

Reminder for Irregular International Flights of Hainan Airlines

Dear passengers,

For international flights of Hainan Airlines, involuntary change or refund may be handled according to the following provisions in case of cancellation, a departure delay, ahead of schedule, a change of flight voyage, a change of cabin class, or the carrier's inability to operate the original flight:

I. Involuntary Change

1. If you are on an international/regional flight of Hainan Airlines, and your ticket is changed involuntarily for any reason not attributed to Hainan Airlines, the following provisions will apply during the valid period of your ticket:

(1) If a subsequent international flight of Hainan Airlines with the earliest available seat and the same service level as your original ticket is arranged for you, you will not have to pay the ticket change fee, fare difference and tax difference.

(2) If you change to a subsequent international flight with the earliest available seat and the same service level as your original ticket of a member company of Hainan Airlines Group with the consent of the relevant carrier, you will not have to pay the ticket change fee, fare difference and tax difference.

(3) If you need to change to a subsequent international flight of an airline company other than a member company of Hainan Airlines Group, we will handle it according to the general conditions of transportation and the conditions for ticket use applicable to your ticket, and the ticket change fee, fare difference and tax difference so incurred will be borne by you.

2. If you are on an international/regional flight of Hainan Airlines, and your ticket is changed involuntarily for any reason attributed to Hainan Airlines, the following provisions will apply during the valid period of your ticket:

(1) If a subsequent international flight of Hainan Airlines with the earliest available seat and the same service level as your original ticket is arranged for you, you will not have to pay the ticket change fee, fare difference and tax difference.

(2) If you change to a subsequent international flight with the earliest available seat and the same service level as your original ticket of any other airline company with the consent of the relevant carrier, you will not have to pay the ticket change fee, fare difference and tax difference.

3. If you request a further change or refund on your own account after confirming the new flight and completing the involuntary ticket change procedure, the provisions on voluntary change or refund will apply.

4. After you confirm the new flight and go through the involuntary change procedures for your ticket, the relevant transportation rules shall be subject to the actual carrier listed on the ticket, including but not limited to: ticket usage conditions, boarding rules, ground and air service standards, etc.

II. Involuntary Refund

If the international/regional flight of Hainan Airlines taken by you becomes irregular, you may apply for involuntary refund within the refund period. The following provisions will apply:

1. If your ticket is completely unused, the paid fare (Tax included) will be refunded to you in full without collecting the refund fee;
2. If your ticket has been partly used, the fare and taxes corresponding to the used segment will be deducted from the paid amount. However, the refunded amount should not exceed the paid amount, and the balance will be refunded to you without collecting the refund fee.

III. Ticket with Connecting Flight

1. For any ticket with connecting flight for two or more flights set out in a single contract of transportation, if any flight of Hainan Airlines among these flights becomes irregular, so that you are unable to complete the entire itinerary on schedule:

(1) For any irregular segment, the relevant change and transfer procedures will be handled according to the involuntary change rules specified in Section I above, or the relevant refund procedure will be handled according to the involuntary refund rules specified in Section II above.

(2) If your seat on a regular segment has been cancelled before Hainan Airlines releases irregular segment information on any flight delay, cancellation, etc., the relevant procedures will be handled for such regular segment according to your conditions for ticket use, and any expense so incurred will be borne by you.

(3) If your seat on a regular segment has been cancelled after Hainan Airlines releases irregular segment information on any flight delay, cancellation, etc., for such regular segment, the relevant change and transfer procedures will be handled according to the involuntary change rules specified in Section I above, or the relevant refund procedure will be handled according to the involuntary refund rules specified in Section II above.

2. Except connecting flight tickets mentioned above, if the segments of any other multi-segment ticket purchased by you are under different transportation contracts, when any flight of Hainan Airlines becomes irregular while the other flights are regular, for the ticket for such irregular flight of Hainan Airlines, the relevant change and transfer procedures will be handled according to the involuntary change rules specified in Section I above, or the relevant refund procedure will be

handled according to the involuntary refund rules specified in Section II above. The relevant procedures will be handled for the tickets for the other regular flights according to the voluntary refund and change provisions, and any expense so incurred will be borne by you.

IV. Relevant Instructions

1. In this reminder, "flight cancellation", "flight departure delay", and "flight ahead of schedule" are defined as follows:

(1) "Flight cancellation" means that a flight plan is cancelled due to an expected flight delay or a delay.

(2) "Flight departure delay" refers to the situation where the adjusted "flight scheduled departure time" or the actual departure and unblocking time of the flight is more than 15 minutes later than the "flight scheduled departure time" listed on the ticket.

(3) "Flight ahead of schedule" means that the scheduled departure time of a flight after its schedule is adjusted is earlier than that specified on the ticket.

2. The member companies of Hainan Airlines Group refer to Grand China Air, Capital Airlines, Tianjin Airlines, Hongkong Airlines, Lucky Air, West Air, Guangxi Beibu Gulf Airlines, Fuzhou Airlines, Urumqi Airlines, Air Changan, and Suparna Airlines.

3. A subsequent flight means a flight with the earliest available seat.

4. We will handle any product ticket purchased by you according to the product rules, and the refund and change provisions for the product will be subject to the refund and change provisions agreed on in advance.

5. Unless otherwise specified, if you have cancelled your reservation voluntarily or missed a flight for any non-carrier reason before Hainan Airlines releases irregular flight information on any flight delay, cancellation, etc., the subsequent refund and change procedures will be handled according to the conditions for ticket use.

6. You may handle self-service ticket change through the official website of Hainan Airlines, the Hainan Airlines app, the WeChat official account of Hainan Airlines, the Hainan Airlines WeChat mini-program or an SMS link. If you have any question, please call the Hainan Airlines customer service hotline +86-898-95339.

7. Other matters will be handled according to the applicable provisions of the General Conditions of International Passenger and Baggage Transportation of Hainan Airlines.

Thank you for taking this flight of Hainan Airlines. Wish you a pleasant journey.