

Traveling with Pets

Dear Passenger:

Pets may experience discomfort due to environmental factors such as the pressure at high altitude and confined spaces inherent with air transport, resulting in emotional and physiological changes. We therefore ask you to carefully select the method of checking in your pet for transport by air.

In the event of accidents involving pets checked in for carriage by passengers, Hainan Airlines Co., Ltd. shall be exempted from any liability for injury or death to pets during transport if there is a lack of evidence that Hainan Airlines was at fault for such circumstances.

If you decide to choose air consignment, we ask that you read the following instructions carefully to prepare your pet for travel. We wish both you and your pet a pleasant journey!

Applicable scope and routes

Passengers checking in pets (as part of their checked baggage allowance), once checked in at the departure airport, will be reunited with the pet by our pet transport services personnel when you arrive at the terminal building of the destination airport. Your pet will be able to enjoy their journey in the oxygenated cargo space located underneath the passenger cabin. This service is only available at certain airports. For regions where traveling with pets is not allowed, please contact other pet transport companies.

Applicable routes: Hainan Airlines/Grand China Air domestic and international self-operated flights (Hainan Airlines must confirm security requirements and customs regulations before providing transportation to international charter flight routes).

Airports with restrictions:

1. Domestic flights departing from Jining Airport do not transport small animals.
2. International flights from/to Irkutsk, Chita, Okinawa, Malé, Bali, New Zealand, Australia, the United Kingdom and Republic of Ireland do not transport small animals.
3. The flights between Shenzhen(or Tianjin) and Vancouver, Beijing and Mexico City(or Tijuana), Haikou(or Chongqing) and Rome, Shenzhen and Madrid and other flights confirmed by Hainan Airlines not capable for transporting small animals.

Requirements for booking transport and handling

(i) Due to the need to make advance arrangements for pet transport services, and to allow you more time to prepare your pet for travel, we ask that you make a reservation for your pet with Hainan Airlines 24 hours prior to departure . When completing the formalities for checking in your pet for

transport, you must carefully read and complete the *Pet Transport Agreement*.

(ii) Passengers departing from domestic locations may make a reservation to have their pet checked in via the following channels:

1. Hainan Airlines authorized ticket sales locations.
2. Hainan Airlines authorized ticketing agents.

(iii) Passengers departing from overseas locations may make a reservation to have their pet checked in via the following channels:

Hainan Airlines overseas offices.

(iv) Please go to the Hainan Airlines check-in counter at the airport 2 hours before departure on the date of travel to check in your pet.

(v) No matter which channel you book through, you will need to bring your pet and pet container, the *Pet Transport Agreement*, and the necessary supporting documents to the Hainan Airlines check-in counter to check in your pet.

Conditions for transporting pets

(i) A pet refers to a domesticated household cat or dog which may travel on the same plane as its owner and falls within the scope of stipulated weight requirements.

(ii) Pets may not be taken into the cabin as carry-on baggage and must be checked in instead.

(iii) Up to three pets may be carried on any one flight. Up to two pets may be checked in by a single passenger, under which circumstances both pets must be caged separately (on international flights departing from Hubei, Hunan, Sichuan, Shanxi and Jiangxi provinces, a single passenger will be limited to one pet per flight [either one dog or one cat] when leaving the country). If passengers wish to check in their pets, they must make their reservation with Hainan Airlines at least 24 hours prior to the flight departure time.

(iv) The total weight of each caged pet and the container (including food and water within the pet cage) may not exceed 32 kg (inclusive).

(v) One-stop transportation services are not provided for pets on connecting flights. Passengers traveling on connecting flights who wish to check in their pets may only arrange for consignment on a single nonstop leg of their journey. Following arrival at the transit airport, passengers will be required to collect their pet and complete transit consignment procedures. The transit connection time for domestic transfers is no less than 120 minutes, while that for international transfers (including international to domestic transfers) is no less than 240 minutes. On nonstop flights, pets can be transported to the destination on board the same plane.

(vi) Pets not suitable for air travel

Pets to which the following conditions apply are not suitable for air travel. Please be sure to carefully check these details.

1. Pets less than 6 months old.
2. Pets that are pregnant or have given birth in the 48 hours prior to the flight.
3. Pets suffering from ENT, cardiovascular, cerebrovascular, respiratory or digestive diseases, as well as pets that have undergone surgery in the past 48 hours.
4. Pets with anxious, delicate or fragile personalities that are sensitive to high-temperature and high-altitude environments, or that are unable to remain in pet containers for extended periods of time.
5. Pets taking sedatives or sleeping pills.
6. Pets giving off a pungent smell or unpleasant odors.
7. The following pet species are not suitable for air travel:
 - 1) Flat-faced cats or dogs: All Terriers, all Boxers, all Bulldogs, all Tibetan Spaniels, all Molossers, all Pugs, all Mastiffs, American Staffordshire Terriers, Pit Bull Terriers, Boston Terriers, Brussels Griffons, Spaniels, English Toy Spaniels, English Toy Terriers, King Charles Spaniels, Bullmastiffs, Affenpinschers, Lhasa Apsos, Pekingese, Chow Chows, Japanese Chins, Shar Peis, and Shih Tzus; Burmese cats, Himalayan cats, Persian cats, and exotic shorthair cats.

2) Pit bulls: American Pit Bull Terriers, Tosas, Brazilian Mastiffs and their crossbreeds, and Dogo Argentinos.

3) Dog breeds that are uncomfortable in high-temperature and high-altitude environments: Samoyeds.

(vii) Hainan Airlines is unable to provide pet transportation services under the following circumstances:

1. The aircraft type is unsuitable for the transport of live animals (e.g. there is no available space in cargo).

2. The shipper has failed to complete preparations for the pet's transport by air. This may include incomplete transport documentation or the pet container failing to meet the conditions for transport.

3. The passenger fails to accept Hainan Airlines' conditions for pet transport or pet container requirements, or refuses to fill in the Pet Transport Agreement.

4. Application that does not meet the requirements for small animal transport (or route).

5. Failure to meet the special regulations of a country at a specific time (e.g. during an epidemic outbreak).

6. If the temperature at any waypoints (point of departure/transit stop/destination) during the transport of pets is forecast to be below -12°C or above 30°C, pets cannot be accepted as checked baggage. For specific information regarding temperature, we will use the forecast temperature for the passenger's travel date published on the website of the China Meteorological Administration on the day the passenger submits their request. The transport of pets will not be allowed if the maximum or minimum forecast temperature for the passenger's travel date falls within the ranges mentioned above. Website for reference:

<http://www.cma.gov.cn/>. The transport of pets on flights originating overseas will be subject to temperature information provided by the websites of local meteorological agencies.

Documents required for the transport of pets

We kindly ask that you prepare the following transport-related documents to ensure that your pet's journey goes smoothly.

(i) Domestic flights

1. The "sterilization status of carrier vehicles" column on the *Animal Quarantine Conformity Certificate* issued by the Animal Health Inspection Department must be filled in, and the certificate stamped with the quarantine seal of the Animal Health Inspection Department. Passengers with connecting flight segments should ensure that the time of arrival at their final destination is no later than the time specified on the *Animal Quarantine Conformity Certificate*.

2. Pet Vaccination Certificate.

(ii) International flights

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

2. Valid exit/entry documents approved and issued by the relevant governments (at the destination/point of transit).

3. Valid health declarations and rabies vaccination certificates approved and issued by the relevant authorities.

4. Properly prepared entry permits, health declarations, and vaccination certificates required by all countries of entry/transit covered in the itinerary.

5. Additional special documents required by any country of entry/transit covered in the itinerary. Please either refer to the *Travel Information Manual* for requirements regarding documentation, or consult with the consulates or embassies for the relevant countries, or check on the governmental websites of the relevant countries.

Pet container requirements

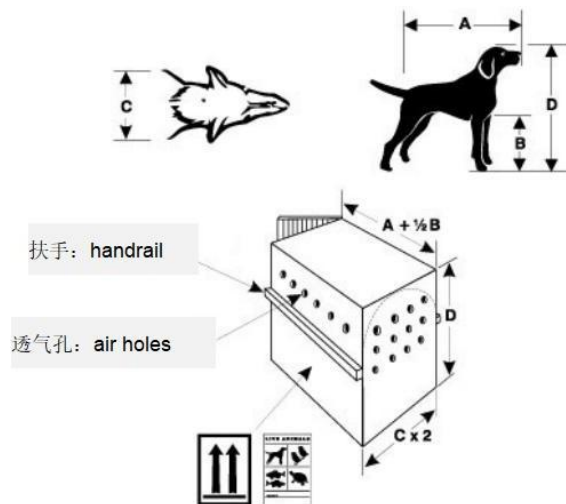
The pet shipping container is of vital importance to the safe transport of pets. Here, we would like to stress that you should carefully read the following rules to prepare a pet container for your pet which meets the standards.

(i) Pet containers meeting the following conditions will be accepted for transport:

1. A dedicated airplane pet shipping container should be used, which must be made of strong materials, have a fixed top, and provide ventilation on at least three of its sides. The door of the container must have a locking device made of a solid metallic material, which should effectively prevent the pet from opening the door by itself and escaping once it is closed.
2. The ventilation openings on the pet container should be made of metal and securely mounted on the container. If the ventilation openings are non-metallic, they must be round or another shape.



3. All of the pet container parts (including nuts, latches, rivets, and locks, etc.) must be secure and perform well.
4. The pet container should have either a raised edge or handle making it easy to handle when being sorted and loaded/unloaded.
5. The underside of the pet container should be stable so that it can be fixed on a flat surface without sliding. If choosing a pet container with wheels, the wheels must either be fixed or removed beforehand in order to ensure it does not slide during transport.
6. The pet container dimensions must comply with the International Air Transport Association's Live Animals Regulations (see below) to ensure that the space within the container is large enough for the pet to freely stand up or sit down, turn around and lie down normally.



(1) Explanation of dimensions:

A: The length from the tip of the nose to the start of the tail.

B: The height from the elbow to the ground.

C: The maximum width of the pet.

D: From the ground to the tip of the ear or the top of the head. The pet's ears should not be able to touch the top of the box when they stand in a natural position.

(2) Pet container dimensions:

Length = $A + 0.5B$

Width = $C \times 2$

Height = D

7. The inside of the pet container must be covered with an absorbent liner (such as towels, blankets, pet diapers or plain white paper) to prevent pet waste from contaminating other luggage. Items which contain poisonous substances (such as newspapers, etc.) cannot be used as absorbent liners.

(ii) The following styles of pet containers are not accepted for pet transport:

1. Modular or folding pet containers.



(snap-together enclosure)



(foldable enclosure)

2. Pet containers made entirely from welded wire or from wicker.



(typical example)

3. Pet containers with an opening or air vents on the top.



(typical example)

4. Pet containers with doors made from plastic or glass fiber.



(typical example)

5. Pet containers made from soft materials or with ventilation grilles made from flexible plastic (method for judging: when pressure is applied using the hand, the container body or grille is significantly indented or misshapen).

(iii) The following pet containers may be checked in if passengers are willing to fully assume the risks during transport:

1. Pet containers with plastic grilles as the ventilation opening. Due to problems with the materials and structure of this type of pet container, it is very likely they will suffer accidents during transport (e.g. pets gnawing through the grille and escaping, causing accidents or damaging and contaminating the luggage of other passengers). Passengers are asked to think carefully before using this type of pet container.



(typical example)

2. Passengers who insist on choosing this type of container to transport their pets must provide a special hand-signed declaration when completing the *Hainan Airlines Pet Transport Agreement*, committing themselves to voluntarily accepting the associated risks. In addition, Hainan Airlines reserves the right to hold such passengers responsible for contamination or

damage to the luggage of other passengers caused by their pet escaping under such circumstances.

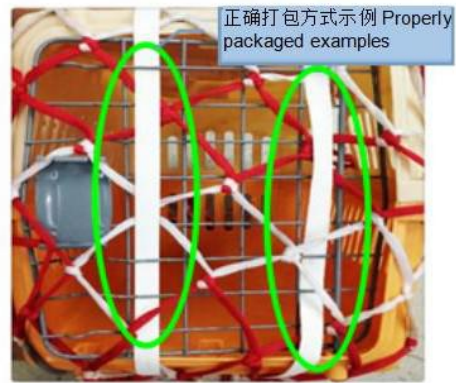
3. When checking in the aforementioned pet containers, in addition to point 2 above, all of the remaining terms for allowing the transport of pets must be in compliance.

(iv) Requirements for sealing pet containers

To further prevent pets from escaping, we recommend that you seal the pet container by referring to the following guidelines.

1. For the safe transport of pets, we recommend that passengers use the protective net for pet containers provided by Hainan Airlines. The protective net should be used to seal the pet container after it has been packed and secured.

2. When sealing with straps, the straps must be placed over the protective net. For medium-sized containers (pet containers larger than or equal to 81 × 55 × 58 cm but smaller than 91 × 60 × 66 cm in size are classed as medium-sized pet containers), the top and bottom surfaces should be strapped at least twice horizontally and vertically in a grid-like pattern. For large-sized containers (pet containers larger than or equal to 91 × 60 × 66 cm), the top and bottom surfaces should be strapped at least three times horizontally and vertically, with the straps being evenly distributed. To avoid overturning the pet container and disturbing animals when sealing, the lateral surfaces of the pet container should not be strapped horizontally, with the straps being vertical and parallel on the lateral surfaces. When sealing, the straps should be passed through the door grille and the protective net, being inserted and extended through one square and then exiting from the one below, spaced evenly. This results in securing the container door, container body and the protective net together. Examples of correct sealing are shown below:



(typical example)

Charges and other policies

Charges

(i) Charges for the transport of pets

1. The total weight of the pet, its container, and food are not included within the free baggage allowance and will be charged as excess baggage.

2. Charges for excess baggage according to weight: charges = fees/kg × total weight. Note: Fees/kg are calculated at 1.5% of the standard Economy Class ticket fare for a single direct flight. The total weight charged includes the pet, its container, and food.

3. Charges for excess baggage according to item: total charges = charging multiple (based on the weight and size of the pet and cage) × single standard charge (Note: The “single standard charge” mentioned here refers to the standard charge for an additional piece of luggage [not oversized or overweight] for Economy Class passengers on routes operating a per item policy, set according to the standard rate for oversized or overweight goods on different routes. For further details, please refer to the section on baggage found on the official Hainan Airlines website or call the service hotline on 95339.).

① Charging multiples for China-US and China-Canada routes:

Mode of transport	Size	Weight (pet + container) shown as X	
		X < 32 kg	X ≥ 32 kg
Consignment	Small size 53 × 38 ×	Charging multiple of 1	Not acceptable as

t	40 cm		checked baggage
	Medium/small size 68 × 50 × 48 cm	Charging multiple of 2	
	Medium size 81 × 55 × 58 cm	Charging multiple of 2	
	Large size 91 × 60 × 66 cm	Charging multiple of 3	
	Extra large 101 × 68 × 76 cm	Charging multiple of 3	
	Oversize 121 × 81 × 88 cm	Charging multiple of 3	

② Charging multiples for other routes operating a per item policy (including European routes, Moscow and St. Petersburg routes, Busan, Thailand, Singapore, and Almaty routes, which charge according to the number of items):

Mode of transport	Size	Weight (pet + container) shown as X		
		X ≤ 23 kg	23 < X < 32 kg	X ≥ 32 kg
Consignments	Small size 53 × 38 × 40 cm	Charging multiple of 1	Charging multiple of 1	Not acceptable as checked baggage
	Medium/small size 68 × 50 × 48 cm	Charging multiple of 1	Charging multiple of 2	
	Medium size 81 × 55 × 58 cm	Charging multiple of 1	Charging multiple of 2	
	Large size 91 × 60 × 66 cm	Charging multiple of 2	Charging multiple of 3	
	Extra large 101 × 68 × 76 cm	Charging multiple of 2	Charging multiple of 3	
	Oversize 121 × 81 × 88 cm	Charging multiple of 2	Charging multiple of 3	

Declared value

1. Requirements for declaring the value of transported pets

Preconditions: Only applicable to domestic Hainan Airlines flights. If passengers choose to declare the value of consigned pets, they must be able to provide relevant evidence (such as an invoice for the purchase of their pet, etc.) to show that the actual value of their pet exceeds CNY 100/kg.

(2) Limit: the maximum declared value per pet per passenger for each consignment is CNY 8,000.

(3) The declared value is for the pet alone and does not include the pet container.

(4) If there is an objection as to the declared value, and the passenger refuses to accept inspection, Hainan Airlines reserves the right to refuse the shipment.

2. Declared value surcharge

(1) Calculation method: passengers declaring the value of their pet shall pay a declared value surcharge, charged at 5% of the passenger's declared value over CNY 100/kg. Formula: declared value surcharge = (passenger's declared value/kg - CNY 100/kg) × baggage weight of declared value × 5%. Example: a passenger's checked baggage is 10 kg, and they opt to declare the value. The declared value is CNY 750/kg, so the declared value surcharge will be: $(750-100) \times 10 \times 5\% = 32.50$ (CNY).

(2) The declared value surcharge for baggage is charged in CNY, rounded to the nearest figure.