

# 海南航空控股股份有限公司 国际业务文件

主送：各营业部及境外办事处、客户服务部、销售部

发件方：海南航空控股股份有限公司市场营销部

经办人：邓瑶鲜

联系电话：0898-68876040

页数：58

抄送：财务部

☐ 请到取

☐ 请回复

☐ 请签收

☐ 请查阅

☐ 急件

## 关于更新《海南航空国际及地区航线 销售运价手册》的通知

为进一步规范海南航空国际及地区航线销售及相关服务环节，结合工作实际开展情况更新本文件规定。本文件自 2023 年 7 月 29 日起生效，同时废止 HUIR23073 关于更新《海南航空国际及地区航线销售运价手册》的通知 2023-07-05、HUIR15093 关于海航国际客票中所有航段需按顺序使用的业务规定 2015-09-16。

特此通知

- 附件：1. 《海南航空国际及地区航线销售运价手册》  
2. 《海南航空国际及地区航线销售运价手册》英文版

海南航空控股股份有限公司市场营销部

2023 年 7 月 28 日

**特别提示：**

- 1、删除“7、儿童/婴儿折扣”条款下儿童相关内容，以现行《海南航空国际及地区航班儿童旅客购票操作规定》为准。
- 2、删除“8、留学生定义及相关规定”条款下内容，以现行《海南航空留学生客票票务管理规定》为准。
- 3、在条款“14、航程中的航段使用顺序”中纳入《HUIR15093 关于海南航空国际客票中所有航段需按顺序使用的业务规定》文件内容，同时本次废止文件 HUIR15093；即，调整了“14、航程中的航段使用顺序”中内容表述，细化操作条款，主体规则不变。
- 4、删除“15.4 因病变更”关联全部内容，以现行《海南航空国际及地区航班因病退改管理规定》为准。
- 5、删除“16.10 因病退票”关联全部内容，以现行《海南航空国际及地区航班因病退改管理规定》为准。
- 6、删除第二部分团队规则中“3、变更”条款下因病变更相关内容，以现行《海南航空国际及地区航班因病退改管理规定》规定为准。
- 7、删除第二部分团队规则中“4.4 团队旅客因病退票”相关内容，以现行《海南航空国际及地区航班因病退改管理规定》规定为准。
- 8、删除第三部分行李规则条款 5.2 处“而国际中转非联程客票的国内航段为旅客国内段客票票面上规定的免费行李额”表述，引用《地面操作手册》V2R7 第“4.8.4.4 非国际联程运输国内航段的行李标准”款相关内容阐释保障规定。
- 9、本手册下发后相关内容如有变化，请以最新的业务通告及业务规定为准。

## 附件 1

### 海南航空国际及地区航线销售运价手册

#### 目 录

<u>第一部分 散客规则</u> .....	02
<u>第二部分 团队规则</u> .....	20
<u>第三部分 行李规则</u> .....	23

## 第一部分散客规则

### 1、适用范围

本运价手册散客规则适用于海南航空境内营业部及代理人销售使用。  
本运价手册的最终解释权归海南航空市场营销委员会。

### 2、适用期限

适用日期以 HU 第一国际或地区主航段的旅行之日为准。

### 3、海南航空国际及地区自营航线舱位布局

C/D/Z/I/R/J 舱为公务舱舱位。

W 为超级经济舱舱位。

Y/B/H/K/L/M/X/V/N/Q/E/P/A/U/T/S/G/O 舱均为经济舱舱位。

I/N/Q 舱为提前销售舱位；D/Z/I/B/H/K/L/M/X/V/N/Q/E/P 舱为周中周末舱位；I/N/Q 舱为同行产品舱位；R/A/U/T 舱为中转舱位；R/E/P 舱为临时促销舱位；R/G 舱为团队舱；J/S 舱为金鹏会员积分兑换免票、金鹏会员积分升舱（包含金鹏会员升舱券）专用舱位；J/O 舱为集团、控股各类优惠票、免票专用舱位；D/Z/I/K/M/X/V/N 舱为联运协议舱位。

### 4、除特殊规定外，运价不可反方向使用。

### 5、ADDON/SPA 航段使用说明及运价组合

5.1 ADDON/SPA 航段价格只能与海南航空国际、地区航段运价组合使用，不得单独使用。组合运价全程执行海南航空国际、地区航段运价规则。出票时，ADDON/SPA 必须与海南航空国际与地区主航段在同一票价计算组。

5.2 海南航空国际、地区航段与 ADDON/SPA 航段的舱位组合规定：

5.2.1 ADDON/SPA 航段经济舱可与海南航空国际、地区航段经济舱、公务舱组合使用；

5.2.2 ADDON/SPA 航段头等舱/公务舱仅限与海南航空国际、地区航段公务舱组合，不能与海南航空国际、地区航段经济舱组合。

5.2.3 海南航空在订座系统中发布的票价只适用于经济舱+经济舱、公务舱+公务舱运价组合；如旅客行程是 ADDON/SPA 航段经济舱与海南航空国际、地区航段公务舱之间的运价组合，则需手工计算，客票上填写 tour code。计算方法如下：ADDON/SPA 航段相应舱位的价格+海南航空国际、地区航段点到点的票价，如有 Q 值、中途分程点、转机点、超里程等费用，需手工添加计算。

5.3 ADDON/SPA 价格为散客 OW 价格， $RT=2*OW$ ；团队不适用散客 ADDON/SPA 运价。

5.4 部分航线的部分 ADDON/SPA 点有多组 ADDON/SPA 价格，各销售单位需按舱位匹配关系进行销售。

5.5 ADDON/SPA 航段行李规定均按海南航空国际及地区航线的行李规则执行。

5.6 海南航空自营国际与地区航线所有散客销售舱位，如国际航段定妥座位，而海南航空国内航班尚未入系统的情况下，国内 ADDON 段可以进行 OPEN 方式出票。在航班计划出港时间前三天旅客需提前确认对应国内 ADDON 航段座位，否则旅客自行承担后果。

#### 5.7 1/2RT 运价组合销售

销售来回程、缺口程机票时，可以与 HU 国际及地区航线境内始发散客来回程运价 1/2RT 组合使用（有特殊说明的运价除外），该组合运价的适用条件按照较严格的舱位规定执行，且全程代理费按照较低的标准执行。当去程与回程的航班日期分属周中、周末时，则运价为周中与周末价格 1/2RT 组合。

例如：北京=布鲁塞尔去程和回程分别订座在 L 舱和 X 舱，可以使用 L 舱来回程运价的 1/2 与 X 舱来回程运价的 1/2 组合，构成旅客的全航程销售运价，该组合运价的适用条件按照 X 舱规定执行。FARE BASIS 需分别填写，即 L 舱对应 L 舱的 FARE BASIS；X 舱对应 X 舱的 FARE BASIS；

Tour code 需填写两个政策的 TOUR CODE。如旅客为儿童，L 舱有儿童折扣、X 舱无儿童折扣，则全程运价为 75%的 L 舱 1/2RT 价格+100%X 舱 1/2RT 价格构成。其他规则同成人。

## 6、中途分程及转机

6.1 除特殊规定外，每个旅行方向允许在任意一点免费中途分程一次；如增加中途分程点，需加收相应费用（具体参考同期运价政策）。

6.2 路线制运价转机点无限制。

## 7、儿童/婴儿折扣

### 7.1 儿童票价

儿童燃油费收取标准同成人，免收民航发展基金。未尽事宜请以现行《海南航空国际及地区航班儿童旅客购票操作规定》为准。

### 7.2 婴儿票价

7.2.1 “婴儿”是指旅行开始之日满十四天（含），但年龄未满两周岁的人。出于医学、安全等原因的考虑，海航不接受出生未满 14 天的婴儿乘机。

7.2.2 2 岁（不含）以下婴儿不占座位时，在 FAREBASIS 后加注“IN90”，其销售票价为成人销售运价的 10%（另有规定的除外）。

7.2.3 2 岁（不含）以下婴儿需占用座位时，适用儿童运价规定，在 FAREBASIS 后加注“CH25”。当订座舱位无儿童折扣优惠时，适用订座舱位对应的成人运价。

7.2.4 如旅客去程未满 2 周岁，回程已满 2 周岁，此种情况无法预订婴儿往返客票，按照去程婴儿票、回程儿童票购票处理。

7.2.5 婴儿在旅行过程中提出自愿变更且变更后年龄已满 2 周岁，原客票按照自愿退票处理，为旅客重出儿童新票，所产生的票款、税费差额由旅客自行承担。

7.2.6 婴儿在旅行过程中因航班不正常等原因非自愿变更后年龄已满 2 周岁，客票按照非自愿退票处理，不收取费用。未尽事宜请参照同期《海南航空国际及地区航线不正常事件票务处理规定》。

7.2.7 若行程中含有外航航段，则外航航段需按外航的规定执行（涉及到的国家及地区包括：欧洲、美国、澳大利亚、以色列、菲律宾、台湾、香港等）。

7.3 每位年满 18 周岁、具有完全民事行为能力的成人旅客可携带 1 名婴儿。如需单独占座位时，应在符合海航承运条件下购买儿童票。票价按儿童折扣票价收费，税费标准以指令 QTE INS/HU 为准，身份标识使用 INS（占座婴儿），行李按儿童执行。

7.4 婴儿客票（不占座婴儿）变更免收变更费，占座婴儿客票变更规则同儿童。儿童客票变更按照成人变更相应规定执行，变更费同成人。

7.5 婴儿客票（不占座婴儿）退票免收退票费，占座婴儿客票退票规则同儿童。儿童客票退票按照成人退票相应规定执行，退票费同成人。

## 8、留学生定义及相关规定

以现行《海南航空留学生客票票务管理规定》为准。

## 9、运价销售规定

9.1 适用于 880 票证（含 880 本票、以 880 确认的中性客票、880 票证销售的国内航班）。

9.2 所有销售运价，按实际行程对应运价表运价执行。散客去程必须定妥座位，不允许 OPEN。

9.3 海南航空为市场方的代码共享航班运价以及使用规则均按照海南航空相应的运价政策执行（有特殊规定的除外），免费行李额按系统显示执行。

9.4 淡旺季的确定以 HU 第一国际或地区主航段的旅行之日为准。

9.5 除另有规定外，运价政策中的所有销售运价均不包含税费及 Q 值。

9.6 严格按照运价政策中的运价与订座舱位、票价类别的匹配关系销售，违者将按较高运价补收差额并且处以相应罚款（以财务规定为准）。如销售时使用了未提供运价的订座舱位，将按照公布运价补收差额。

9.7 海南航空公布运价与外航公布运价组合票价时，在有 IET 的情况下可以使用海南航空票证进行此类行程的销售。如果全程中无海航国际或地区航段，不允许使用海航客票代开。

9.8 特殊旅客客票限在海南航空指定售票处出票并在做出相应安排后方可承运，详情请与海南航空当地售票处或 95339 咨询。

9.9 当销售特殊旅客（包括但不限于不占座婴儿、占座婴儿、孕妇、额外占座旅客、青少年旅客等）的联程客票中包含非海南航空实际承运航班时，一线需提示旅客致电实际承运航司了解相关规定，旅客因自身原因未联系实际承运航司，未了解相关规定从而影响后续行程的，由旅客自行承担责任。

9.10 旅客自行负责根据航班信息办理所需证件，并确认证件有效性。因证件不符不能登机或出入境，海南航空不承担相关责任。

## 10、客票填开规定

10.1 散客出票时限以系统显示时限和订座单位所预留时限两个时限中较早的一个为准。

10.2 如全程无海南航空国际或地区航段（含代码共享航班），不允许使用海南航空客票填开。海南航空 ADDON 航段和外航 SPA/ADDON 航段需与海南航空国际、地区航段填开在同一本客票上，或连续客票上。联运客票的填开规定参见同期《关于海航国际地区票证手工及联运等客票操作规定》。

10.3 旅客姓名后面输入正确的旅客身份类别识别代码，如 SD, CHD, INF（不占座婴儿），INS（占座婴儿）等，但 MR, MS 等称谓不做强制要求。

10.4 “FARE BASIS” 栏：

10.4.1 填写运价表中与订座舱位相匹配的运价基础代号。例如：“HK01C” 或 “MHR1C”。

10.4.2 儿童需在 FAREBASIS 后加注 “CH25”，婴儿加注 “IN90”。

10.5 “ENDORSEMENT/RESTRICTION” 栏：填写 “Q/NON-END/PENALTY APPLY”，表示不得签转，适用相应的退改签规则。

10.6 使用自动出票指令，以订座系统中 Q 出价格作为销售价和票面价的客票，将以票面价作为结算标准，客票不打 TOUR CODE。使用手工出票指令，必须按照运价政策完整输入 TOURCODE 和 FARE BASIS。TOUR CODE 栏填写所使用价格的政策代码，如果只使用一个政策，则在 TC 项输入该运价对应的完整准确的 TOUR CODE 号即可；如果是两个政策组合使用，TC 项输入第一个国际航段的完整准确的 TOUR CODE，第二国际航段的完整准确的 TOUR CODE 打在 EI 项的最后，并用 “/” 或 “//” 隔开。例如：NON-END/RER REB50USD, REF150USD/SEA2009。

10.7 NOT VALID AFTER 栏：

10.7.1 按照较严格的舱位规定的有效期填写。

10.7.2 销售注有最长停留期的运价时，须注明有效截止日期；如超过该期限，则需升舱。升舱后舱位的运价有效期需符合行程需要。

10.7.3 若旅客改期，则客票运价有效期自变更后客票始发日期开始计算，需同时修改 NOT VALID AFTER 项（统一由海南航空各地售票处或 95339 办理）。例如：PEK-MOW-PEK，国际航段订 L 舱，运价有效期 6 个月往返，始发日期 6 月 1 日，有效期截至 12 月 1 日。如果始发日期自 6

月 1 日改为 6 月 5 日，运价有效期截止日期为 12 月 5 日。如果始发日期自 6 月 1 日改为 5 月 25 日，有效期截止日期相应改为 11 月 25 日。

10.8 运价有效期：有效期自第一始发国际主航段开始算起，回程截止日期以最后一个国际、地区主航段旅行之日（当地时间）为准。例：SHA-PEK-MOW-PEK-SHA，国际航段订 L 舱，运价有效期 6 个月往返，则 PEK-MOW-PEK 在 6 个月内往返即可。

## 11、API 信息录入

各销售单位需真实录入旅客的必要信息，如护照号、联系电话等。

DAPI：/P1（旅客序号）指令格式见下（其中横线处的信息必须输入）：

SSRDOCS 航空公司代码 Action-Code1 证件类型/发证国家/证件号码/国籍/出生日期/性别/证件有效期限  
/SURNAME(姓)/FIRST-NAME(名)/MID-NAME(中间名)/持有人标识 H/P1

SSRDOCO 航空公司代码 HK1 出生地/类型 V/VISA 卡号码/发卡地区/发卡日期/卡有效国家或地区/婴儿标识 I/P1

SSRDOCA 航空公司代码 HK1 D（表示目的地）/国家/详细地址/城市/所在省市（州）信息/邮编/I 婴儿标识/P1

SSRDOCA 航空公司代码 HK1 R（表示居住地）/国家/详细地址/城市/所在省市（州）信息/邮编/I 婴儿标识/P1

1.PANG/YUAN XIN 2. PENG/XU MPRH6/HU

3.HU496 Y MO09JUN SEAPEK HK2 1400 1635+1

4.SSR DOCS HU HK1 P/CN/1234567890/CN/17NOV80/M/26MAR09/PANG/YUAN IN//H/P1

5.SSR DOCA HU HK1 D/US/NO10 STREET2 ATLANTA/LOS ANGELES/CA/01234567//P1

6.SSR DOCA HU HK1 R/CN/NO155 DONG SI WEST STREET/BEIJING/BEIJING CHINA/100007//P1

8.SEA/425-868-7820

9.TL/1700/29FEB/HKK847

10.SSR OTHS CA TKTL ADV TKT NBR TO HU BY 04MAR08/0017/HKK TIM/OR NO ALL SG/BCS HU 496

/K/09JUN/SEAPEK

11.HKK001

## 12、销售代理费（以下代理费率标准不分全程为海南航空承运或海南航空与外航联运的情况）

12.1 中国销售中国始发至境外或港澳台地区散客客票（另有规定除外）：代理费为 0。

12.2 中国销售境外始发至中国或港澳台地区始发至中国大陆的散客客票（另有规定除外）：代理费为 0。

12.3 儿童/婴儿代理费率同成人。

12.4 用海南航空票证代开其他航空公司公布运价时，全程中必须且至少含有一段海南航空国际或地区航段，如果海南航空国际或地区航段为境内始发航段，则按上述第 12.1 条规定执行；如果海南航空国际或地区航段为境外始发航段，代理费则按上述第 12.2 条规定执行。

12.5 海南航空为市场方的代码共享航班的代理费标准以具体运价政策规定为准。

## 13、客票的有效期

除客票上或者适用的客票使用条件另有规定外，客票有效期为：

13.1 客票部分使用时，客票有效期将自首次旅行次日零时（含）起开始计算，一年内有效。无论后续该客票是否变更，有效期不变。

13.2 客票全部未使用时

13.2.1 客票有效期将自购票次日零时（含）起开始计算，一年内有效。

13.2.2 如客票变更，且产生新的客票号，客票有效期将从新客票出票次日零时（含）起开始计算，一年内有效。

13.2.3 客票有效期的计算

从首次旅行开始、购票或重新出票次日零时（含）起至有效期满之

日的二十四时（不含）为止。

#### 14、航程中的航段使用顺序

14.1 旅客购买的客票，仅适用于客票上所列明的自出发地点、约定的经停地点至目的地点的运输。旅客所支付的票价，是以海航的运价规则和客票上所列明的运输为依据的。票价是海航与旅客之间运输合同的基本内容。旅客须按照客票上列明的航程，从出发地点开始，按顺序使用。

14.2 未按顺序使用的客票，如旅客于中途分程地或约定经停地要求开始旅行，海航有权拒绝运输。

14.3 如果旅客要改变运输的任何一项内容，应当事先与海航联系。运输一经改变，票价将重新计算。旅客可自行选择接受新票价还是维持客票上原来的运输。如果因为不可抗力，旅客需要改变运输的任何一项内容，旅客需尽早与海航联系，海航将在合理的范围内尽力将旅客运送至下一个中途分程地点或者最终目的地点，而不需重新计算票价。

14.4 如果旅客未经海航同意而改变运输，海航将按照实际的行程确定票价。基于实际行程所要求支付的票价，是指旅客就该实际行程进行客票预订所应产生的票价。如果该票价高于旅客目前客票所支付的金额，旅客需支付原票价与运输变更后适用票价之间的差额与变更费，海航将基于旅客对额外费用的后续支付，向旅客提供后续运输服务（客票有特殊条款的按特殊条款执行）。且客票未使用的航段将不能再使用。原票行程与运输变更后的行程如有税费差额，同时还需缴纳税费差额。

14.5 每一张客票上应当列明舱位等级，并在航班上定妥座位和日期后方可由海航接收运输。如果客票上没有列明定座情况，则应按照有关的票价条件和航班座位可利用情况办理定座。

14.6 如果旅客不搭乘已定妥座位的航班，且未预先通知海航，海航可以取消客票上列明的续程或回程航班定座。

14.7 因航班不正常导致不能按照客票乘机联上列明的航程顺序使用时，参考同期《海南航空国际及地区航线不正常事件票务处理规定》进行处理。

15、客票变更（包括变更日期、舱位、航班号、承运人、航段等自愿变更，不包括变更旅客姓名；非自愿变更具体参考同期《海南航空国际及地区航线不正常事件票务处理规定》）

15.1 使用国际自动变更功能（TRR），系统选取运价、变更费等原则如下：

15.1.1 变更后全程运价选取的系统原则

15.1.1.1 变更后新票在计算票价时，须结合原票航程信息全程考虑，在满足运价限制条件的情况下，选取适用的最低票价。

15.1.1.2 原票已部分使用时进行变更，则新票价格按原票出票日期销售全程所适用票价计算。

15.1.1.3 原票全部未使用时进行变更：A、去程变更，则新票价格按变更当日销售全程所适用票价计算；B、只变更回程时，则分别按原票出票日期时销售全程所适用票价计算新票价格，以及按改期当天销售全程所适用票价计算新票价格，比较两种计算方式计算出的票价差与税费差的合计，取较低者。

15.1.1.4 新票价与原票价之间的票价差额执行多不退少补原则。

15.1.2 变更后航程税费差的系统计算原则

新票税费与原票税费之间的税费差额，执行多退少补原则。

15.1.3 变更费选取的系统原则

15.1.3.1 变更费按变更航段对应变更费收取，多段同时变更则按变更航段最高变更费收取。

15.1.3.2 变更费按原票出票日期适用的标准选取。

15.1.3.3 每次变更均收取变更费，变更费退票时不退。

15.1.3.4 改变航班日期与其他变更同时进行，或者多段同时发生变更，按1次收费。若分开变更则按变更次数分次收取变更费。

15.1.3.5 当变更在所变更航段航班计划出港时间前进行操作，则系统不收取NO-SHOW费；当变更在所变更航段航班计划出港时间后进行操作，则系统收取NO-SHOW费。与是否于航班计划出港时间前在编码中取消座位或票面显示NOSH/OFLK标识无关。

15.1.3.6 880国际票证的纯国内航班客票与国际航班客票不允许相互变更，可退票重出。

#### 15.1.4 汇率选取的系统原则（同手工换开）

按照换开当日的汇率选取。

#### 15.2 手工换开操作与自动变更TRR功能操作的区别：

15.2.1 当手工为旅客进行换开操作，则新票票价的计算、变更费的选取等与自动变更功能原则上保持一致，但以下内容除外：

15.2.1.1 原票全部未使用且只变更回程时，则按原票出票日期时销售全程所适用票价计算新票价格。

15.2.1.2 税费差的计算，仍执行多不退少补的原则。

15.2.1.2.1 NO-SHOW费的收取，仍按照是否于航班计划出港时间前在编码中取消座位为标准进行判断。与票面显示NOSH/OFLK标识无关。

15.3 不定期客票初次订座不收变更费，再次订座按变更日期处理。

## 16、退票规定

### 16.1 退票地点

16.1.1 原则上旅客自愿退票应在原出票地办理，出示相关证件（如身份证、护照等），若旅客购买的是纸质客票还须持有效票证（包括旅客的乘机联、旅客联）。如非旅客本人退票，还需提供代理退票人的证件和旅客本人的委托书。具体请参照同期《海南航空、大新华航空国内、国际客票退改签业务办理地点的通知》。

16.1.2 旅客非自愿退票的，具体参考同期《海南航空国际及地区航线不正常事件票务处理规定》处理。

16.1.3 如遇特殊情况旅客确实无法回原出票地办理退票，海南航空可为旅客在异地（非客票出票地）的海南航空售票处办理退票。接受异地退款的海南航空售票处应取得原出票地的授权，具体操作如下：

16.1.3.1 售票处可邮件联系代理人，并以邮件（抄送办事处留存）形式确认销售价格并获得代理人书面同意；或由退票始发地的办事处邮件沟通代理人，确认销售价格并获得代理人书面同意。获取授权后，售票处才可办理异地退票，并根据原出票地所提供的退款金额用原客票出票当日的订座系统汇率折换成当地货币退款。

16.1.3.2 一线销售单位在确实无法找到境外原出票地的情况下，联系公司财务结算部门确认客票实收价格后直接办理异地退票，并根据财务结算部门所提供的退款金额用系统汇率折换成当地货币退款。

16.1.4 海南航空各售票处在受理并办理异地退票时：

16.1.4.1 全部未使用客票：

旅客自愿退票：财务可通过 ADM 向代理追回代理费。

旅客非自愿退票：病退及不可抗力导致的非自愿退票，财务可通过 ADM 向代理追回代理费（\*注）。

16.1.4.2 部分使用客票：（操作方案同上）

如需追回代理费，金额为：退票金额\*原票实际结算代理费率。

\*注： a、除非不正常航班，海南航空不得无故 OI 换开代理商客票；

b、如海南航空已将代理商客票换开为海南航空本票，财务可通过 ADM 向代理追回代理费。

16.2 退票期限

16.2.1 旅客或购票单位申请退票，如果客票完全未使用，须从购票或重新出票之日起至客票有效期满后 30 天内向海航提出并办理退款手续；

如果客票已部分使用，应从旅行始发之日起至客票有效期满后 30 天内向海航提出并办理退款手续。

16.3 有以下任何一种情况，海南航空拒绝退票：

16.3.1 逾期未提出退票申请；

16.3.2 退票申请时未能提供有效证件或票证；

16.3.3 旅客在航班的经停地自愿终止旅行，该航班未使用航段的票款和燃油附加费不退。

16.4 运价政策的退票栏中“B”-BEFORE 表示：需退票航段计划出港时间前；“A”-AFTER 表示：需退票航段计划出港时间后；“/”前为需退票航段计划出港时间前应收取的金额；“/”后为需退票航段计划出港时间后应收取的金额。退票时间以在系统中退座的时间为准。

16.5 退票时，若在航班计划出港时间前取消座位，则不收取 NO-SHOW 费；若在航班计划出港时间后取消座位，则收取 NO-SHOW 费。

16.6 自愿退票时的退款金额计算

16.6.1 退票费按客票最严格的规则执行，收取金额最高的一个退票费。

16.6.2 客票全部未使用：从已付款项中扣除退票费，余额退还给旅客。

16.6.3 客票已部分使用：从已付款项中扣除已使用航段的适用票价、相关税费和退票费，余额退还旅客。

16.6.3.1 扣除已使用航段旅行当日对应舱位适用的单程销售价格，再扣除海南航空国际或地区航段相应舱位所对应的退票费，余额退还旅客。

16.6.3.2 如 ADDON 航段为海南航空承运，且旅客只使用了 ADDON 段，海南航空 ADDON 航段按其旅行当日对应舱位的单程公布运价扣除款项，

再扣除海南航空国际或地区航段相应舱位所对应的退票费，余额退还旅客；如果旅客使用了海南航空国内 ADDON 以及海南航空国际航段的情况下，海南航空国内 ADDON 航段按照 ADDON 价值扣除，并扣除海南航空国际航段旅行当日对应舱位适用的单程销售价格，再扣除海南航空国际航段相应舱位所对应的退票费，余额退还旅客。

16.6.3.3 如 ADDON 航段为外航承运，且旅客只使用了外航承运 ADDON 段，外航 ADDON 航段应按其旅行当日对应舱位的 ATPCO 系统公布运价（XS FSD 指令查询）扣减，如外航未公布 ATPCO 系统运价，按照该航司国内公布运价（FD 指令查询）扣减，再扣除海南航空国际及地区航段相应舱位所对应的退票费，余额退还旅客。

16.6.3.4 如原舱位无公布单程票价，则按照高一级舱位公布单程运价扣减，且运价及运价有效期均需高于原舱位。

16.6.4 YQ\YR 的退票规则与票价的退票规则一致，即票价可退燃油附加费可退，票价不可退 YQ\YR 也不可退（除规定另行载明外）。

16.6.5 儿童客票退票按照成人退票相应规定执行；婴儿客票免收退票费。

16.6.6 换开后退票，如客票完全未使用，按照原国际舱位运价并扣除所有航段中最高退票费，如有换开差价一并退还；如换开后只使用客票中的 ADDON/SPA 航段，海南航空国际航段未使用，则需扣除已使用航段对应的单程公布运价，并按照原国际舱位退票规定执行，同时退还国际部分的换开差价；如换开后客票中的海南航空国际主航段已部分使用，则需扣除已使用航段的单程公布运价，并按照换开后的舱位标准扣除退票费，换开差价不退。

例 1：旅客购买一张 X 舱的北京=布鲁塞尔=巴黎的往返程客票，如总

票款为 5200 元，之后升到 L 舱，收取升舱差价 2000 元。此时，若旅客未使用此客票并提出退票，应将旅客付的总票款 7200 元扣除 X 舱的退票费 1500 元，余款退还旅客。

例 2：旅客购买一张 L 舱的北京=布鲁塞尔=巴黎的往返程客票，如总票款为 5200 元，之后降到 X 舱，票款为 4200 元。此时，若旅客未使用此客票并提出退票，应将旅客付的总票款按照原票 5200 元扣除 L 舱的退票费 1000 元，余款退还旅客。

例 3：旅客购买一张 X 舱的北京=布鲁塞尔往返程客票，如总票款为 5200 元。在客票全部未使用的情况下，去程升为 L 舱，回程升为 H 舱，换开时收取旅客 2000 元升舱产生的差额。换开后去程 L 舱已使用，若此时旅客提出退票申请，应将旅客付的总票款按照原票 5200 元与换开时收取的升舱差额 2000 元相加后，再扣除去程 L 舱单程运价以及 L 舱的退票费 1000 元，余款退还旅客。

16.7 旅客非自愿退票的，海南航空或者海南航空销售代理人不得收取退票费，按以下规定办理：

16.7.1 客票全部未使用，退还全部已付款项；

16.7.2 客票已部分使用，从已付款项中扣除已使用航段相应的票款及税费，但所退金额不得超过已付款项金额，余额退还旅客，不收取退票费。

非自愿退票时的退款金额计算请参考同期《海南航空国际及地区航线不正常事件票务处理规定》执行。

## 16.8 退回税款

退票时须扣除旅客已使用航段的税款，剩余部分一并退还。

16.8.1 但当客票出现以下任何一种情况，海南航空拒绝退回税款：

16.8.1.1 逾期未提出退票申请；

16.8.1.2 退票申请时未能提供有效证件或票证；

16.8.2 当客票规定不允许退票时，则客票票款及燃油附加费用部分不退，扣除已使用的税款后，剩余税款退还旅客。

16.8.3 当客票经计算应退金额出现负数时，则需补齐票款部分后，退还未使用的税款。

#### 16.9 退款进位

个位需进到人民币 10 元，涉及到计算退票费数额及需减去的运价数额须先进位后再进行下一步的计算。

16.10 退票汇率应按原出票日期的汇率进行换算。

## 第二部分 团队规则

### 1、团队运价：

1.1 团队定义为 10 人及 10 人以上，路线及出发日期相同。

1.2 2-9 人在航班座位允许的情况下可申请小团队。如有需求，请与当地营业部联系。

1.3 一团一议的团队申请流程为旅行社——当地营业部。

如团队政策中无儿童、婴儿折扣，儿童、婴儿票适用此团队政策中的成人票价。

### 2、客票填开

2.1 “CLASS” 栏：填写团队舱位代码。例如：“G” 舱。

2.2 “FARE BASIS” 栏：填写与团队舱位相匹配的运价基础代号。  
例如：“YGV10”。

2.3 “FARE” 栏：填写公布运价的计算结果。

2.4 “ENDORSEMENT / RESTRICTION” 栏：按对应政策的要求填写。

2.5 “TOUR CODE” 栏：填写团队价格所使用的运价政策号码。

2.6 “NOT VALID AFTER” 栏：旅行最后一段必须注明有效截止日期。  
无注明将按照公布价格结算。

2.7 团队任何一个航段都不得 OPEN。

### 3、变更

3.1 团队客票一经开出不得变更航段和日期

3.2 团队旅客因病要求变更，参照现行《海南航空国际及地区航班因病退改管理规定》规定的病退流程办理退票。

### 4、团队退票

一般情况下，团体旅客不得自愿退票（另有规定的除外，按以下规定执行）

航空公司不接受旅客个人退票申请，旅客个人退票必须通过原购票单

位办理。团队客票的退票必须在航班计划出港时间前提出申请，以获得海南航空座位控制部门的确认为准。第一航段计划出港时间后，不接受自愿退票申请。

#### 4.1 退票程序

4.1.1 购票单位须在第一航段航班计划出港时间前提出退票申请。

4.1.2 持完整、有效的票证，以及购票时航空公司给其开具的发票。

4.2 出示有关证件：如身份证、护照等到海南航空营业部团队管理室办理退票手续。

有以下情况之一的，拒绝退票：

4.2.1 逾期未提出退票申请；

4.2.2 申请时未能出示有效证件或票证；

4.3 团队退票规定：外航联运航段票款不退。

#### 4.4 团队旅客因病退票

按现行《海南航空国际及地区航班因病退改管理规定》执行。

4.5 非自愿退票时的退款金额计算具体规定

4.5.1 如果客票完全未使用，则退还旅客购票时实际支付的全部款项，不收任何费用。

4.5.2 客票已经部分使用，则将旅客购票时实际支付的金额减去已使用航段上相应的团体优惠运价（单程运价按团队优惠来回程运价的 1/2 计算）的金额，余额退还旅客，不收取任何其它费用。

例：团队行程为 PEK-BRU-PEK，共 18 个人，免一。PEK=BRU 团队每人 OW 4200 元，RT 6400 元。

PEK=BRU 散客 L 舱每人 OW 4100 元，RT 7000 元。

如：全团使用了 PEK—BRU 航段，旅客非自愿退 BRU—PEK 航段，无论几个旅客退票，每个人退 3200 元。（注：持免费客票不得退票）

4.6 税费等请参考同期《关于海南航空团队客票（NON-REFUND）

不予退 YQ\YR 费用的规定》。

#### 4.7 与外航联程团队订座操作流程

4.7.1 团队订座所需要素，除了旅行路线详情，还必须提供以下信息：

4.7.1.1 团队名（旅客人数+HU 旅行代理商名称+自由格式，如 HUCITS）；

4.7.1.2 团队人数（TCP）；

4.7.1.3 充足的联络信息；

4.7.1.4 任何可能出现的特别服务要求；

4.7.1.5 收取的押金的指示：在收取旅行社押金后，必须在团队 PNR 中用英文做 “SSR OTHS SPA DEPOSIT COLLECTED” 的相关说明（特别注意事项）；

4.7.2 海南航空与外航联程团队订座特别要求：

4.7.2.1 团队编码生成后，在订座记录中增加票价备注项：SSR GRPS SN GRP FARE CNY XXXX(或者用当地货币注明)；

#### 4.8 国内段联程团队改期操作流程

出票后，如有需要面试销签的团体旅客，每团（按国际航段）（在航班座位允许的情况下）可免费更改 3 人，超过 3 人的每人收取 300 元人民币。

### 第三部分行李规则

#### 1、IATA 规则-RES0302（适用于非美加航线）：

行李规则由免费行李额和行李费两部分组成。联运双方或各方有协议约定的，行李规则按协议条款的规定执行，除此之外，针对每一个的行李运输段，下述 4 个步骤将作为联运时选择使用行李规则的标准并适用于联运行程：

第一步：若参与联运的承运人公布的行李规则相同时，则适用该行李规则。

第二步：若参与联运的承运人行李规则不同时，则执行最主要承运人（MSC-MOST SIGNIFICANT CARRIER）公布的行李规则。

注：除非市场方规定执行承运方的行李规则外，代码共享航班将适用市场方的行李规则。

第三步：若 MSC 没有公布行李规则，将执行联运行李接收承运人的规则。

第四步：若接收联运行李的承运人没有公布行李规则，则联运行程将按航段分段执行承运方的行李规则。

附：MSC 的选取原则（以行李运输段为确认 MSC 的前提，即一个行李运输段选对一个 MSC）

1.1 当旅客跨区旅行时，承运第一个跨区航段的承运人为 MSC（例外：环球程的 MSC 为跨 TC1 与 TC2 间的第一个航段的承运人）

例：BRU-HU-X/PEK-HX-HKG，此行程为跨 TC2 与 TC3 间的旅行，所以承运 BRU-PEK 的 HU 为 MSC；若旅客在 PEK 中途分程，则 BRU-PEK 段适用 HU 的行李规则，PEK-HKG 段适用 HX 的行李规则。

1.2 当旅客在同一区内旅行时，承运第一个跨次区航段的承运人为 MSC。

例：KRT-HU-X/DXB-KQ-NBO，此行程为 TC2 内由中东次区至非洲次区

间的旅行，所以承运 DXB-NBO 的 KQ 为 MSC。

1.3 当旅客在同一次区内旅行时，承运第一个国际航段的承运人为 MSC。

例：PEK-HU-X/BKK-GA-SIN，此行程为 TC3 内东南亚次区内的旅行，所以承运第一个国际航段（PEK-BKK）的 HU 为 MSC。

## 2、美加航线的行李规定：

2.1 旅客的行程的起点或最远目的地在美国、加拿大境内，无论是否有中途分程，在行程开始时适用的行李规则将适用于全部行程。

例：PEK-HU-SEA-F9-DEN-F9-SEA-HU-PEK，旅客从 PEK 始发的最远目的地为美国的 DEN，HU 为行程中的第一个承运人，无论旅客在行程中是否有中途分程，HU 的行李规则都将适用于旅客的整个行程。

2.2 对于代码共享航班，若行程中包含有美国、加拿大境内的一点，则 MSC 为市场方，执行市场方的行李规则。

## 3、海南航空自营包机直达航线行李规则（免费行李额）

3.1 免费行李额规则参见近期海南航空各区域国际自营航线免费行李额的通告。

3.2 超限行李额规则参见近期海南航空各区域国际自营航线超限行李额的通告。

3.3 特殊旅客行李额规则参考同期各航线具体规定。

3.4 海南航空为市场方的代码共享航班免费行李额以系统显示为准。

3.5 包机航线的免费行李额按包机协议规定办理。

3.6 对于有特殊规定的行李，请参照具体的文件规定打印免费行李额、计收超限行李费。与其它公司联运的行李规则将按 RES0302 及 DOT/CTA 的规定计算免费行李额计收超限行李费。

## 4、中航信（1E）系统行李查询指令

4.1 未出票前，在定妥行程并输入“QTE”指令后方可使用 XS FSB。

4.2 出票后，在输入“ABR 票号”指令后方可使用 XS FSB。

## 5、销售注意事项

5.1 请各销售单位严格按系统自动计算的免费行李额或具体业务文件的规定进行打印免费行李额，海南航空将按电子客票票面的免费行李额接收行李，如因销售单位擅自修改免费行李额导致海南航空超过规定标准接受免费行李或旅客投诉，对于超规接收的行李，海南航空将按海南航空的超限行李收费标准收取超限行李费；产生旅客投诉的将由销售单位承担一切责任；对于情节严重者，海南航空将视情况对销售单位进行处罚。

5.2 构成国际中转联程客票的国内航段，每位旅客的免费行李额按适用的国际航线免费行李额计算。当 HU(含 HU\*) 承运的 ADDON 航段与 HU 国际主航段间中转时间超过 24 小时，系统会将 ADDON 航段行李额与国际主航段行李额保持一致。如果 ADDON 航段行李额与国际主航段行李额出现不一致时，在出票时可按海南航空国际主航段的行李标准手工修改此条 ADDON 航段的行李额。

**摘录：4.8.4.4 非国际联程运输国内航段的行李标准**（摘自《地面操作手册》<第 2 版第 7 次修订>，如有更新，请以《地面操作手册》最新条款为准）

1) 国内国际航班同为海航运输，但客票是分别填开不属于同一运输合同。国内转机点转机时间在 24 小时以内，国内航段的免费行李额按照国际段标准执行。

此类情况如出现超限行李收费，则分段计收，国内段按国内段的标准收取，国际段按国际段的标准收取。

举例：旅客购买 SHA-PEK(HU) 和 PEK-BRU(HU) 两个单段客票，在 PEK 停留时间不超过 24 小时，国内航段按照国际段标准执行。

2) 国际航班为非海航运输，客票是分别填开不属于同一运输合同，

则国内航段按照客票列明行李额度为准。

举例：旅客购买 CDG-PEK (AF) 和 PEK-CTU (HU) 两个单段客票，无论在 PEK 停留时间是否超过 24 小时，国内段均按照 HU 客票票面所显示的免费行李额。

5.3 修改 FBA 不会影响 DFSQ: A 自动出票指令中的 A 标识。

5.4 对于系统中不能直接 Q 出正确票价或正确行李额的客票，出票时必须在 FC 项中输入正确的行李额，未输入正确行李额的 PNR 系统将限制出票。

5.5 出票时使用 QTE：旅客类型代码/HU，Q 出免费行李额。符合证件要求和旅客性质要求的留学生、劳务人员、新移民、海员等旅客如需享受相应的行李优惠，需到海南航空直属售票处或代理人办理购票，并在第一次购票时出示相应的身份证明，之后按各航线政策规定的旅客类型享受行李优惠，行李优惠不与票价相关联，即：上述旅客在任意经济舱订座，均可按航线对应的特殊行李优惠政策享受行李优惠。海南航空不提供因未享受行李优惠而提出的客票换开服务。

5.6 因改期导致海南航空与外航联运航段由不同的行李运输段变为一个行李运输段（即海南航空与外航联运航段中无中途分程），或由一个行李运输段变为了两个行李运输段（即海南航空与外航联运航段中出现中途分程），在改期的同时，需要按 IATA 的行李规则对行李额进行修改。

例：旅客持有往返客票，行程：CSX=PEK=BRU=NYC, 去程 CSX-PEK (HU)-BRU (HU)-NYC (SN) 已使用, 回程 NYC-BRU (SN)-PEK (HU)-CSX (HU) 做自愿改期（无中途分程），并换开生成新票号。换开操作时，请销售单位按系统自动匹配行程给出的行李额度打印免费行李额。该旅客原票换开后的新客票第一段承运人为 SN，参照 DOT 规则，新客票行程需执行 SN 免费托运行李标准：1PC。

5.7 各销售单位在售票时应提醒旅客若有超限行李,超额、超重、超大行李或特殊行李,应提前到机场办理相关手续。

海南航空控股股份有限公司市场营销委员会

2023 年 7 月 28 日

附件 2

Table of Contents

**Hainan Airlines Ticketing Service Reminder.....30**

**PART I: General Rules For FIT.....32**

**PART II : Interline Automated Baggage Rules.....55**

## **Hainan Airlines Ticketing Service Reminder**

**\* Hainan Airlines has reserved all the rights to interpret the rules**

1. Please ensure that travel documents and visa are valid. If the passenger holds a Chinese passport, please make sure that the passport is valid for at least 6 months; the validity will be calculated from the day the return journey starts; if the validity is less than 6 months, the passport's validity must be extended prior to having the ticket issued. If you have any questions concerning travel documents and visas, please consult the consulate of the destination country directly for the most accurate immigration information.

2. Valid travel documents are necessary to purchase a ticket and board a flight.

Passengers will be asked to show their passport when purchasing a ticket at HU's ticket counter; when purchasing a ticket through a website, the passenger must complete passport information, flight origin, transfer and stopover point and destination correctly. Passengers are responsible to obtain and retain the required documents on their own, according to the flight information and to ensure the documents are valid. Passengers should retain travel documents themselves and not put them in checked baggage. If the travel cannot start or is postponed for invalid, expired or missing travel document reasons, HU will not take any responsibility.

3. After a seat has been booked on HU's international or regional flight, the ticket should be issued within the ticketing time limit, otherwise the booked seat may be canceled. In the event the passenger desires to cancel the booked seat on HU's international or regional flight (including seats on a flight on another airline), he or she must contact HU's ticket office or agent as soon as possible.

4. The ticket (inclusive of checked baggage) is a transportation document between the passenger and the airline company, and it is also a document for boarding the flight and reclaiming checked baggage at the destination airport. It can only be used by the passenger

whose name is listed in the ticket coupon, and cannot be transferred to any other person or have the name changed.

5. If a ticket is being purchased for a child, an infant or a passenger requiring special assistance (including VIP, passenger with a medical condition, passenger with a physical or mental disability, stretcher passenger, pregnant, unaccompanied minor, etc.) on an HU international/regional flight, it is necessary to contact the HU ticket office or HU 24 hour hotline 95339, for special procedures and, if applicable, pay additional service fees.

6. While purchasing a ticket, the passenger should pay the taxes according to government regulations. Because the taxes fluctuate, please refer to the amount shown in the GDS at the time of purchase of the ticket. Due to effect of changing exchange rates and policies, the fare actually paid may fluctuate from time to time. Please issue the ticket promptly, so that the fare matches the standard shown in the GDS.

7. Tickets booked in all classes of HU international/regional sectors must use the itinerary listed on the ticket sequentially. In the event tickets are used out of sequence, the ticket will be deemed void.

8. In a passenger needs to rebook/refund a ticket or upgrade the RBD, one can apply to Hainan Airlines first, and do the rebooking, refunding or upgrading procedures at the point where the ticket was issued or any other HU agreed place, while the rebooking fee, refunding fee and fare difference should be paid.

9. HU provides free baggage allowance by the piece concept. The free baggage allowance will be provided to the passenger in accordance with the standard applicable to the route chosen. For details, please contact Hainan Airlines 24 hours hotline 95339, consult the clerk at HU's ticket counter or visit HU's website.

10. For matters not mentioned above, please refer to the terms & conditions under 《Civil Aviation Law》 published by CAAC, and 《Hainan Airlines General Conditions of International Carriage for Passengers and Baggage》 governed by HU.

11. The policy takes effect the day after [28Jul 2023](#), [HUIR23073/HUIR15093](#) will be abolished.

## **PART I    General Rules for FIT**

### **1、 Scope of application**

This manual applies to sales by all overseas branches of Hainan Airlines (HU) and its designated ticket agents. The Sales and Marketing Department of Hainan Airlines reserves the right of final interpretation.

### **2、 Validity**

Applicable date is based on the date of commencement of travel on the first HU international & regional long-haul sector.

### **3、 Class mapping of international and regional sectors operated by HU**

Business class: C/D/Z/I/R/J.

Premium Economy class: W/E

Economy class: Y/B/H/K/L/M/X/V/N/Q/E/P/A/U/T/S/G/O.

I/N/Q class is reserved for Early bird products; D/Z/I/B/H/K/L/M/X/V/N/Q/E/P class is reserved for Mid-week and weekend products; R/A/U/T class is reserved for Transit products; R/E/P class is reserved for promotion products; R/G class is reserved for GIT; D/Z/I/K/M/X/V/N class is reserved for interline products; J/S class is reserved for redemption of Fortune Wings Club miles; J/O class is reserved for no charge tickets.

### **4、 Unless specified otherwise, V.V. is not applied.**

### **5、 Provisions for ADD-ON/SPA Sector and Fares Combination**

5.1 ADD-ON/SPA fare can only be combined with HU international/regional fare, and cannot be used separately. The tariff rule applicable to HU international/ /regional sector,

will apply to the combined fare enroute. When issuing ticket, ADDON/SPA sector and HU international/regional sector must be within amount to be prorated (ATBP).

5.2 Rules for combination between ADD-ON/SPA sectors and HU international/regional sector:

5.2.1 Economy class fare on ADD-ON/SPA sector can be combined with economy/business class fare on HU international/regional sectors.

5.2.2 First/business class fare on ADD-ON/SPA sector can only be combined with business class fare on HU international/regional sectors; combination with HU's international & regional economy class fare, is not permitted.

5.2.3 The fare published in GDS by HU, only applies to the economy + economy, first/business + first/business combinations. If the itinerary is a combination between economy class on ADD-ON/SPA sector and first/business class on HU international/regional sector, the total fare should be calculated manually(including stopovers/transfer points/over mileage surcharge and Q surcharge) and the tour code must be printed on ticket stock. Method of calculation is:

Economy class fare on ADD-ON/SPA sector + point to point first/business class fare on HU international/regional sector

5.3 ADD-ON/SPA fare is FIT OW fare ( $RT = 2 \times OW$ ), and does not apply to group travel.

5.4 ADDON/SPA sectors with several fare levels should be sold in accordance with the matching relations of booking class, and add the suffix to the FARE BASIS according to related fare policies.

5.5 The baggage rules of ADDON/SPA sectors should be in accordance with the

standard of the HU international/regional sector, which relates to ADDON/SPA sector.

5.6 For all the available RBD on HU international/regional sector: if the seat on the HU international/regional sector have been reserved, the ADDON/SPA sector can be booked with an OPEN state in condition that domestic sectors have not been input is GDS. However, the seat on ADDON/SPA sector should be reserved at least 3 days before the flight departure date; if not the passenger should take the consequential risk.

#### 5.7 Half RT basis combination

On a half RT basis, the combination between fares of HU international & regional outbound sectors, is permitted, which can form a RT/CT/OJ journey (unless otherwise specified), in which case the most restrictive tariff rule and the lowest commission rate will apply for the entire journey. When outbound and inbound flights depart in the middle of week or over a weekend, the fare will be the combination of midweek fare and weekend fare.

Example: A passenger has booked a round-trip ticket for L and X respectively, so the total fare for the entire journey is the combination of half of L class RT fare and half of X class RT fare, the tariff rule of X class applies to the combined fare. The fare basis should be input respectively; the tour code for L class fare and tour code for X class fare should be input in TC box at the same time. If the passenger is a child, children discount applies for L but not for X. The total fare will be the sum of 75% of L class half RT fare and 100% of X class half RT fare. The rest of the tariff rules are the same as adults.

## **6、 Stopover and transfer**

**6.1** Unless specified otherwise **only** 1 free stopover is permitted in each travel direction, and the stopover fee should be charged for each additional stopover point (There

is no time limitation for a stopover). Please refer to the associated tariff rule for the detailed stopover fee standard.

## **6.2 Unlimited transfer points on routing system fare.**

## **7、Children and Infants Discounts**

(Notice: whether a child and an infant discount are applicable is refer to their age on the date of commencement of travel on the first HU international or regional long-haul sector.)

### **7.1 Children Discount**

The fuel surcharge standard for a child is the same as that of an adult. Children are not required to pay the Civil Aviation Development Fund fee. For other information, please refer to our current Ticket Handling for Children Passengers on HU International or Regional Flight <海南航空国际及地区航班儿童旅客购票操作规定>.

### **7.2 Infant Discount**

7.2.1 An infant is defined as a person who has completed fourteen days(inclusive) but is under 2 years of age as the date of commencement of travel. In order to ensure flight safety, HU shall refuse to transport an infant less than 14 days old.

7.2.2 For infant (under 2 years (exclusive)) does not occupy a seat, the applicable fare is 10% of the applicable adult fare (unless otherwise specified); “IN90” should be added after the applicable FAREBASIS.

7.2.3 For infant (under 2 years (exclusive)) occupying a seat, children’s fare will apply. If the applicable RBD has no children’s fare, the infant fare will be 100% of the adult fare.

7.2.4 If passenger is under 2 years old on departure and reaches 2 years old on return, the RT infant fare ticket is not allowed to be issued. In this case, one infant OW ticket and

one child OW ticket are issued according to passenger's actual status respectively.

7.2.5 If the infant proposes a voluntary change during the travel and the infant reaches 2 years old after the change, the original ticket is refund as voluntary refund, a new child ticket will be issued for the passenger, the fare and tax difference should be paid by passenger.

7.2.6 If the infant ticket involuntarily changed due to irregular flights during the travel and the infant reaches 2 years old after the change, the ticket is refund as involuntary refund without refund fee. For the involuntary refund, please refer to the current <Ticketing Rule for HU international/regional irregular flights>.

7.2.7 If the itinerary includes segments operated by other airlines, please refer to the provisions of the corresponding airlines.

7.3 Each adult over 18 with full civil capacity may travel with a maximum of one infant. If the infant meets Hainan Airlines' transportation conditions, he/she is allowed to charged according to the child ticket price, with taxes and fees charged according to QTE INS/HU, and is identified as INS (infant with a seat).

7.4 There is no handling charge for changes to infant (infant without seat) tickets. Change handling fees for children are charged according to the change rules for adults and at the same amount as changes for adults. The change rules for infants with a seat are the same as those for children.

7.5 There is no refund fee for infant (infant without seat) tickets. The refund rules for infant with a seat are the same as those for children. Refund fee for children is charged according to the refund rules for adults and at the same amount as those for adults.

7.6 Fuel surcharges and the Civil Aviation Development Fund fee are not charged on infant (infant without seat) tickets. Taxes and fees for infants with a seat are charged according to QTE INS/HU; the baggage allowance is the same as children.

## **8、Definition and conditions for international students**

Please refer to our current Ticket Handling for International Students on HU International or Regional Flight <海南航空留学生客票票务管理规定>.

## **9、Sales Rules**

9.1 The tariff rule in this manual is valid on 880 ticket stock (including HU tickets, neutral tickets validated on HU and the domestic flight tickets sold on HU international stock), but it is not applicable to charter flight ticket stock.

9.2 All saleable fares must be in accordance with the actual itinerary and applicable fare table. FIT fare must have a reservation on the outbound trip;” OPEN” status is not allowed.

9.3 Fares and tariff rules of HU code share flights operated by another carrier should comply with relevant provisions published by HU (unless otherwise specified). For the free baggage allowance, please refer to the standard shown in the GDS.

9.4 HU publish fare combine with other airlines publish fare should be sold in case of IET.

9.5 Seasonality is determined by the date of commencement of travel on the first HU international or regional long-haul sector.

9.5 Unless specified otherwise, Taxes and surcharges are excluded from the fares in the fare policy.

9.6 All sales offices should strictly use the fare and the matching reservation class/fare policy when ticketing. Sales offices or personnel who fail to comply with matching reservation class/fare policy, are obliged to pay a penalty fee and compensate for the fare difference. If a booking class without an HU fare is sold, the fare difference between the fare sold and the IATA published fare should be paid as compensation by the issuing sales office or personnel. If there is no HU international flight segment in the whole journey, issuing ticket with 880 stock is not permitted.

9.7 Tickets for special passengers must be issued at an HU appointed sales office providing that the arrangements to accept the passenger have been made. For more information, please contact the HU local office or call the HU 24-hour hotline: 95339.

9.8 Children accompanied by adults should purchase ticket in the same cabin as the adult passenger. If the adults must buy tickets for children in a different cabin, the children will be classified as UMS, providing all the provisions for UM service are met. The adults and children should take their seats respectively. If the provisions for UM are not met, the children and their accompanying adults must hold tickets with the same cabin.

9.9 Passenger should prepare and provide all the necessary and valid certificates for taking the flights. If the passengers are denied boarding due to invalid certificates, Hainan Airlines will take no responsibility.

## **10、Provisions for Issuing Ticket**

10.1 Time limit for issuing an FIT ticket should refer to the earlier one between the time limit shown in the system and the time made by the booking unit.

10.2 If there is no HU international& regional sector (including codeshare flights) in the whole journey, 880 ticket stock is not allowed to be used.

10.3 ADDON sectors operated by HU and sectors operated by other carriers (including SPA and ADDON) should be issued on the same ticket or on a conjunction ticket, together with HU international and regional sectors. An interline ticket should be issued according to current policy HUIR16145.

10.4 The correct passenger codes should be added after passenger's name (e.g., SD, CHD, INF (infant without seat), INS (infant with a seat) etc.); titles such as MR/MS are not mandatory.

10.5 "FARE BASIS" BOX:

10.5.1 Input fare basis corresponding to the booking class in the fare table.

e.g., "BHRTUS" or "KHOWUS".

10.5.2 Children: input "CH25" after FARE BASIS;

Infants: input "IN90" after FAREBASIS

10.6 "ENDORSEMENT / RESTRICTION" BOX:

Input "Q/NON-END/PENALTY APPLY", which means that endorsement is not allowed; for details on rebook/refund, please refer to the corresponding tariff rules.

10.7 The quoted fare using auto-pricing command in GDS, should be settled at the face value of ticket, and there is no need to input a tour code. The quoted fare using manually-pricing command in GDS, the complete tour code and fare basis must be input as per fare policy.

10.7.1 When issuing ticket, if only one fare policy is used, the corresponding tour code should be input in TC box correctly and completely.

10.7.2 If the fare is a combination between two policies, input the first tour code in TC box correctly, the second tour code should be input in the EI box correctly and completely, for example: NON-END/RER REB50USD, REF150USD /SEA2009.

10.8 “NOT VALID AFTER” box:

10.8.1 Input the period of validity of the booking class with the more restrictive conditions.

10.8.2 When selling the fare with a maximum stay requirement, there should be an annotation of the expiration date. If the expiration date is beyond, an upgrade of the booking class should be made. If the expiration date of a OW fare is beyond the final deadline of this manual, then input the final deadline of this manual; otherwise, it will be settled as an IATA published fare.

10.8.3 If passenger requests to change the departure date of the HU international/regional sector, the fare validity should be recalculated according to the new departure date of HU international/regional sector, the “NOT VALID AFTER” box should be amended as well (handled by HU sales office or 95339).

Example: the itinerary is PEK-MOW-PEK, international sector booked in L class, fare validity is 6 months. The departure date is 01 Jun, so the fare is valid until 01Dec. If the departure date changes from 01Jun to 05Jun, then the new deadline will be 05Dec; if the departure date changes from 01Jun to 25May, then the new expiration date will be 25NOV.

10.9 Fare validity: The period of validity should be calculated from the commencement of travel date of the first HU international & regional long-haul sector; the

deadline is determined by the travel date of the last HU international & regional long-haul sector (local time).

For example: the itinerary is SHA-PEK-MOW-PEK-SHA, international sectors are all booked in L class, fare validity is 6 months, then PEK-MOW-PEK can be completed within 6 months.

## 11、Input of API Information

DAPI: /P1 (Passengers serial number) the format of the instruction is below: the information between the horizontal lines must be input):

SSR DOCS Code for airlines Action-Code 1 ID Type/Country of issuing license/ID Number/Nationality/Date of birth/Gender/Valid period of Documents/SUNNAME/FIRST-NAME/MID-NAME/Identification of the holder H/P1

SSR DOCO Code for airlines HK1 birthplace /Type V/VISA No./Places of issuing the cards/the date of issuing the card/Valid country or the region of the card/Identification of Infants I/P1

SSR DOCA Code for airlines HK1 D (indicating the destination) /Country/Detailed address/City/information of the located province, city(state) /Postcode/I/ Identification of Infants/P1

SSR DOCA Code for airlines HK1 R (indicating the place of residence) / Country/detailed address/City/ information of the located province, city(state) / Postcode /I/ Identification of Infants/P1

```
1.PANG/YUAN XIN 2.PENG/XU MPRH6/HU
3. HU496 Y MO09JUN SEAPEK HK2 1400 1635+1
4.SSR DOCS HU HK1 P/CN/1234567890/CN/17NOV80/M/26MAR09/PANG/YUAN IN//H/P1
5.SSR DOCA HU HK1 D/US/NO10 STREET2 ATLANDA/LOS ANGELES/CA/01234567//P1
6.SSR DOCA HU HK1 R/CN/NO155 DONG SI WEST STREET/BEIJING/BEIJING CHINA/100007//P1
8.SEA/425-868-7820
```

9.TL/1700/29FEB/HKK847

10.SSR OTHS CA TKTL ADV TKT NBR TO HU BY 04MAR08/0017/HKK TIM/OR NO ALL SG/BCS HU  
496 /K/09JUN/SEAPEK

11.HKK001

## 12、Validity of tickets

Unless otherwise provided for on the ticket or the applicable conditions of use of the ticket, for the validity of tickets the following rules apply:

12.1 When the ticket is partially used, the ticket is valid for one year, starting from 00:00 (included) of the following day after commencement of travel. Regardless of whether the ticket is subsequently changed, the validity period remains unchanged.

12.2 When no portion of the ticket is used,

12.2.1. The ticket is valid for one year, starting from 00:00 (included) of the following day after ticket purchase.

12.2.2. If the ticket is changed and a new ticket number is generated, the ticket is valid for one year, starting from 00:00 (included) of the following day after issuance of the new ticket.

12.3 Calculation of ticket validity

Starting from 00:00 (included) of the following day after the commencement of the first travel, ticket purchase or ticket reissuance to 24:00 (excluded) on the day of expiration of the validity period.

## 13、Flight Coupon Sequence

13.1 The ticket a passenger has purchased is valid only for the transportation shown on the ticket, from the place of departure and any agreed stopover places to destination. The fare paid by the passenger is based on the fare rules of Hainan Airlines as well as the transportation service listed on the ticket. The ticket fare constitutes the basic content of the

contract of transportation signed between Hainan Airlines and passengers. Passengers shall use the ticket in the prescribed order, starting from the place of departure and in accordance with the voyage specified on the ticket.

13.2 Hainan Airlines shall have the right to reject transportation if a passenger asks to begin the trip at a stopover place or at the agreed-upon stopover and fails to utilize the ticket in the prescribed order.

13.3 If a passenger wishes to change any content related to the transportation service, he/she must contact Hainan Airlines in advance. The ticket fare will be re-calculated once the transportation service is changed. The decision to accept the revised ticket fare or stick with the original transportation service specified on the ticket is up to the passengers. If, due to force majeure, the passenger needs to change any part of the transportation service, the passenger must contact Hainan Airlines as soon as possible and Hainan Airlines will make reasonable efforts to transport the passenger to the next stopover place or final destination without re-calculating the ticket fare.

13.4 If a passenger changes the transportation service without getting permission from Hainan Airlines, Hainan Airlines will re-calculate the ticket fare based on the actual route. The ticket fare paid based on the actual itinerary is the fare that would have been charged if the passenger made a ticket reservation for particular itinerary. If the ticket fare is higher than the one that the passenger has already paid, the passenger must pay the difference between the original fare and the applicable fare that will apply once the transportation plan is changed, in addition to the change fee, and Hainan Airlines will provide additional transportation services to the passenger based on the subsequent payment of the additional fee made by the passenger. The passenger will be no longer able to use the unused segment

of the ticket. If there is a tax difference between the original ticket itinerary and new re-routing ticket, the tax difference must also be paid.

13.5 Each ticket shall specify the cabin class and the reserved seat and travel date with the flight shall be determined before Hainan Airlines carries out the transportation service. The seat reservation must be done in accordance with the relevant ticket fare criteria and the availability of seats on the flight if the seat reservation state is not noted on the ticket.

13.6 If a passenger does not take the flight for which a seat has been reserved and meanwhile fails to notify Hainan Airlines in advance, Hainan Airlines may cancel the seat reservation for the onward or return trip as specified on the ticket. However, if the passenger notifies Hainan Airlines in advance, Hainan Airlines will reserve the seat for the subsequent flight in accordance with the passenger's requirements.

13.7 Passenger may be honoured to use his ticket not in sequence if irregular flight occurs, for details please refer to our current Ticket Handling for Irregular Events on International and Regional Routes <海南航空国际及地区航线不正常事件票务处理规定>.

**14 、 Changes to the ticket (including the voluntary change of date/ RBD/flight number/Carrier/sector, change of passenger name is excluded. For the involuntary change, please refer to < Ticketing Rule for HU international/regional irregular flights>.**

14.1 Using TRR, the principle for choosing fare/change fee in GDS, are as follows:

**14.1.1 How to Choose Applicable Fare and Calculate Fare Difference after Automatic Change.**

14.1.1.1 When calculating the new ticket fare after an automatic change. The fare should be calculated in combination with the original ticket flight information, the

applicable lowest fare should be selected if all the applicable fare rules are met.

14.1.1.2 Changes for partially used ticket: the new ticket fare should be calculated the fares applicable to all travel at the original ticket issuing date.

14.1.1.3 Changes for unused tickets:

14.1.1.3.1 Once the change of outbound trip has occurred, the new ticket fare should be calculated according to the fare applicable to the entire itinerary at the change date.

14.1.1.3.2 If only the return trip is changed, the fare/tax differences between the original ticket and the fares applicable to the entire itinerary at the original ticket issuing date / the fare applicable to the entire itinerary at the change date should be both calculated, the lower one should be selected.

14.1.1.4 If the new fare is lower than the original, the fare difference is non-refundable; if the new fare is higher than the original, the fare difference should be paid by passenger.

14.1.1.5 HU Domestic ticket issued by 880 international stock can not be allowed to exchange with HU international ticket mutually.

#### **15.1.2 How to Calculate the Tax Difference after automatic change:**

15.1.2.1 If the new taxes are higher than the original, the tax difference will be refundable; if the new total taxes are lower than the original, the tax difference should be paid by passenger.

#### **15.1.3 The principle of the change fee selection after automatic change**

15.1.3.1 The highest among change fees applicable to original booking class of the changed sectors should be paid.

15.1.3.2 The change fee should be selected based on the standard of the original ticketing date.

15.1.3.3 The change fee should be charged for every single change, and it should be non-refundable when refunding ticket.

15.1.3.4 When flight date change and other kinds of ticket changes are made at the same time or several sectors are changed at the same time, change fee can be charged once. If sectors are separately changed, change fee should be paid when the change is made.

15.1.3.5 When the changes are made before the departure time of change sector, NO-SHOW fee should not be charged in the system. When the changes are made after the departure time of changed sector, NO-SHOW fee will be charged in the system, it is not related to canceling of the seat before departure time or the NOSH/OFLK sign displayed on the ticket.

#### **15.1.4 The principle of the exchange rate selection after automatic change**

According to the rate on the exchanging day which is similar for manual change operations.

#### **15.2 The differences between manual change operations and automatic TRR operations:**

15.2.1 When manual change operations are made for passengers, the calculation of the new fares and the selection of change fees/the exchange rates are the same as the TRR function in principle, except for the following:

15.2.1.1 When the original tickets are totally unused and the changes are made only on the return trip, the new fares will be calculated according to the fares applicable to the entire itinerary at the original ticket issuing date.

15.2.1.2 The differences of taxes/fees are still calculated according to the principle of not refunding the excess payment but repaying the deficiency.

15.2.1.2.1 The NO-SHOW fee is still collected according to whether the seats in the PNR are canceled before departure. It is not related to the NOSH/OFLK sign displayed on the ticket.

**15.3 How to calculate the fare when HU international/regional sector interlines with sectors operated by other airlines**

15.3.1 If the SPA fare is applicable: the non-HU sector should be in the same ATBP with HU sector, and certain conditions for SPA fare should be met.

15.3.2 If the published fare is applicable: when issuing non-HU sector with HU ticket stock, the published fare should be according to the quoted fare after using QTE:/HU, the OW published fare applicable to the RBD of the non-HU sector should be paid. The fare of non-HU sector in FC item in PNR should be the same as the collected published fare, IT state or zero face fare in FN item are not permitted.

15.3.3 Credit exchange ticket、discount ticket should be issued with IT state in FN item. Special instructions: When upgrading a ticket with credit exchange, it is not permitted to increase the face fare artificially, and should be issued according to the FC item of original ticket. If the FC item of the original ticket is IT, the FC item of new ticket should be issued with zero face fare, other conditions should be the same as the above.

**15.3.4 Special Instructions:**

15.3.4.1 For a ticket that can be issued/reissued automatically, please try to avoid issue/reissue manually.

15.3.4.2 For a ticket issued manually (except for rapid issuing template): non-HU ADDON/SPA sectors are included in the itinerary, the RBD of which should be applicable to the negotiated RBD. When manual ticket issuance is necessary (For example: the correct

fare cannot be quoted automatically or the fare is in a policy not published in GDS), the ticket should be issued with IT state in FN item, if there is a rapid issuing template, the ticket should be issued according to the format in template.

15.3.4.3 For a ticket reissued manually, the fare should be selected in accordance with the lowest quoted fare of the applicable RBD, the NUC in FC item should select the fare of lowest RBD.

15.4 Ticket issuing for the first time or ticket reissuing should be made the same way as above.

15.5 For an open date ticket, making a reservation for the first time in the original RBD should be made without an additional fee; a change fee will apply to subsequent reservation changes.

### **15.6 Ticket Change Due to Illness Reason**

Please refer to current Ticket Handling due to illness on International and Regional Routes <海南航空国际及地区航班因病退改管理规定>.

## **16、Ticket Refunding**

### **16.1 The Location of Refunding Ticket**

16.1.1 In principle, the location of voluntary refund should be at the original point of issue. When refunding the ticket, the necessary certificate (e.g., ID card or passport etc.) should be provided; for a paper ticket, the valid ticket coupon (including flight coupon and passenger coupon) should also be provided. If a passenger entrusts a person to refund ticket, that entrusted person's certificate and letter of authorization written by the passenger are also necessary.

16.1.2 For the involuntary refund, please refer to <Ticketing Rule for HU international/regional irregular flights>.

16.1.3 If a passenger cannot refund ticket at the original place of issue due to special reasons, the passenger can request to refund the ticket at a local HU ticket office (not the original issuing place). The ticket office, at which ticket is refunded, should receive authorization from the original place of issue first, according to the following procedures:

16.1.3.1 The refunding ticket office may contact the agent by email to confirm the sale price (sending a duplicate to the local office) and obtain the agent's written consent. Alternatively, the issuing ticket office may contact the agent by email to confirm the sale price and obtain the agent's written consent. Ticket offices can only refund tickets issued in a different location after obtaining authorization. They should convert the refund into the local currency using the system exchange rate, based on the refund amount provided by the original ticket issuer.

16.1.3.2 Ticket offices that cannot locate an overseas ticket issuer should contact the Hainan Airlines financial settlement department to confirm the actual sale price of the ticket. Then they should directly refund ticket based on the refund amount provided by the financial settlement department, converting it into the local currency using the system exchange rate.

#### **16.1.4 Notes about refunding at an HU ticket office**

##### **16.1.4.1 Totally unused ticket**

For voluntary refund: finance department can claim back the commission from the agent by ADM.

For involuntary refund: if the refund is caused by illness or other force majeure incidents, finance department can claim back the agent's commission by ADM. (Refer to \* section)

#### 16.1.4.2 Partially used ticket

Same as above

If the commission needs to be claimed back, the amount is: fare amount to be refunded X the actual commission rate of the refund ticket.

#### NOTES:

1. Except for **irregular** flight reasons, an HU sales office cannot exchange an agent's neutral ticket in OI command.

2. If an HU sales office has exchanged an agent's neutral ticket into an HU ticket, finance department can get the commission back from the agent by ADM.

### **16.2 Deadline for refunding ticket**

16.2.1 If ticket is totally unused, it can be refunded from purchase or reissue date to 30 days after the validity of the ticket; if a ticket is partially used, it can be refunded from the date of commencement of travel of the first sector listed in the ticket to 30 days after the validity of the ticket.

### **16.3 HU will refuse to refund a ticket in any of the following cases:**

16.3.1 Beyond the deadline of refunding ticket;

16.3.2 Identity Documentation or ticket submitted is invalid;

16.3.3 There is no amount to be refunded after calculation;

16.3.4 If passengers stop the journey at the stopover voluntarily, the fare and fuel surcharge of unused flight coupons will not be returned.

**16.4 In the refunding field of fare table**, “B” means: before the departure time of sector to be refunded, “A” means: after the departure time of sector to be refunded. the amount before “/”— stands for refunding fee to be collected before this flight departure

time, the amount after “/”—stands for refunding fee to be collected after this flight departure time. The time of refunding ticket will be referred to the time of canceling reservation in GDS.

### **16.5 No-Show Fee**

If the seats of refund sectors in the PNR are cancelled before departure, No-Show fee should not be charged.

### **16.6 Calculation of amount to be refunded for voluntary refund**

The cancellation fee shall be collected according to the most restricted rules of tickets, only collected the highest cancellation fee.

16.6.1 For a totally unused ticket: Deduct cancellation fee, the remaining amount should be refunded to passenger.

16.6.2 For a partially used ticket:

Deduct the applicable fares 、 taxes and cancellation fee of the used sectors, the remaining amount should be refunded to passenger.

16.6.2.1 Deduct the fare of the used sector with the corresponding OW published fare of booking class on the day of commencement of travel, and charge the cancellation fee applicable to HU international/regional sector of the booking class, the remaining amount should be refunded to passenger.

16.6.2.2 If the ADDON sector is carried by HU and only ADDON sector is used, deduct the booking class's OW published fare of HU ADDON sector on the date of commencement of travel, and charge the cancellation fee applicable to the HU international/regional sector of the booking class; the remaining amount should be refunded to passenger.

16.6.2.3 If the HU ADDON sector and HU international/regional sector are both used, deduct the corresponding ADDON fare and booking class's OW published fare of HU international/regional sector on the date of commencement of travel, and charge the cancellation fee applicable to HU international/regional sector of the booking class; the remaining amount should be refunded to the passenger.

16.6.2.4 If the ADDON sector is carried by other airlines and only ADDON sector is used, deduct the booking class's OW published fare published by ATPCO system of other airlines ADDON sector on the date of commencement of travel (according to XS FSD), and charge the cancellation fee applicable to the HU international/regional sector of the booking class; the remaining amount should be refunded to passenger.

16.6.2.5 If the ADDON fare of other airlines is not published by ATPCO system, deduct booking class's OW published fare of other airlines ADDON sector on the date of commencement of travel according to FD.

16.6.2.6 If the original RBD of used sectors has no OW published fare, deduct the published fare of its next higher RBD, the fare and ticket validity of which should be higher than original one to deduct.

16.6.3 The refund rule of YQ\YR is as same as fare. The amount paid on the refundable fare component will be refunded and fuel surcharge is refundable. The amount paid on the non-refundable fare component will not be refunded and YQ\YR is also non-refundable (expect as otherwise specified) .

16.6.4 Child's passenger refund ticket is handled the same way as adult passenger; for infant passenger, refund ticket without a refunding fee.

16.6.5 When passenger requests to refund an changed ticket: If ticket is totally unused, the fare difference paid should be refunded to passenger and the refunding fee applicable to the original RBD should also be paid. If HU's international /regional sectors are totally unused and only ADDON/SPA sectors have been used, deduct the applicable OW published fare of used ADDON/SPA sectors and refunding fees applicable to the original RBD on HU's international and/or regional sector, the remaining amount (including the fare difference paid for upgrading) should be refunded to the passenger. If HU's international / regional sectors have been partially used after change of class, deduct the published OW fares of used sectors and refunding fees applicable to the new RBD on HU's international/regional sector, the remaining amount should be refunded to the passenger. The fare difference paid for changing will not be refunded.

**Remark: The above provisions will also apply to the refunding of HU promotional fares**

Example: a passenger purchases a RT X class ticket with itinerary PEK-BRU-PAR-BRU-PEK, the total fare is CNY5200. Then X class is upgraded to L class for the whole itinerary, the fare difference paid is CNY2000. If the ticket is totally unused and the passenger requests to refund the ticket, the sales office should deduct the refunding fee applicable to X class (CNY1500) from the total amount paid. The remaining amount CNY5700 will be refunded to passenger (this includes the fare difference paid: CNY2000).

## **16.7 Calculation of amount to be refunded for involuntary refund**

### **16.7.1 For a totally unused ticket:**

An amount equal to the fare paid including taxes shall be refunded without cancellation fee.

#### 16.7.2 For a partially used ticket:

Deduct the fare of used sectors including fares、taxes, the remaining amount shall be refunded without cancellation fee. The refunded amount shall not be higher than the amount paid.

Calculation of amount to be refunded for involuntary refund, please refer to < Ticketing Rules for HU international/regional irregular flights>.

### **16.8 Taxes to be refunded**

Deduct the taxes and fuel surcharges of the used sectors, the remaining taxes should be refunded.

#### 16.8.1 HU will refuse to refund taxes to passenger in any of the following cases:

16.8.1.1 Beyond the deadline of refunding ticket;

16.8.1.2 Identity Documentation or ticket submitted is invalid;

16.8.2 For a non-refundable ticket, fares and fuel surcharges are non-refundable, but the taxes not yet used should be refunded.

16.8.3 After calculation, if the amount to be refunded is a minus, the fare difference should be paid first by passenger, then the taxes not yet used will be refunded.

### **16.9 Ticket Refund Due to Illness Reason**

Please refer to our current [Ticket Handling due to illness on International and Regional Routes](#) <海南航空国际及地区航班因病退改管理规定>.

16.10 The refund rate shall be converted according to the exchange rate on the day of original issuing.

## **PART II Interline Automated Baggage Rules**

### **1、 IATA Rules (for non-U.S./Canada routes)**

Baggage rules are composed of free baggage allowance and baggage charges. If agreements exist between both parties or each interline party, the baggage rules should be in accordance with the provisions in the agreement. Otherwise, for each baggage checked portion, a step-by-step process to that determines which carrier's rule will apply for an interline journey are as follows:

Step 1: If carrier provisions are the same, such provision will apply.

Step 2: If different, apply provisions of "Most Significant Carrier" (MSC).

(In case this is a code share flight, apply the provision of marketing carrier when the marketing carrier states that the provision of operating carrier is applicable)

Step 3: If MSC does not publish its provisions, apply the rule of check-in carrier

Step 4: If the check-in carrier does not publish its provision, apply Operating Carrier's provisions sector-by-sector.

Remark: The principles for selection of MSC (one MSC for each baggage portion) are as follows:

1.1 For travel between two or more Tariff Conference areas, the first carrier that crosses areas are MSC.(Exception: In RTW journey, the first carrier that crosses between TC1 and TC2, is MSC)

i.e. the journey is BRU-HU-X/PEK-HX-HKG, and also a baggage checked portion, the sector that first crosses areas is BRU-PEK(TC2 to TC3), so the carrier of this sector "HU" is the MSC. If PEK is the stopover point, then the journey will be separated into 2 baggage checked portions, Operating Carrier's provisions will apply sector-by-sector.

1.2 For travel within a Tariff Conference area, first carrier that crosses from one sub-area to another, is the MSC.

i.e. the journey is KRT-HU-X/DXB-KQ-NBO, and also a baggage checked portion. The journey is within TC2, the first sector that crosses one sub-area to another is "DXB-NBO" (Middle East sub-area to Africa sub-area), the carrier of this sector "KQ" is

the MSC.

1.3 For a travel within a Tariff Conference sub-area, the first international carrier is the MSC.

i.e. the journey is PEK-HU-X/BKK-GA-SIN and also a baggage checked portion, the journey is within the Southeast Asia sub-area in TC3, the first international sector is PEK-BKK (China P,R to Thailand), the carrier of this sector “HU” is the MSC.

## 2、The US/Canada Rules (for U.S./Canada routes)

2.1 When ultimate origin or destination of a ticket is a U.S/Canada point, the baggage provisions selected at the beginning of the itinerary must apply throughout the journey, regardless of stopover.

i.e. the journey is PEK-HU-SEA-F9-DEN-F9-SEA-HU-PEK, passenger departs from PEK and the ultimate destination is DEN in USA. Therefore, as the first carrier in the whole itinerary, HU baggage rules will apply throughout the journey, regardless of stopover.

2.2 In the case of code share flights that include a point in the US/Canada, the MSC shall be the Marketing carrier

## 3、HU baggage rules

### **Free baggage allowance for point to point flight**

3.1 Regulations of free baggage allowance please refer to current policy;

3.2 Regulations of excess baggage allowance please refer to current policy;

3.3 Free baggage rules for special passengers are according to specific route:

3.4 For the free baggage allowance of charter flight/HU code share flights (not operated by HU), please refer to the standard shown in GDS.

3.5 For baggage provisions different from the above, please apply the specific baggage provisions to input the FBA and charge the EBC. In case of interline with other carriers, RESO302 and US DOT Rules will apply.

## 4、Travel sky (1E) system command

4.1 Before issuing the ticket: after the itinerary is reserved and “QTE” command is used, “XS FSB” can be used.

4.2 After the ticket issued, command “XS FSB” can be used after the entry of “ABR

Ticket NO.” command.

#### 5、Notes to the sales offices when issuing the tickets:

5.1 The sales offices should print the free baggage allowance strictly according to the free baggage allowance automatically calculated in the GDS or the provisions specified in the fare policies, HU will accept the baggage according to the standard shown in the electronic ticket. If the sales office modifies the standard of FBA without authorization, which causes that HU carries more free baggage than the standard or results in passengers' complaints if HU refuses to take the modified FBA : for the excess baggage, HU will charge excess baggage fees according to the provisions The sales office should undertake all the responsibilities resulted from the passenger complaints. For serious cases, HU will punish the sales office depending on the situations occurred.

5.2 When the transit time is over 24 hours between the ADDON sector operated by HU (including HU\*) and HU international/regional sector, the GDS will automatically match the ADDON sector baggage allowance with HU international/regional sector's. If GDS shows that the ADDON sector baggage allowance is not same with HU international/regional sector's, the sales office should manually change the baggage allowance into the standard applicable to the interlined HU international/regional sector when issuing the ticket.

5.3 The designator “A “can still stay in PNR even if changing the FBA manually while using automatically issuing command “DFSQ: A”.

5.4 For the tickets which cannot be quoted the correct fare or the correct baggage allowance in the GDS, the correct baggage allowance should be entered in the FC item when issuing the ticket; The GDS will limit the issuing of a ticket if the baggage allowance is not entered correctly.

5.5 Qualifying passenger types such as overseas students, migrant workers, new immigrants, and seafarers who wish to receive a baggage discount and have qualifying documentation, must purchase tickets at a Hainan Airlines ticket office or agent and show their ID when purchasing tickets for the first time. They may then receive a baggage discount based on the specified passenger type for different routes. The baggage discount is not related to the ticket price. In other words, the above passenger types can receive a

baggage discount based on the specific baggage discount policies for each route when they book any economy class seat. Hainan Airlines does not provide ticket exchange services for passengers who request such services because of a lack of available baggage discounts.

5.6 The rebooking operation may cause several different baggage checked portions to become a single one ( the stopover disappeared in the journey interlined between HU and other carriers ) or it may cause one checked baggage portion into 2 different checked baggage portion ( a stopover occurs in the journey interlined between HU and other carriers). While rebooking, the baggage allowance should be modified in accordance with IATA baggage rules.

eg.Itinerary:CSX=PEK(HU)=BRU(HU)=NYC(SN),                      outbound                      sectors  
CSX-PEK-BRU-NYC was already used. Passenger paid for a change for the inbound sectors NYC-BRU(SN)-PEK(HU)-CSX(HU) without any stopover.Then sales office need to reissue a new ticket. In such circumstance, reservation system will quote the baggage allowance automatically for the new ticket according to US DOT rules, that means will use SN's baggage rule 1PC for the whole itinerary.

5.7 All sales offices should remind the passenger who may have excess baggage (overweight, oversized or an additional piece) or special baggage, to arrive at the airport in advance in order to go through relevant procedures.