

Passengers Consigning Small Animals

● Instructions for Carrying Pets

During the transport process, pets may experience emotional and physiological changes due to environmental factors such as high altitude pressure and confined space. Therefore, please consider all air consignment modes carefully before making your final decision.

Passengers should take full responsibility for the consigned pets. Hainan Airlines will not assume responsibility for a pet's failure to arrive on time if any of the countries concerned refuse entry or transit during transportation; or if a pet is injured, ill, escapes or dies under standard transportation conditions.

If you decide to use air consignment, please read the following instructions carefully.

● Pet Transportation Conditions

✧ Eligible pets are domesticated dogs and cats that can be consigned by the owner to travel on the same plane within the weight limit. However, cats and dogs that are known to be aggressive breeds, are prone to hurt others and susceptible to respiratory problems cannot be consigned. These include but are not limited to:

1. Pets under 6 months.
2. Pregnant pets or pets that have given birth within 48 hours prior to take off.
3. Pets with otorhinolaryngological, cardiovascular, cerebrovascular, respiratory, and digestive problems, as well as those that have undergone surgery within 48 hours prior to take off.
4. Pets which are anxious, squeamish, weak, sensitive to high temperatures and high altitude, or unable to stay in a pet box for long periods of time.
5. Pets which take sedatives or sleeping pills.
6. Pets which emit a foul or unbearable pungent odor.
7. Cats or dogs with a flat nose: all terriers, all boxers, all bulldogs, all spaniels, all mastiff, all pugs, all mastiffs, American Staffordshire terriers, American Hounds, Boston Beagles, Brussels Griffon, Spanish Hound, Cocker Spaniel, English Toy Spaniel, King Charles Spaniel, Bullmastiff, Belgian Griffon, Affenpinscher, Lhasa Apso, Pekingese, Chow Chow, Japanese Chin, Chinese Sharpei, Shih Tzu, Burmese, Himalayan, Persian, Exotic Shorthair; fighting dogs: Pitbull, Tosa Inu, Fila Brasileiro and their various breeds, Dogo Argentino; dogs that are uncomfortable in high temperature and high altitude environments: Samoyed dogs.

✧ Pets are not allowed to be brought directly into the cabin. They must be transported in the cargo compartment as checked baggage.

✧ Up to three pets can be shipped per flight with a maximum of two pets consigned to each passenger. Pets must be stowed separately, one animal per crate (please note that international flights from the provinces of Hubei, Hunan, Sichuan, Shanxi and Jiangxi are limited to one pet (one dog or cat) per person). If consignment is required, passengers must apply for an appointment with Hainan Airlines 24 hours before the flight takes off.

✧ The total weight of each independently packaged pet and pet box must not exceed 32kg. This includes all food and water to be stored inside the pet container during transit.

● Transport Documentation Requirements

Consigned pets must have animal quarantine certificates plus any other valid certificates and must comply with the relevant national regulations on pet exit, entry and transit in the course of transportation.

✧ Domestic flights:

1. *Animal Quarantine Certificate* as issued by the Department of Animal Health Supervision states that the column "Disinfection of Carrier" shall be filled in and the document must be stamped with a special seal of Quarantine issued by the Department of Animal Health Supervision. Any passengers who require connecting flight services shall ensure that the time it takes to reach the final destination is no longer than the time specified in the *Animal Quarantine Certificate*.

2. Certificate of pet vaccination.

✧ International flights:

1. *Entry-Exit Inspection and Quarantine Certificate of the People's Republic of China* as issued by the Entry-Exit Inspection and Quarantine Bureau.

2. Valid output/input files issued by the relevant government (destination/transfer).

3. A valid health declaration and rabies vaccination certificate as issued by the relevant authorities.

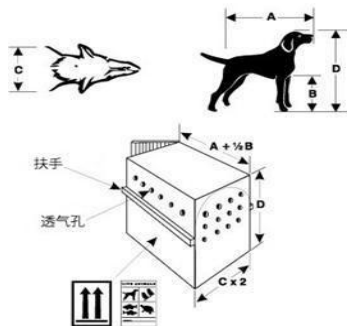
4. Appropriate preparation of entry permits, health declarations and vaccination certificates required by entry/transit countries covered by all itineraries.

5. Any additional special documents required by the government of the entry/transit countries covered in any itinerary. For full document requirements please refer to the TRAVEL INFORMATION MANUAL, consult the consulate or embassy of the relevant country, or check through the government websites of the countries concerned.

- Requirements for Pet Container

◇ The containers used to transport pets must meet the *National Standard of the People's Republic of China GBT26543-2011 - General Requirements for Air Transport Packaging of Living Animals*. Any pet containers that do not meet the following requirements of pet consignment will be refused:

1. The size of pet boxes must conform to the *IATA Living Animal Regulations*. The size of pet boxes shall be large enough, so that pets can stand or sit freely in the box, turn around and lie in a normal position. The vent shall be metal and shall be securely mounted on the pet box. The sizes are as follows:



Size of pet box: length = $A + 0.5A$; width = $C \times 2$; height = D . (A = length from tip of nose to base of the tail; B = height from elbow to ground; C = the maximum width of the pet; D = length from the ground to the tip of the ear or head. Note: When pets stand naturally, their ears should not touch the top of the box.)

2. Pet boxes should be special aviation pet boxes, which must be made of solid materials and fixed at the top, ventilated on at least three sides. The door of the pet box must have a locking device and be made of solid metal. After the door is closed, it should be effective in preventing the pet from opening the door to escape.

3. All accessories of the pet box (including nuts, latches, rivets, locks, etc.) must be strong and fully functioning.

4. Pet boxes must have raised edges or handles to facilitate normal handling during sorting and loading.

5. The bottom of the pet box must be flat and even and be able to be fixed to a flat surface without sliding. If the container has wheels, they should be removed or be made unable to rotate.

6. The bottom of the pet box must be solid without any cutouts, to prevent pet feces from seeping out. The consignor must provide hygroscopic material as bedding to ensure the container is clean and dry, thus preventing any pet excrement from spilling and contaminating other luggage.

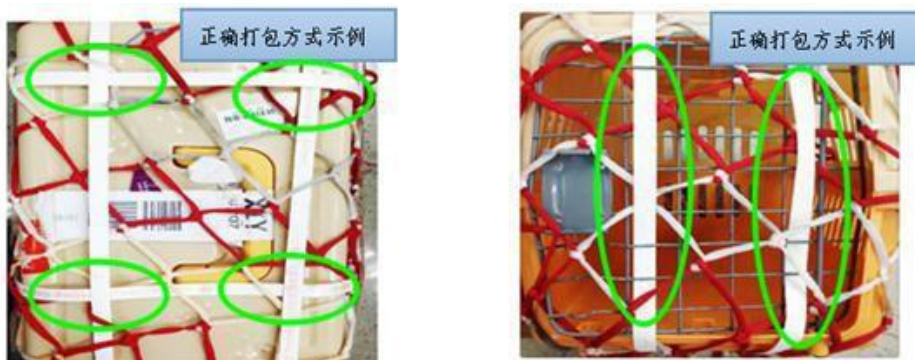
◇ Packaging requirements for pet boxes:

1. For the safe transportation of pets, it is recommended that passengers use the pet box protection net provided by Hainan Airlines to pack and bundle the pet boxes firmly before stowing.
2. The packing belt should be used outside of the outer layer of the protective net.
3. Medium boxes: $81 \times 55 \times 58 \text{cm} \leq \text{size specification of pet boxes} < 91 \times 60 \times 66 \text{cm}$. The top and bottom sides are bundled at least twice horizontally and vertically in the shape of "#".

Large boxes: The size of the pet box is $\geq 91 \times 60 \times 66 \text{cm}$. The top and bottom should be wrapped with at least three turns horizontally and vertically and the packing belt should be evenly distributed.

In order to avoid overturning the pet box when packing, the side of the pet box should not be packed horizontally and the side packing belts should be vertically parallel.

When packing, the packing belt is required to pass through the grid of the box door and the protective grid. This must be laced from one grid to the next grid, with even spacing, so as to fix the box door, the box body and the protective net pocket together. The correct packaging is as follows:



(示例图)

● Applicable Routes and Restrictions

◇ Applicable routes:

1. Self-operated domestic and international flights of Hainan Airlines/Grand China Air: When international chartered flights have transport requirements, Hainan Airlines must first confirm the support conditions and entry policies before providing transport.
2. Multi-stop pet transit services cannot be provided. Passengers with connecting flights can only consign their pet on a single direct flight. After arriving at the transfer station, they must pick up the pet and go through the transit formalities. When booking flights, passengers must allow for processing time between connections. For domestic transit, the waiting time between transfer connections must not be less

than 120 minutes. For international transit (including international and domestic transfers), the waiting time between transfer connections must not be less than 240 minutes. Pets can be delivered to their destination on the same direct flight.

✧ Airports with restrictions:

1. Domestic: Outbound flights from Weifang City, Shandong Province.
2. International: Small animal consignment service is not available on Irkutsk, Chita, Okinawa, Male, Bali, New Zealand, Australia, UK, Paris routes.
3. Transport services for small animals are not available on the Haikou=Chongqing=Rome route, as well as other routes specified by Hainan Airlines.

Tips: Due to the outbreak of the new coronavirus pneumonia, hainan airlines has suspended the transportation of live animals inbound or outbound in hubei and hunan provinces. The recovery time will be further notified. We apologize for any inconvenience this may cause you.

● Consignment Appointment and Handling Requirements

✧ Please make an appointment to reserve pet consignment 24 hours before the departure of the flight to the designated Hainan Airlines ticket department. You must read and fill in the *Pet Transport Agreement* carefully when handling pet consignment booking procedures.

✧ Please arrive at the airport at least two hours before boarding time on the day of departure. Take all pets and pet consignment boxes, the *Pet Transport Agreement* and required certificates to the check-in counter of Hainan Airlines to process pet consignment.

✧ Passengers departing through domestic flights must make an appointment to consign pets through the following channels:

1. The ticket offices directly controlled by Hainan Airlines.
2. Ticket agents authorized by Hainan Airlines.

✧ Passengers departing via overseas flights can make an appointment to consign pets through the following channels:
overseas offices of Hainan Airlines.

✧ Hainan Airlines does not provide pet consignment services under the following circumstances:

1. The flight is not suitable for transporting living animals due to its type (such as there not being a suitable space in the cargo hold).
2. The consignor has not completed the pet consignment preparation, for example the transport documents are not complete, and/or the pet box does not meet the requirements for shipment.
3. Passengers do not accept the shipping conditions or requirements for pet boxes, or refuse to fill in the *Pet Transport Agreement*.

4. It does not meet the special regulations of the country during a specific period (for example: during an infectious outbreak epidemic).
5. If the temperature at any point of departure/stop/destination in transit of the pet is forecasted to be below -12°C or above 30°C (the specific temperature information shall be subject to the temperature forecast information published by China Meteorological Network on the day the passenger applies for the flight. Pets are not allowed to be checked in if the maximum or minimum temperature is within this range. Click here for the query URL. Overseas departure flights shall be subject to the temperature information queried on the website of the local meteorological agency.) Pets are not allowed to be checked in as normal luggage.

● **Charges and Other Fees**

Pets are classified as special luggage. Its weight, the total weight of the checked pet box and the food it carries are not included in the free baggage allowance and will be charged as excess baggage:

1. Overweight baggage charges on weighted airlines = charge per kilogram * total weight charged.
Note: the standard charge per KG is on a one-way direct economy class ordinary fare * 1.5% and the total weight is that of the total weight of pets, pet boxes and food combined.
2. Overweight baggage charges on piecework routes = charge multiples (based on the weight and volume of pets and cages) * one charge (note: the "one charge" mentioned here refers to one excess piece of luggage for economy class passengers on piecework routes. However, the charge standard for those whose weight and volume are not exceeding the stated value are set according to the standard rate when the baggage of different routes exceeds the limit. For details, please refer to the baggage information on the official website of Hainan Airlines or consult the 95339 service hotline).

1) The charging multiples of China-US, China-Canada routes are as follows:

1. Mode of Transport	Size (cm)	Weight (pet + pet box) < 32kg	Weight (pet + pet box) ≥ 32kg
Consignment	Small size: 53*38*40	Single	Not allowed as checked baggage
	Medium-small size: 68*50*48	Double	
	Medium size: 81*55*58	Double	
	Large size: 91*60*66	Triple	
	King size:101*68*76	Triple	

	Extra-large size: 121*81*88	Triple	
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- 2) The charging multiples of other piecework routes (European routes, Moscow, St. Petersburg routes, Busan, Thailand, Singapore, Almaty, etc.) are as follows:

1. Mode of Transport	Size (cm)	Weight (pet + pet box)		
		$\leq 23\text{kg}$	$23\text{kg} < \text{Weight (pet + pet box)} < 32\text{kg}$	$\geq 23\text{kg}$
Consignment	Small: 53*38*40			
	Medium-small size: 68*50*48	Single	Single	
	Medium size: 81*55*58	Single	Double	Not allowed as checked baggage
	Large size: 91*60*66	Double	Triple	
	King size: 101*68*76	Double	Triple	
	Extra-large size: 121*81*88	Double	Triple	

◇ Declared value

1. Provisions for handling declared value:

- a) Prerequisite: Domestic Hainan Airlines flights only - if the passenger chooses to declare the value of their checked pet, they must provide relevant evidence (such as the purchase invoice for the pet, etc.) indicating that the actual value of the pet is more than 100 Yuan per KG.
- b) Handling limit: The maximum declared value of each pet for each passenger is 8,000 Yuan.
- c) The declared value is for the checked pet only, excluding the pet box.
- d) Hainan Airlines reserves the right to refuse shipment if there is any objection to the declared value and the passenger refuses to accept the inspection.

2. Surcharge of the declared value:

- a) Computing method: Once the value of the pet has been declared the passenger must then pay the surcharge of the declared value. This will be charged at a rate of 5% of any value exceeding RMB 100Yuan per KG as declared by the passenger.

Calculation formula: Surcharge of the declared value = (declared value per KG -100Yuan / kg)

* baggage weight for the declared value * 5% For example, if a passenger declared the value for 10kg baggage, the declared value shall be RMB 750 per KG. The surcharge of the declared value shall be: $(750-100) * 10 * 5\% = 32.5$ (RMB)

- b) The amount of surcharge for the declared value of baggage will be charged in RMB, and rounded up to the nearest full Yuan.