays the excess baggage fee and Tibet Airlines fills in the charging voucher.
- (5) The default currency of the charging standard is RMB, and when the passenger's destination currency is charged under special circumstances, the baggage from the destination shall be applied according to the charging standard.
- (6) With the consent of Tibet Airlines, passengers can collect checked baggage at the stopover of the flight, and the excess baggage fee paid for the unused segment of the flight will not be refunded.

7.5.6 Special checked baggage

Special checked baggage refers to the checked baggage that is of a special shape, length, weight or of a special nature. Unless otherwise specified, the weight limit for each piece of special checked baggage is the same as that of ordinary checked baggage.

Tibet Airlines will charge corresponding fees according to the route of the ticket held by the passenger and the type and weight of the special baggage checked by the passenger. Passengers may check the specific charging standards from Tibet Airlines, its authorized air sales agents or authorized ground handling agents.

- (1) Small animals, service dogs
 - 1) Small animals refer to domesticated dogs, cats, domestic birds or other pets, wild animals and animals with strange shapes or easy to hurt people such as snakes, etc., which do not belong to the scope of small animals. Tibet Airlines has the right to decide whether small animals are within the scope of transportation and the mode of pet transportation, and has the right to limit the number of pets transported on one aircraft.

Service dogs refer to special dogs that provide assistance to the life and work of disabled people, including assistance dogs, hearing dogs, and guide dogs.
 - 2) Tibet Airlines does not accept small animals as checked baggage or self-care baggage.

- 3) Tibet Airlines complies with the relevant laws and regulations of the civil aviation authorities on air transport for the disabled, and provides transportation for eligible passengers and service dogs.
 - 4) Passengers with disabilities travelling with an unaccompanied service dog must be at least 16 years of age.
 - 5) Passengers with disabilities who meet the conditions for boarding with service dogs must apply no later than 48 hours before the scheduled departure time of the flight, and after meeting the conditions of carriage of Tibet Airlines and with the consent of Tibet Airlines, they may be brought into the cabin for transportation by the disabled passengers themselves, provided that they must wear muzzles and harnesses, and must not occupy seats and let them run freely, and at the same time valid identification and quarantine certificates for service dogs shall be provided to relevant departments.
 - 6) Service dogs can be transported in the cabin free of charge and only 1 service dog is accepted per flight. If transported in the cargo hold, it must be packed into appropriate packaging.
 - 7) Service dogs together with their containers and food can be transported free of charge and are not counted in the free baggage allowance.
 - 8) Tibet Airlines shall not be liable for the failure of service dogs to arrive on time due to the refusal of entry or transit by the countries concerned during transportation, or injury, illness, escape or death of service dogs under normal transportation conditions, except as otherwise provided by Chinese laws or international conventions.
 - 9) The passengers shall be fully responsible for any personal injury, property damage or expense that may be caused by the service dogs during transportation, and Tibet Airlines reserves the right to recover from the passengers afterwards.
- (2) Seat-occupying baggage
- 1) When baggage must occupy a seat, an application should be made at the time of seat reservation, and the consent of Tibet Airlines can be

obtained before it can be transported.

- 2) Passengers shall take care of their seat-occupying baggage in the cabin and the baggage occupying each seat shall not weigh more than 75 kg and its volume shall not exceed 100×60×40 cm. In order to ensure flight safety, the seats occupied by passengers and their baggage shall be designated by Tibet Airlines, and the baggage shall be secured with seat belts throughout the journey and, if necessary, securely fastened with fasteners.
 - 3) Seat-occupying baggage is not included in the free baggage allowance, and the freight is calculated according to the adult sales fare purchased by the passenger.
 - 4) If the carriage is performed by a successive carrier, the consent of the successive carrier concerned must be obtained.
- (3) Fragile and valuable baggage, in addition to the provisions of paragraph 7.2 of these conditions, if it is necessary to occupy a seat, it shall be handled in accordance with the provisions of "Seat-occupying baggage" of these Conditions.
- (4) Diplomatic pouch
- 1) The diplomatic pouch shall be carried by the diplomatic courier and taken care of by himself, not exceeding 20×40×55 centimeters on each side. According to the requirements of diplomatic couriers, Tibet Airlines can also handle it as checked baggage, but Tibet Airlines only bears the responsibility of carrying general checked baggage.
 - 2) Diplomatic pouches and baggage carried by diplomatic couriers may be combined weighing or piece-rated, and the part exceeding the free baggage allowance shall be handled in accordance with the provisions of "Excess Charges for Checked Baggage" in these Conditions.
 - 3) If a diplomatic pouch needs to occupy a seat, it shall be handled in accordance with the "Seat-occupying baggage" provisions of these Conditions.
- (5) Fresh and perishable items

- 1) Fresh and perishable items refer to items that are easy to die or deteriorate due to changes in temperature, humidity, air pressure or ground transportation time under normal transportation conditions, such as aquatic products (fish, shrimp, crabs, etc.); Products (such as meat, clam, live red shellfish, dairy products, etc.); plants and plant products (such as flowers, fruits, vegetables, etc.); frozen food; medicines, etc. Passengers are requested to take special protective measures for such items, such as refrigeration (using dry ice, ice, etc. as coolant), heat preservation, etc., to keep them fresh or not deteriorated.
- 2) Tibet Airlines flights do not carry fresh and perishable items with bad odors (such as seafood, durian, etc.).
- 3) For perishable items (such as seeds, seedlings and other plant propagation materials, etc.) that the government stipulates require quarantine, a quarantine certificate shall be issued by the relevant departments. International transport shall also comply with the regulations of the country concerned with respect to the import, export and transit of such items.
- 4) Packaging for transporting perishable items should be strong and sealed to ensure no peculiar smell and no liquid leakage. For articles that are afraid of pressure, the outer packaging should be strong and pressure-resistant, and the packaging should be able to withstand sudden changes in temperature and air pressure; For items that need ventilation, there should be ventilation holes on the packaging; For items that need to be refrigerated and frozen, the container should be tight, and the coolant should comply with the regulations of Tibet Airlines and transportation. Do not use moisture, folded deformation or recycled old foam boxes or old cartons as aquatic product transportation packaging.
- 5) The weight of each checked perishable item (including packaging) should not exceed 20 kg, and the weight of each portable perishable item should not exceed 5 kg (fresh and perishable items that can be carried into the cabin shall comply with the relevant regulations of local airport security check).

- (6) Sports equipment such as golf equipment and ski equipment
- 1) Both the entire set of golf equipment (bags) and individual golf clubs must be carried as checked baggage and cannot be carried in the cabin.
 - 2) Each passenger is limited to one set of golf equipment.
 - 3) The weight of checked sports equipment is combined with the weight of the passenger's other checked baggage to be included in the free baggage allowance of the applicable cabin.
 - 4) Excess baggage is calculated according to the excess baggage charges for the applicable cabin.
- (7) Alcoholic liquid drinks
- 1) Alcoholic liquid beverages may only be transported as checked baggage, should be clearly marked and placed in retail packaging, each container should not exceed 5 litres, and the outer packaging should be strong and sealed to ensure no peculiar smells and no liquid leakage.
 - 2) When the volume percentage of alcohol is less than or equal to 24%, the number of checked goods is not limited, subject to meeting the requirements for the transportation of liquids at the airport of origin; When the volume percentage of alcohol is greater than 24% and less than or equal to 70%, the total amount of each passenger shall not exceed 5 liters. If the volume percentage of alcohol is not in the retail packaging and is greater than 70%, Tibet Airlines will not accept for carriage.
 - 3) Tibet Airlines only carries alcoholic beverages in commercial packaging, and does not accept bulk and home-brewed alcoholic beverages.
 - 4) Alcoholic beverages purchased in the quarantine area of the terminal should be clearly marked and placed in retail packaging, and a proof of purchase must be presented and can be transported as hand baggage after confirmation by security checks.

7.6 Declare Value

Tibet Airlines does not provide baggage declare value service for the time being.

7.7 Collection and Carriage of Baggage

7.7.1 Right to refuse carriage

According to the judgment of Tibet Airlines, Tibet Airlines may refuse to carry passengers or passengers' baggage after notifying passengers. In this case, the passenger has the right to a refund. Tibet Airlines also has the right to refuse to carry passengers or passengers' baggage due to one of the following reasons:

- (1) Tibet Airlines has the right to refuse carriage of the items listed in paragraphs 7.1 and 7.2 of these Conditions that cannot be transported as baggage, or refuse to continue transportation after discovery.
- (2) If the passenger's checked baggage belongs to or contains the items listed in paragraph 7.2 of these conditions, Tibet Airlines has the right to refuse to accept the baggage for carriage as checked baggage.
- (3) If the passenger fails to comply with or refuses to comply with the restricted conditions of carriage of Tibet Airlines for items listed in paragraph 7.3 of these Conditions, Tibet Airlines has the right to refuse the carriage of such baggage.
- (4) If the outer packaging or contents of the passenger's checked baggage do not meet the transportation requirements, Tibet Airlines has the right to refuse to accept the carriage of the baggage.
- (5) Excess baggage that has not been arranged with Tibet Airlines in advance may not be transported as random baggage with passengers, but can be transported on subsequent flights.
- (6) The carriage of a passenger or the passenger's baggage violates the applicable laws, regulations or orders of any country of origin, destination, stopping over or overflight.
- (7) The carriage of passengers or the passengers' baggage may endanger or affect the safety, health, convenience or comfort of other passengers or crew.

7.7.2 Right to check

For safety and security reasons, passengers shall undergo security check, scanning or X-ray inspection of passengers and passengers' baggage by Tibet Airlines. When necessary, inspections may be carried out in conjunction with relevant departments. If the passenger is not at the scene, Tibet Airlines can also check the passenger's baggage. If a passenger refuses to inspect or fails to comply with the security check regulations, Tibet Airlines has the right to refuse to carry the passenger and the passenger's baggage.

7.7.3 Collection and delivery of checked baggage

- (1) Passengers shall check and collect their checked baggage as soon as possible with the baggage identification tag at the destination or stopover point, and if necessary, provide the ticket for inspection by Tibet Airlines or Tibet Airlines' authorized ground handling agents. Only the holder of the baggage identification tag is entitled to collect the checked baggage, please keep the passenger properly keep his baggage identification tag, Tibet Airlines does not verify whether the person claiming the baggage is indeed the passenger himself, and Tibet Airlines shall not be liable for the losses and expenses caused thereby.
- (2) If the person claiming the checked baggage cannot present the baggage check and baggage tag identification coupon, he or she shall provide a certificate recognized by Tibet Airlines and, if necessary, declare that he agrees to compensate Tibet Airlines for the losses or expenses that may be caused to Tibet Airlines in accordance with the requirements of Tibet Airlines.
- (3) The passenger's checked baggage will be carried on the same aircraft as possible with the passenger, unless for operational, safety or security reasons the carriage may be carried by subsequent flights or terminated.
- (4) The absence of a written objection from the passenger at the time of collection of checked baggage is prima facie evidence that the baggage has been delivered in good condition in accordance with the contract of carriage.
- (5) Tibet Airlines has the right to dispose of perishable items in baggage that

the passenger has not immediately claimed, 24 hours after the arrival of the baggage.

- (6) If the baggage remains unclaimed for more than 5 days from the day after its arrival, and no notice has been received on the delivery or disposal of the baggage, Tibet Airlines has the right to return the baggage to the baggage inquiry center in the form of expeditious baggage. Tibet Airlines shall not be liable for any loss of baggage and its contents. For fresh and perishable items in passengers' baggage, it is not subject to the above time limit.

7.8 Handling of Irregular Carriage of Baggage

7.8.1 Unless otherwise stipulated by the state, if the arrival of the checked baggage is delayed due to reasons other than the passenger, the passenger requests direct delivery, and the checked baggage shall be delivered directly to the passenger free of charge or negotiate a solution with the passenger.

7.8.2 In the event of delay, loss or damage to baggage transportation, Tibet Airlines or Tibet Airlines ground agents will fill in the "Baggage Transportation Accident Record" with the passenger, find out the situation and cause as soon as possible, and reply to the passenger and relevant units with the results of the investigation. In the event of baggage compensation, it can be handled at the place where the incident occurred.

7.8.3 If the passenger's checked baggage fails to arrive on the same plane as the passenger due to reasons attributable to Tibet Airlines, causing inconvenience to the passenger's travel life, the passenger shall be given appropriate compensation for temporary daily necessities.

7.9 Baggage Compensation

7.9.1 Principle of compensation

- (1) The weight of the passenger's lost baggage is calculated based on the weight of the checked baggage in the departure system. If the weight of the lost baggage cannot be determined, the weight of the baggage used to

calculate the compensation must not be higher than the free baggage allowance enjoyed by the passenger in the corresponding class of service.

- (2) For domestic segments constituting international transportation, baggage compensation shall be handled in accordance with the applicable baggage compensation regulations for international transportation.
- (3) If the value of baggage loss is lower than the limit compensation standard, compensation shall be made according to the actual loss value of baggage.
- (4) In the event of compensation for baggage insured by commercial insurance companies, Tibet Airlines shall only bear the liability for compensation for general baggage in civil aviation transportation, and a claim for the rest shall be made to the insurance company after Tibet Airlines issuing a certificate for the passenger.
- (5) In the case of baggage compensation, the excess baggage fee charged for the compensated baggage shall be refunded.
- (6) Tibet Airlines shall notify the passenger as soon as possible after the lost baggage that has been compensated is found. Passengers can collect their baggage and refund the full compensation, but the compensation fee for temporary daily necessities is non-refundable. If the passenger is found to have committed obvious fraud, Tibet Airlines has the right to recover all the compensation.

7.9.2 Baggage compensation allowance:

- (1) Compensation standards for temporary living expenses;
Domestic flights: RMB 100 (regardless of class of service).
International flights: Business class: 400 yuan.
Economy: 300 yuan.
- (2) The compensation fee for baggage delay on international routes can be compensated for the purchase of toiletries of US\$20 per piece and daily necessities of US\$50 per piece according to the purchase invoice or

certificate provided by the passenger, for a total of not more than US\$200.

7.9.3 For losses arising from the destruction, loss or damage of checked baggage, as long as the event causing destruction, loss or damage occurs on board the aircraft or during any period of time when the checked baggage is under the control of Tibet Airlines:

- (1) In domestic air transportation, it shall be handled in accordance with the Civil Aviation Law of the People's Republic of China and the provisions of the State on the limitation of liability of domestic air transport carriers.
- (2) In international air transportation, if there is no sufficient evidence such as purchase invoices, if it belongs to international air transportation as defined by international conventions, it shall be handled with reference to the liability rules applicable to the corresponding international conventions. If it does not belong to international air transportation as defined by the Warsaw Convention, the Hague Protocol or the Montreal Convention, it shall be handled in accordance with the relevant provisions of the Montreal Convention.

- (3) Maximum compensation for unchecked baggage damage:

Domestic routes: Maximum limit of 2000 RMB.

International routes: USD 400 per passenger eligible for contracting states of the Warsaw Convention.

To qualify as a Contracting State of the Montreal Convention, the maximum allowance for checked and unchecked baggage per passenger is 1,288 SDRs.

7.9.4 Compensation standards for damaged, lost, and lost contents of checked baggage:

- (1) Domestic routes: RMB 100 per kilogram.
- (2) International routes:
 - 1) Meet the conditions for being a party to the Warsaw Convention

In the absence of sufficient evidence such as a purchase invoice, the maximum limit per passenger for checked and unchecked baggage is USD 20 per kilogram. Business Class has a maximum limit of \$600. The maximum allowance for Economy Class is \$400.

2) Meet the conditions of being a party to the Montreal Convention

In the absence of sufficient evidence such as a purchase invoice, the maximum limit for checked and unchecked baggage per passenger is 22 SDRs per kilogram.

Subject to sufficient evidence, the maximum allowance for checked and unchecked baggage per passenger is 1,288 SDRs.

7.9.5 Special Drawing Rights refers to the Special Drawing Rights stipulated by the International Monetary Fund, the value of one SDR is equivalent to about 1.37 US dollars, its exchange rate is fluctuating, and Tibet Airlines converts the equivalent currency at the exchange rate of the actual date of the passenger.

7.9.6 Claims and Litigation

(1) Time limit for filing an objection

1) In the event that the passenger discovers the loss of checked baggage, the passenger shall immediately raise an objection in writing to Tibet Airlines, and no later than seven days from the date of receipt of the baggage; In the case of delayed baggage, any objection may not be raised no later than 21 days from the date on which the baggage is to be delivered to the recipient for safekeeping.

2) Any objection must be made in writing within the time limit specified above, otherwise no claims and lawsuits can be filed against Tibet Airlines.

(2) Tibet Airlines will not accept claims from persons other than the passenger, unless the claimant has obtained a letter of authorization signed by the passenger himself.

(3) Baggage claims can be made at the point of origin or destination of the baggage. However, the departure station will consult the destination

station or confirm that the passenger has not been compensated at the destination station when handling the compensation.

- (4) If the passenger disagrees with the compensation of Tibet Airlines, he or she may file a lawsuit at the place of acceptance, the place of handling or the place of legal registration of Tibet Airlines.
- (5) The limitation period for liability is two years, and claims shall be commenced from the date on which the aircraft arrives at the point of destination, or from the date on which the aircraft should have arrived at the point of destination, or from the date on which the carriage is terminated, otherwise the right of action for loss of baggage shall be lost.

Article 8 Schedules, Cancellation and Change of Flights

8.1 General Provisions

8.1.1 Tibet Airlines does not guarantee the flight schedule or aircraft type specified in the flight schedules between the date of its announcement and the date when the passenger actually starts traveling, and such flight schedule or aircraft type does not form an integral part of the contract of carriage between Tibet Airlines and the passenger.

8.1.2 Before accepting the passenger's booking, Tibet Airlines will inform the passenger of the valid booking flight schedule at that time, and list it on the passenger's paper ticket or electronic ticket coupon. Tibet Airlines may change the flight schedule after the ticket is sold. If the passenger provides Tibet Airlines with valid contact information, Tibet will do its best to notify the passenger of such changes. After the passenger purchases the ticket, if Tibet Airlines makes a major change to the flight schedule that is unacceptable to the passenger, and Tibet Airlines is unable to arrange an alternative flight acceptable to the passenger, Tibet Airlines may assist the passenger to apply for a refund in accordance with the provisions of "involuntary refund" of these Conditions.

8.1.3 Tibet Airlines will take all reasonably required measures to avoid delays, cancellations and diversions of passengers' flights. If Tibet Airlines has

taken all measures that can reasonably be required or is impossible to take such measures, Tibet Airlines shall not be liable for any losses caused to passengers, except as otherwise provided by Chinese laws and international conventions.

8.2 Services after Flight Delay, Cancellation and Alternate Landing

8.2.1 Ticket service

Unless otherwise specified by law, if Tibet Airlines cancels a flight, fails to fly reasonably in accordance with the flight schedule, fails to land at the passenger's destination or stopping place, or causes the passenger to miss a connecting flight with a seat reserved, Tibet Airlines will take the following measures for the passenger to choose:

- (1) Arrange regular flights with seats available to Tibet Airlines at the earliest without extra charge, or extend the validity period of passengers' tickets if necessary.
- (2) Tibet Airlines may, within a reasonable period of time, transport the passenger to the destination stated on the ticket without additional charge by other modes of transportation agreed by both parties.
- (3) After the flight is cancelled, the passenger can choose to refund the ticket, even if the applicable conditions of the passenger's ticket are restricted. Tibet Airlines will assist the passenger in applying for refunds in accordance with the provisions of "involuntary refund" of these Conditions.

8.2.2 Information service

Tibet Airlines shall, within 30 minutes after learning of the change in flight dynamics, promptly and accurately release flight departure delay or cancellation information to passengers through public information platforms, websites, customer service centers, text messages, broadcasts, etc., including the reasons for flight departure delay or cancellation and flight dynamics.

8.2.3 Meals and accommodation services

- (1) If a passenger's flight is delayed or cancelled at the place of origin due to

reasons attributable to Tibet Airlines, Tibet Airlines will provide meals and accommodation services to passengers in accordance with regulations.

- (2) If a passenger's flight is delayed or cancelled at the place of origin due to weather, emergencies, air traffic control, security check, airport and passengers, and other reasons not attributable to Tibet Airlines, Tibet Airlines will assist the passenger in arranging meals or accommodation at the passenger's own expense.
- (3) Regardless of the reason for the delay, cancellation or diversion of a passenger's flight at the stopping place, Tibet Airlines will provide meals and accommodation services to the passenger in accordance with regulations.
- (4) If the laws and regulations of the countries and regions involved in the flight have such requirements, Tibet Airlines will provide services to the passengers in accordance with the applicable laws and regulations.

8.2.4 Proof of flight delay or cancellation

If required by the passenger, Tibet Airlines will promptly provide the passenger with written proof of flight delay or cancellation.

8.2.5 In case of flight departure delay, cancellation or diversion, Tibet Airlines and Tibet Airlines' authorized air sales agents or ground handling agents will give priority to providing services to passengers requiring special care such as the disabled, the elderly, pregnant women, and unaccompanied minors.

8.3 Compensation for flight delay

8.3.1 Compensation conditions and standards

- (1) If the flight is delayed due to reasons attributable to Tibet Airlines, Tibet Airlines will provide economic compensation to the passenger according to the actual situations of the delay. Unless otherwise provided by applicable law, there is no compensation for delay of 0-4 hours. If the delay is more than 4 hours (inclusive) but does not exceed 8 hours, the compensation for each passenger is RMB 200 or equivalent currency; If

the delay is more than 8 hours (inclusive), the compensation for each passenger is RMB 400 or its equivalent currency, and children and infants occupying seats will be reduced by half, and infants who do not occupy seats will not be compensated.

- (2) If there are applicable international conventions or local laws and regulations, the compensation standards shall prevail.
- (3) If the passenger does not receive the compensation issued on the spot, the subsequent application shall be compensated by Tibet Airlines after confirmation.
- (4) Passengers who are refused carriage due to national laws and regulations or relevant regulations of the company; Passengers who voluntarily abandon check-in beyond the original check-in deadline will not be compensated.
- (5) Passengers holding employee free tickets and official tickets will not be compensated.

8.3.2 Compensation method

Tibet Airlines will compensate passengers in cash or a corresponding proportion of the transport letter of credit.

Article 9 Flight Overbooking, Load Reduction and Consolidation

9.1 Reasons for Flight Overbooking, Load Reduction and Consolidation

9.1.1 Flight overbooking. In order to meet the travel needs of more passengers to the greatest extent and reduce the shortage of seats on flights caused by the temporary cancellation of travel plans by some passengers, Tibet Airlines may take appropriate overbooking on some flights to ensure that more passengers take the ideal flight.

9.1.2 Load reduction at high-altitude airports. The conditions of high-altitude airports are complex, and weather conditions such as low clouds, high temperatures, low temperatures, rainfall, tailwind exceeding standards, and wind direction will lead to a decrease in the actual load of the flight, and the load will be reduced to ensure flight safety.

9.1.3 Flight consolidation. In order to safeguard the interests of passengers, ensure that the operation order of some other delayed flights is restored as soon as possible.

- (1) Non-carrier reasons, such as: Consolidation of flights taken by the company for long delays due to various irresistible reasons such as weather, emergencies, air traffic control, security checks, national needs, etc.
- (2) Carrier reasons, such as: Consolidation of flights taken by Tibet Airlines for long delays caused by aircraft maintenance, flight deployment, crew, etc.

9.2 Notification and Volunteer Calling Process

9.2.1 Tibet Airlines will fully consider the route, flight frequency, time, type of aircraft and connecting flights, reasonably control the proportion of overbooking of flights, and avoid the occurrence of passengers being denied boarding due to overbooking to the greatest extent.

9.2.2 If the actual number of passengers who take the flight exceeds the actual number of available seats due to overbooking, Tibet Airlines will publish the information of overbooking by telephone, SMS, notification or on-site broadcast before the flight, solicit passengers who voluntarily abandon their itinerary, find passengers who voluntarily abandon their itinerary, and inform them of relevant compensation and service standards.

9.2.3 If not enough passengers are recruited to voluntarily abandon their trips, Tibet Airlines will refuse some passengers to take this flight. If required, the passenger will be issued with a certificate of abandonment of the itinerary or denied boarding due to overbooking.

9.2.4 Priority boarding rules

In the absence of sufficient volunteers, Tibet Airlines will follow the principle of public order and good customs, comprehensively consider the needs of special passengers such as the elderly, children, sickness, disability and pregnancy, as well as the connection of subsequent flights,

and determine the priority passengers for boarding according to the following order:

- (1) Passengers on official national emergencies;
- (2) Workers of human organ acquisition organizations carrying human donor organs (OPO);
- (3) Elderly, weak, sick, disabled, pregnant passengers and unaccompanied minors requiring special service with the consent of Tibet Airlines and arrangements made in advance.
- (4) Active duty military, police and fire and rescue personnel with valid identity documents;
- (5) PhoenixMiles Platinum Card and Gold Card Member;
- (6) Business Class passengers;
- (7) PhoenixMiles Silver Card member;
- (8) Passengers who have already reserved seats on connecting flights and have a short connecting time;
- (9) Passengers who are in a hurry to travel with proven special difficulties (e.g. visa expiration);
- (10) Group passengers and other passengers who have reserved seats.

9.3 Overbooking Compensation

9.3.1 Tibet Airlines will determine the amount of compensation based on the class of service of the ticket held by the passenger, the distance of the route, and the scheduled departure time difference between the changed subsequent flight and the original flight. If the passenger does not fully comply with the requirements of these Conditions regarding tickets, boarding and restrictions on carriage, or if the passenger falls under the circumstances of refusal of carriage under these Conditions, he or she will not be able to receive compensation for denied boarding.

9.3.2 Compensation standards

- (1) Refund: Refund fees will be waived and passengers will be compensated

RMB 300.

- (2) Change the subsequent flight (flights within 7 days (inclusive) from the overbooked flight): the difference between the subsequent flight schedule and the original flight schedule is less than 4 hours, and the passenger will be compensated with RMB 300; If the time difference is more than 4 hours, the passenger will be compensated with RMB 400.

9.3.3 Compensation method

Tibet Airlines will compensate passengers in cash or a corresponding proportion of the transport letter of credit.

- 9.3.4 If there are applicable international conventions or local laws and regulations, the compensation standards shall prevail.

9.4 Service after Denied for Boarding

For the passenger's failure to travel according to the original flight due to the overbooking of Tibet Airlines flights, Tibet Airlines will provide the following service support for the passenger:

- 9.4.1 Arrange the earliest available seats for passengers to travel as soon as possible or apply for free refunds, and passengers can provide free meals and accommodation according to the specific situations.
- 9.4.2 If the time difference between the subsequent flight and the original flight schedule is more than 2 hours (inclusive) and it is meal time for the passenger, the passenger shall be provided with free meals, and if the time difference between the subsequent flight and the original flight schedule is more than 4 hours (inclusive), free accommodation shall be provided to the passenger.

Article 10 Additional Service Arrangement

- 10.1 If Tibet Airlines provides ground transportation to passengers, these Conditions shall not apply to such ground transportation.
- 10.2 The passenger's ground accommodation expenses at the connecting

point of the connecting flight shall be borne by the passenger 旅.

- 10.3 During the flight, Tibet Airlines provides drinks or meals to passengers in accordance with regulations. If the passenger requests other services in excess of the regulations, Tibet Airlines will charge the corresponding fee.
- 10.4 In the process of air transportation, when passengers fall ill, Tibet Airlines will actively take measures and do its best to provide first aid.

Article 11 Complaint Acceptance Channels

Tibet Airlines' channels for accepting complaints include:

E-mail address: SQD@TIBETAIRLINES.COM.CN

Contact information for passenger complaints: 956096

Tibet Airlines official service hotline: 956096

Tibet Airlines official website: <https://www.tibetairlines.com.cn>

Article 12 Liability for Damages

12.1 General Provisions

12.1.1 Tibet Airlines' liability for damages incurred by passengers in air transportation shall be subject to the laws of China, applicable international conventions and these Conditions. Tibet Airlines shall only be liable for compensation for the actual damages caused by the actual air transportation activities of Tibet Airlines in accordance with the conditions and limits of liability stipulated in Chinese laws or applicable international conventions, and if there are no provisions in Chinese laws or applicable international conventions, the provisions of these Conditions shall apply. The liability of other carriers for the carriage of passengers in connection with the passenger's journey is governed by the laws of the country in which they are located and the conditions of carriage of such carrier.

12.1.2 For flights not operated by Tibet Airlines (including codeshare flights),

the actual carrier shall bear the corresponding compensation for flight changes, delays, cancellations, overbooking, damage or loss of baggage, personal injury, etc., and Tibet Airlines will assist passengers in contacting the actual carrier.

- 12.1.3 Tibet Airlines shall not be liable for any loss arising from Tibet Airlines' compliance with applicable laws or international conventions or passengers' failure to comply with such applicable laws or international conventions.
- 12.1.4 Except as otherwise provided in these Conditions, in accordance with applicable laws or conventions, Tibet Airlines' liability to passengers is limited to direct losses and expenses proved by the passengers. Tibet Airlines shall not be liable for any indirect, punitive, exemplary or other non-compensatory losses.
- 12.1.4 If the damage is caused or contributed to by the fault of the passenger or the claimant, Tibet Airlines' liability shall be exempted or reduced accordingly in accordance with the provisions of applicable law or international conventions.
- 12.1.5 Unless expressly stipulated, these Conditions shall not waive any provision of applicable law or international conventions that exempt or limit the liability of Tibet Airlines.
- 12.1.6 Tibet Airlines' contract of carriage, including these Conditions and clauses for exemption or limitation of liability, also applies to Tibet Airlines' agents and employees. In any case, the total amount of compensation obtained from Tibet Airlines and its agents and employees shall not exceed the limit of liability of Tibet Airlines under applicable laws or international conventions.

12.2 Liability for Administrative Formalities

- 12.2.1 Passengers must comply with all laws, regulations, orders, requirements, travel conditions of the country of departure, transit and arrival and the relevant regulations of Tibet Airlines. Tibet Airlines shall not be liable for any assistance or information provided by any agent or employee of Tibet Airlines to passengers in order to obtain necessary documents and

visas or to comply with the above laws, regulations, orders, requirements and conditions of travel. Tibet Airlines shall not be liable for the passenger's failure to obtain the necessary documents or visas, or for the passenger's failure to comply with relevant laws, regulations, orders, requirements, conditions or rules.

- 12.2.2 Passengers shall present exit, transit, entry, health and other necessary documents required by relevant national laws, regulations, orders, requirements or conditions, and allow Tibet Airlines to possess and retain copies. For those who fail to comply with applicable laws, rules, orders, demands or conditions; or the documents held by whom do not meet the requirements; or do not allow Tibet Airlines to possess and retain copies, Tibet Airlines reserves the right to refuse carriage.
- 12.2.3 When Tibet Airlines transports a passenger who has been denied transit or entry to the place of departure or other places in accordance with the order of the government, the passenger shall pay the expenses incurred. Tibet Airlines may use the unused segment of the ticket paid to Tibet Airlines or any funds paid by the passenger to Tibet Airlines to cover this fee. Tibet Airlines will not issue a refund if the fee has been charged for transportation to the point of refusal of entry or repatriation.
- 12.2.4 If Tibet Airlines is required to pay or mortgage a penalty or bear any expenses due to the passenger's failure to comply with the laws, regulations, orders, requirements and travel conditions of the relevant countries or to produce the required documents, the passenger shall reimburse Tibet Airlines for the fees or deposits paid by Tibet Airlines and all the expenses incurred thereby. In order to pay these fees, Tibet Airlines may use the unused segment fare paid by the passenger to Tibet Airlines or any funds paid by the passenger to Tibet Airlines.
- 12.2.5 Passengers shall be present when customs and other government officials request inspection of their checked or unchecked baggage. Tibet Airlines shall not be liable for any loss suffered by the passenger as a result of the passenger's failure to comply with this requirement.
- 12.2.6 Passengers and their baggage must undergo any security checks by

government or airport officials or Tibet Airlines.

12.2.7 Tibet Airlines shall not be liable if it refuses or has refused to provide transportation services to passengers based on its reasonable judgment of applicable laws, government regulations, directives, orders or requirements.

12.3 Liability for Personal Injury

Tibet Airlines shall be liable for losses caused by personal injury or death of passengers caused by accidents occurring on or during boarding and disembarking flights of Tibet Airlines: If it is domestic air transportation, Tibet Airlines shall be liable in accordance with the Civil Aviation Law of the People's Republic of China and the provisions on the limitation of liability of domestic air transport carriers. If it falls under international air transportation as defined by international conventions, Tibet Airlines shall be liable in accordance with applicable international conventions. If it does not belong to international air transport as defined by the Warsaw Convention, the Hague Protocol and the Montreal Convention, Tibet Air shall be liable for compensation with reference to the relevant provisions of the Montreal Convention. However, Tibet Airlines shall not be liable for any illness, injury, disability, death or other injury caused or aggravated by the passenger's physical conditions.

12.4 Liability for Baggage Damage

12.4.1 Tibet Airlines shall not be liable for any loss of baggage caused solely by the natural properties, inherent defects, quality or defects of the baggage itself. Passengers should ensure that the outer packaging and contents of their baggage are in good condition. Tibet Airlines shall not be liable for any loss caused by improper packaging of passengers' baggage.

12.4.2 Tibet Airlines shall be liable for damages for the destruction, loss or damage of checked baggage that occurs on board a Tibet Airlines' flight or is under the control of Tibet Airlines for any period. For unchecked baggage, including passengers' carry-on items, Tibet Airlines shall be

liable for losses caused by its fault or the fault of its servants or agents. In domestic air transportation, Tibet Airlines shall be liable in accordance with the Civil Aviation Law of the People's Republic of China and the relevant national regulations on the limitation of liability of domestic air transport carriers. In international air transport, if it falls under international air transport as defined by international conventions, the liability rules of the corresponding international conventions shall apply; If it does not belong to international air transport as defined by the Warsaw Convention, the Hague Protocol and the Montreal Convention, Tibet Air shall be liable for compensation with reference to the relevant provisions of the Montreal Convention.

- 12.4.3 Tibet Airlines shall be liable for direct losses caused by delays of Tibet Airlines in the air transportation of passengers or baggage. However, Tibet Airlines shall not be liable if Tibet Airlines or its servants or agents have taken all necessary measures in order to avoid losses or if it is impossible to take such measures. Passengers must declare the loss of baggage and provide corresponding documents within the time specified by Tibet Airlines, otherwise Tibet Airlines will not be liable.
- 12.4.4 Tibet Airlines shall not be liable for any damage caused by passengers' baggage or contents. If a passenger's baggage or contents cause damage to others or others' property, including other baggage or its contents, and the property of Tibet Airlines, the passenger shall be liable.
- 12.4.5 If a passenger carries items that cannot be transported as baggage as stipulated in paragraph 7.1 of these Conditions in his baggage, Tibet Airlines shall not be liable for any loss, damage or confiscation of such items, except as otherwise provided by Chinese laws and international conventions.

12.5 Provisions of the Convention on Limits of Liability

12.5.1 Warsaw Convention and Hague Protocol

- (1) The limit of liability of Tibet Airlines for the death or injury of passengers shall not exceed 250,000 French gold francs or its equivalent in currency.

- (2) The limit of liability of Tibet Airlines for checked baggage shall not exceed 250 French gold francs per kilogram or its equivalent; The liability for unchecked baggage and carry-on items of passengerS does not exceed 5,000 French gold francs or its equivalent per passenger. If there is no baggage weight record on the baggage check, the total weight of the checked baggage is considered to not exceed the free baggage allowance applicable to the seat class travelled.

12.5.2 Montreal Convention (Year 1999)

- (1) The provisions of Article 20 and Article 21 Paragraph 1 of the Convention shall apply to the liability for death or death of passengers not exceeding 128,821 SDRs per passenger.
- (2) For the portion of the damage incurred in excess of 128,821 SDRs per passenger, the carrier proves that the loss was not caused by the negligence or other misconduct or omission of the carrier or its servants or agents; or the loss is caused solely by the negligence or other improper acts or omissions of a third party, the carrier shall not be liable.
- (3) The limit of liability of Tibet Airlines for baggage (including checked baggage, unchecked baggage and passengers' carry-on items) shall not exceed 1,288 SDR or the equivalent per passenger.

12.6 Liability for Third Party Services

If Tibet Airlines arranges services other than air transportation provided by a third party for passengers, or if Tibet Airlines issues tickets or receipts for transportation or services provided by a third party such as ground transportation, hotel reservation or vehicle leasing, Tibet Airlines only acts as an agent for passengers and is not responsible for whether passengers can obtain such services or the quality of such services. The terms and conditions of the third-party service provider apply to that service.

12.7 Successive Carrier

12.7.1 Carriage that is carried out jointly by several successive carriers on the

basis of one ticket or consecutive tickets is considered as a single carriage.

- 12.7.2 In the case of damage to passengers, unless it is expressly agreed that the first carrier shall be liable for the entire carriage, the passenger or any person exercising his right to claim may only bring it against the carrier that performed the carriage in the event of an accident or delay.
- 12.7.3 With regard to the loss of checked baggage, the passenger has the right to claim against the first carrier, the passenger who is entitled to accept delivery has the right to claim against the final carrier, and the passenger may also claim against the carrier for the segment of the carriage in which destruction, loss, damage or delay occurred. The above-mentioned carriers shall be jointly and severally liable to the passengers.

Article 13 Other Regulations

- 13.1 The short headings under each article of these Conditions are for convenience only and are not intended to explain the content of the terms.
- 13.2 These Condition is written in Chinese and translated into other language versions. When the Chinese version is inconsistent with other language versions, the Chinese version shall prevail.
- 13.3 Due to frequent changes in the conditions for the use of domestic and international passenger fares and special passenger transportation requirements, Tibet Airlines has formulated relevant regulations separately. Specifically, it includes the Conditions of Use of Domestic Tariffs of Tibet Airlines Co., Ltd., General Rules for the Sales of Individual Passenger Tickets for International and Regional Routes of Tibet Airlines Co., Ltd., and Special Traveller's Guide. The above provisions are part of these Conditions.

Article 14 Effective and Modification

- 14.1 These Conditions shall take effect and come into force on June 20, 2023, and the General Conditions for Domestic Carriage of Passengers and Baggage of Tibet Airlines Co., Ltd. and the General Conditions of International Carriage of Passengers and Baggage of Tibet Airlines Co., Ltd. promulgated and implemented on December 1, 2021 shall be abolished at the same time. For tickets purchased before June 20, 2023, the General Conditions of Carriage applicable at the time of ticket purchase shall still apply.
- 14.2 Tibet Airlines reserves the right to modify these Conditions and other documents as part of these Conditions without prior notice in accordance with the procedures prescribed by the Civil Aviation Administration of China, but such modifications do not apply to tickets that have been transported or purchased before the modifications.
- 14.3 None of Tibet Airlines' employees or agents has the right to change, modify or waive any clause of these Conditions.
- 14.4 Tibet Airlines Co., Ltd. retains the right to explain these Conditions.