



海南航空控股股份有限公司  
Hainan Airlines Holding Co., Ltd.  
国内客舱宠物运输（猫、狗）协议书  
Domestic Transportation Agreement for  
Cabin Pets (Cats and Dogs)

承运人：海南航空控股股份有限公司  
Carrier: Hainan Airlines Holding Co., Ltd.

旅客姓名： \_\_\_\_\_  
Passenger name: \_\_\_\_\_  
身份证明类型： \_\_\_\_\_  
Type of identity document: \_\_\_\_\_  
身份证件号码： \_\_\_\_\_  
Identity document number: \_\_\_\_\_  
旅客联系电话： \_\_\_\_\_  
Passenger's contact phone number: \_\_\_\_\_  
旅客联系地址： \_\_\_\_\_  
Passenger's contact address: \_\_\_\_\_

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宠物信息（旅客申请运输时填写，全部为必填项目）：  
Pet information (filled in by the passenger when applying for transportation; all fields are mandatory):

日期/航班号： \_\_\_\_\_ / \_\_\_\_\_ 运输方式：客舱运输  
Date / flight number: \_\_\_\_\_ / \_\_\_\_\_ Transportation mode: Cabin transportation  
宠物种类（狗或猫）/品种/颜色： \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
Pet type (dog or cat) / breed / color: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_  
始发地/目的地： \_\_\_\_\_ / \_\_\_\_\_ 宠物年龄： \_\_\_\_\_  
Origin / destination: \_\_\_\_\_ / \_\_\_\_\_ Pet age: \_\_\_\_\_  
重量（含宠物箱）： \_\_\_\_\_ 宠物昵称： \_\_\_\_\_  
Weight (including pet carrier): \_\_\_\_\_ Pet nickname: \_\_\_\_\_

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注：重量信息在值机柜台时根据现场称重情况填写。  
Note: The weight information shall be filled in based on onsite weighing at the check-in counter.

温馨提示：

Kind reminder:

宠物可能对航空运输过程中存在的高空压力、密闭空间等环境因素产生不适，从而产生情绪及生理变化，进而造成宠物受伤或死亡现象。因此，为了您的宠物安全考虑，我们请您慎重选择航空方式进行运输。

Pets may experience discomfort from environmental factors such as high-altitude pressure and confined space during air transportation, and resulting emotional and physiological changes, thereby ultimately leading to pet injuries or deaths. Therefore, for the sake of your pet's safety, we kindly request you to choose air transportation prudently.

按照本协议约定照顾管理宠物是旅客的应尽义务，如因旅客未遵守本协议导致的一切宠物伤亡或者致旅客本人和第三人伤亡事件，由旅客自行承担 responsibility。

**Taking care of and managing the pet according to this Agreement is an obligation of the passenger. The passenger shall be solely liable for the pet's injury or death, or his/her own or any third party's injury or death arising from his/her failure to comply with this Agreement.**

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针对旅客提出的运输要求，为保证宠物航空运输安全，双方本着公平、诚信原则，经共同协商达成如下协议：

In response to the transportation requirements raised by the passenger, in order to ensure the safety of pet transportation by air, both Parties have agreed as follows through consultation on the basis of fairness and good faith:

**一、承运人宠物运输规定**

**I. Provisions on Pet Transportation of the Carrier**

**(一) 运输限制条件**

**(I) Transportation restrictions**

1. 宠物是指在符合承运人运输范围内，可随主人同机运输的家庭驯养的狗、猫。

1. Pets refer to domesticated dogs and cats that can be transported together with their owners within the scope of transportation by the carrier.

2. 携带入客舱的宠物，仅限国内直达/经停航班的经济舱，窄体机每个航班最多带入 4 只宠物；宽体机每个航班最多带入 6 只宠物；每名旅客最多可将 2 只宠物带入客舱，其中一人两宠仅支持两只宠物一只占座、一只不占座。

2. Pets allowed in the cabin are limited to the economy class of domestic direct or stopover flights. For narrow-body aircraft, a maximum of 4 pets is allowed per flight; for wide-body aircraft, a maximum of 6 pets is allowed per flight. Each passenger is allowed to bring up to 2 pets into the cabin, with one occupies a seat while the other dose not.

3. 服务犬运输不受上述数量限制。

3. The transportation of service dogs is not subject to the above restriction.

4. 旅客须在航班起飞前 24 小时向承运人直属售票单位或授权售票代理人进行预约，并签署《宠物运输协议书》。旅客须在乘机当日航班起飞前至少 2 小时，携带宠物、宠物箱、《宠物运输协议书》、相关证明及物品，前往机场值机柜台办理相关手续。

4. The passenger must make an appointment with a ticketing unit or ticketing agent directly affiliated to or authorized by the carrier 24 hours before the departure time of the flight, and sign the Pet Transportation Agreement. The passenger shall bring his/her pet, pet carrier, Pet Transportation Agreement, relevant certificates and items to the airport check-in counter at least two hours before the departure time of the flight on the day of boarding to complete the relevant procedures.

5. 带入客舱运输时，宠物箱内不得放置食物、水和其他违禁物品。

5. When brought into the cabin for transportation, the pet carrier shall be free from food, water and other prohibited items.

6. 对于出现的以下情况，承运人无法办理宠物运输：

6. The carrier shall be unable to handle pet transportation if:

(1) 旅客所运输的活体动物为国家禁运的动物之列。

(1) The live animal carried by the passenger is an animal prohibited from transportation by the state.

(2) 具有传染病症候或疑似传染病载体的动物。

(2) The live animal shows a symptom of infectious diseases or is suspected of being a carrier of infectious diseases.

(3) 出生不足 8 周的宠物。

(3) The pet is less than eight weeks from birth.

(4) 怀孕宠物或是在飞机起飞前 48 小时之内刚刚分娩过的动物。

(4) The pet is pregnant or underwent parturition within 48 hours before the departure time of the flight.

(5) 性格焦躁、娇气、弱小，对高温高空环境敏感或不能长时间待在宠物箱里的宠物。

(5) The pet is restless, delicate or weak in character, sensitive to high-temperature and high-altitude environments, or unable to stay in the pet carrier for a long time.

(6) 服用镇静剂或安眠药的宠物。

(6) The pet is taking any sedative or hypnotic.

(7) 浑身散发恶臭或让人难以忍受的刺鼻气味的宠物。

(7) The pet emits a foul odor or an unbearable pungent smell all over its body.

(8) 患有耳鼻喉科、心血管系统、脑血管系统、呼吸系统、消化系统疾病，以及 48 小时内进行过手术的宠物。

(8) The pet suffers from any otolaryngological, cardiovascular, cerebrovascular, respiratory, or digestive system disease, or underwent surgery in the past 48 hours.

(9) 需要旅客完成的宠物飞行运输准备未完成。

(9) The preparation for pet transportation by air to be completed by the passenger has not been completed.

(10) 所有属于不适合航空旅行的宠物及与其杂交的品种（禁止办理运输）：

(10) The pet falls into any of the following breeds and hybrids unsuitable for air travel (prohibited from transportation):

①危险犬及其杂交品种（包含格斗犬只等攻击性强的烈性犬只、有烈性犬血统的混种犬只，以及体型特别巨大并容易造成视觉恐惧的大型犬只）：大型和中型梗犬（如贝灵顿梗、猎狐梗犬）、斯塔夫梗犬、所有拳师犬、所有獾犬（西班牙猎犬）、所有獒犬（如马士提夫獒犬）、比特斗牛梗犬（又名比特犬）、日本土佐犬（又名土佐犬）、巴西菲勒犬（又名巴西獒犬）、阿根廷杜高犬、马犬。

(i) Dangerous dogs and their hybrids (including aggressive fierce dogs such as fighting dogs, hybrid dogs with fierce dog bloodlines, and large dogs that are particularly large and prone to visual horror): large and medium-sized terriers (e.g., Bellington terriers and fox terriers), Staffordshire terriers, all boxers, all spaniels (Spanish hounds), all mastiffs (e.g., English mastiffs), pit bull terriers (also known as pit bulls), Japanese Tosa Inu, Fila Brasileiro (also known as Brazilian mastiffs), Dogo Argentino, and Belgian Malinois.

注：仅限制大型和中型梗犬，小型梗及玩具梗可正常运输，小型梗及玩具梗包括西高地白梗、迷你雪纳瑞等。

Note: Only large, medium-sized, small and toy terriers can be transported normally, where small and toy terriers include west highland white terriers, miniature schnauzers, etc.

②对高温高空环境不适的犬种：萨摩耶犬。

(ii) Dog breeds that feel unwell in high-temperature and high-altitude environments: Samoyed dogs.

(11) 旅客不认可承运人宠物运输条件或无法提供符合要求的宠物箱或拒绝填写和签署宠物运输协议书、未准备好运输要求的相关文件。

(11) The passenger does not agree with the carrier's pet transportation terms, or is unable to provide a pet carrier that meets the requirements, or refuses to fill out and sign the Pet Transportation Agreement, or has not prepared the relevant documents required for transportation.

7.仅海口、太原海南航空贵宾室可接受客舱宠物进入。

7. Only the Hainan Airlines VIP lounges in Haikou and Taiyuan admit cabin pets.

## (二) 运输文件要求

### (II) Transportation document requirements

1.动物卫生监督所出具的《动物检疫合格证明》。

1. An animal quarantine conformity certificate issued by an animal health supervision office;

2. 犬类应提供小动物疫苗注射证明。
2. A certificate of vaccination for small animals for dogs; and
3. 旅客已阅读并签署的《宠物运输协议书》。
3. The Pet Transportation Agreement read and signed by the passenger.

### (三) 宠物箱要求

#### (III) Pet carrier requirements

1. 不占座宠物箱应放置于前排座椅下方，宠物箱长×宽×高尺寸不得超过 35×28×24 厘米。软边宠物箱在展开状态可稍微超过如上尺寸限制，但软边宠物箱经下压体积应不超过 35×28×24 厘米，确保可放入客舱内座椅下方。

1. Pet carriers not occupying a seat should be placed beneath the seat in front, and its length, width and height shall not exceed 35×28×24cm. A soft-edge pet carrier can exceed the above dimensional limit slightly when unfolded, but its volume when it is pressed down shall not exceed 35×28×24cm to ensure that it can be placed under a seat in the cabin.

风险提示：因客舱座椅下方的空间有限，建议携带能够在宠物箱内自由站立和转身的宠物同行。如果宠物体积过大，飞行中全程活动受限，可能会影响宠物乘机的舒适度。

Risk alert: Due to the limited space under a cabin seat, it is advised to bring a pet that can stand and turn around freely in the pet carrier. If the pet is oversized and its motion is restricted throughout the flight, the comfort of the pet on board may be affected.

2. 占座宠物箱长×宽×高尺寸不得超过 55×28×24 厘米。

2. The dimensions (length × width × height) of a pet carrier occupying a seat should not exceed 55×28×24 cm.

3. 必须选用带有拉链的软质宠物箱，且拉链中空处能穿过一次性锁扣与箱体锁闭，确保锁闭后拉链无法拉开。软质宠物箱所有拉链处，全部拴挂一次性锁扣，确保拉链头无法拉开，以防旅客私自打开。如拉链无法有效穿过一次性锁扣锁闭、固定住的，则应予以拒运。在此基础上，在宠物箱外侧加套一层宠物防护网兜，并在网兜打结处再次锁挂一次性锁扣。从办理乘机手续结束起至离开目的站候机楼禁止打开一次性锁扣和网兜。

3. A soft pet carrier with a zipper must be selected, and a disposable buckle shall pass through the hollow part of the zipper to lock the box so that the zipper cannot be pulled open after locking. All zippers of the soft pet carrier shall be attached with a disposable buckle to ensure that the zipper heads cannot be opened and prevent the passenger from opening them without authorization. If any zipper cannot pass through the disposable buckle effectively for locking and fixation, it shall be rejected for transportation. On this basis, a protective pet net bag shall be added to the exterior of the pet carrier, and another disposable buckle shall be attached to the knot of the net bag. From the time when the check-in procedure is completed to the time when the passenger leaves the terminal of the destination airport, the disposable buckle and the net bag shall not be opened.

### (四) 其他要求

#### (IV) Other requirements

运输前宠物需进行身体清洁，运输全程需穿戴宠物衣物；需全程佩戴口罩（仅要求犬类佩戴），防止吠叫声干扰到其他旅客；另需全程佩戴宠物纸尿裤，防止粪便污损飞机。宠物全程需放置于宠物箱中，不得解开一次性锁扣和网兜，且旅客在客舱中全程不得向宠物喂食及水。宠物在安检过程中，宠物需置于宠物箱内并根据机场安检单位要求完成活体动物安全检查，具体以机场实际要求为准（如成都、重庆、广州等机场要求过 X 光机检查）。

The pet shall be subject to body cleaning before transportation and wear pet clothing throughout the flight; it shall wear a muzzle throughout the flight (for dogs only) to prevent its barks from disturbing other passengers; it shall also wear a pet diaper throughout the flight to prevent feces from contaminating the aircraft. The pet shall be kept in the pet carrier, and the disposable buckle and the net bag shall not be opened throughout the flight. The passenger shall not give food or water to the pet in the cabin throughout the flight. During the security check, the pet shall be placed in the pet carrier and undergo a

live animal security check according to the requirements of the security check unit of the airport. The specific requirements of the airport shall prevail (e.g., an X-ray check is required at certain airports such as Chengdu, Chongqing and Guangzhou).

除一次性锁扣及专用防护网兜外，上述其他物资由旅客自行配备。

Except for the disposable buckle and the special protective net bag, the other materials mentioned above shall be provided by the passenger himself/herself.

上述内容我已仔细阅读并明确知晓，现予以确认；

I have carefully read and clearly understood, and hereby confirm the above information;

旅客签字：\_\_\_\_\_

Signature of the passenger: \_\_\_\_\_

## 二、承运人宠物运输收费价格

### II. Pet Transportation Fee Rates of the Carrier

1. 不占座客舱宠物价格：1430 元人民币/航段/每只宠物。

1. Pricing for pets not occupying seats in the cabin: 1,430 yuan per segment per pet.

2. 占座客舱宠物价格：经济舱客票见舱销售票价+1430 元人民币/航段/每只宠物。

2. Pricing for pets occupying seats in the cabin: the fare of an economy class ticket plus RMB 1430 per flight segment per pet.

## 三、不正常情况预防及处置

### III. Prevention and Disposal of Abnormalities

#### (一) 防止宠物逃逸

##### (I) Prevention of pet escape

为避免宠物在机场及客舱逃逸，对承运人航班运行造成风险，要求旅客全程不得将宠物从宠物箱中放出。

To prevent pets from escape at the airport and in the cabin, and posing risks to the carrier's flight operation, the passenger shall not release the pet from the pet carrier throughout the flight.

#### (二) 客舱紧急释压或紧急撤离

##### (II) Emergency cabin pressure relief or evacuation

1. 携带进入客舱的宠物，如果遇到客舱紧急释压的情况，旅客在确保自身安全的情况下，可将宠物拿出并给予吸氧，吸氧过程应全程怀抱，以确保宠物在飞机紧急下降过程中的安全。到达安全高度后，需将宠物放回宠物箱。

1. In case of emergency cabin pressure relief, the passenger can take out the pet brought into the cabin and supply oxygen to it while ensuring his/her own safety. The passenger shall hold the pet in his/her arms throughout the oxygen supply process to ensure the safety of the pet during the emergency descent of the aircraft. After the safe height is reached, the pet shall be put back in the pet carrier.

2. 紧急撤离时，应由旅客负责携带宠物箱及宠物一起撤离，不得仅将宠物拿出，乘务员或援助者可视情给予一定协助。

2. In case of emergency evacuation, the passenger shall carry the pet carrier and evacuate together with the pet without taking out the pet. Cabin attendants or rescuers can provide certain assistance as the case may be.

#### (三) 客舱宠物在客舱出现伤病亡事件

##### (III) Pet injuries, diseases and deaths in the cabin

承运人无义务进行航班备降处置。

The carrier is not obligated to make a flight diversion.

#### (四) 航班延误

##### (IV) Flight delay

1. 旅客已办理完毕值机手续并到达登机口候机时，得知航班将长时间延误，携带宠物进入客舱的旅客需返回值机区域，现场保障人员关注航班最新动态，提前通知旅客再次通过安检前往登

机口登机。

1. When the passenger carrying the pet has completed the check-in procedure and arrived at the boarding gate for waiting, and learns that the flight will be delayed for a long time, he/she shall return to the check-in area. The onsite support personnel shall follow the flight's updates, and notify the passenger to go through a security check again and board at the boarding gate in advance.

2. 航班因承运人原因长时间延误需为旅客安排住宿时，为携带宠物进入客舱的旅客单独安排房间，产生的差价由旅客自理。如安排的酒店禁止宠物进入，或旅客自行解决住宿问题，海南航空给予一定住宿补贴，如旅客退票或改签海南航空后续航班，则按非自愿退票、改签规定执行。非因承运人导致的航班延误，承运人不负责安排住宿。

2. When the flight is delayed for a long time for any reason attributed to the carrier, and accommodation is to be arranged for the passenger who is to bring the pet into the cabin, a separate room shall be arranged for the passenger, and the resulting room rate difference will be borne solely by the passenger. If the arranged hotel denies the entry of pets, or the passenger solves the accommodation problem himself/herself, Hainan Airlines shall grant a certain accommodation subsidy. If the passenger makes refund or changes to any subsequent flight of Hainan Airlines, the rules for involuntary refund or change shall apply. The carrier is not obligated to arrange accommodation for any flight delay for any reason not attributed to the carrier.

#### **(五) 航班备降**

##### **(V) Flight diversion**

航班备降后如需住宿，则参照本协议第三条第（四）款第 2 项约定执行，且宠物箱符合托运运输要求，旅客可选择在后续航程将宠物进行托运运输，不额外收取托运宠物费用。如无法进行宠物运输，旅客选择终止行程，旅客未使用航程客票按海南航空现行非自愿退改签处理，同步为旅客全退宠物客舱运输服务费。

If accommodation is required after a flight diversion, the provisions of subparagraph 2 of paragraph (IV) of Clause III shall apply, and if the pet carrier meets the requirements for consignment, the passenger may choose to check in the pet to a subsequent flight without any extra pet consignment fee. If pet transportation is impossible, and the passenger chooses to terminate the itinerary, the ticket for the flight voyage not used by the passenger shall be subject to Hainan Airlines' prevailing rules for involuntary refund and change, and the pet cabin transportation service fee shall be fully refunded to the passenger along.

#### **四、责任与赔偿**

##### **IV. Liabilities and Compensation**

**1. 如无证据表明宠物伤、亡属于承运人原因造成，承运人不予赔偿；**

1. If no evidence shows that the pet's injury or death is attributed to the carrier, the carrier shall not pay compensation;

**2. 属于承运人故意或重大过失原因造成宠物死亡的，旅客应提交宠物价值证明材料，承运人按照手提行李补偿限额赔付旅客，最高不超过 3000 元人民币。**

2. If the pet's death is attributed to any willful act or gross negligence of the carrier, the passenger shall submit evidence of the pet's value, and the carrier shall pay compensation to the passenger at the compensation limit for carry-on baggage, with a maximum amount of 3,000 yuan.

**3. 属于承运人故意或重大过失原因造成宠物受伤的，承运人按照治疗实际产生的医疗费金额赔付旅客，但赔偿总额不高于手提行李赔付最高限额 3000 元人民币，办理赔付时旅客须提供宠物医院开具的治疗收费单据。**

3. If the pet's injury is attributed to any willful act or gross negligence of the carrier, the carrier shall pay compensation to the passenger based on the actual medical expenses incurred in treatment, but its total amount shall not exceed the compensation limit for carry-on baggage of 3,000 yuan. When the compensation procedure is handled, the passenger shall provide a medical expense voucher issued by a pet hospital.

4. 在航站楼内以及乘机过程中，携带宠物乘机的旅客对宠物负有管控和采取安全措施的义务，在航站楼内以及乘机过程中发生宠物袭击、撕咬携带宠物乘机的旅客本人或第三人，造成旅客本人或第三人人身损害的情形，以及宠物损毁旅客本人或第三人财物的情形，均由携带宠物乘机的旅客本人承担责任。因此给承运人造成损失的（为免疑义，该等损失包括但不限于承运人因此遭受的行政处罚、民事赔偿等经济损失），旅客本人应予以全额赔偿。

4. Within the terminal building and during the flight, the passenger carrying the pet is responsible for controlling and taking safety measures for the pet. If the pet attacks or bites the passenger carrying the pet or any third party within the terminal building or during the flight, so that the passenger or such third party suffers a personal injury, or the pet damages any property of the passenger or any third party, the passenger carrying the pet shall assume the liability. The passenger shall compensate for any losses so suffered by the carrier in full (for the avoidance of doubt, such losses include but are not limited to administrative penalties, civil compensation, and other financial losses so suffered by the carrier).

5. 承运人将为符合本次运输的宠物投保一份宠物保险。为免疑义，旅客充分理解并同意：

5. The carrier shall take out pet insurance for pets that meet the transportation requirements. For the avoidance of doubt, the passenger fully understands and agrees that:

(1) 宠物保险权益为承运人无偿附赠权益，以承运人具体投保情况为准。宠物保险是否投保成功，以保险公司实际出具的保单为准。承运人投保成功后，会短信通知订单预留联系电话，您可以通过短信链接下载对应电子保单。同时您可通过平安财险官网 <http://property.pingan.com/> 对电子保单进行查询、下载和验真。

(1) The pet insurance benefits are gratuitous extra benefits provided by the carrier, subject to the specific insurance product purchased by the carrier. The effective coverage of the insurance shall be confirmed solely by the official policy issued by the Insurer. Once the Carrier has successfully bound the insurance, an SMS will be sent to the contact phone number reserved in the order. You can download the corresponding electronic policy via the link in the message. Additionally, you may visit the Ping An Property & Casualty Insurance Company website at <http://property.pingan.com/> to inquire about, download, and verify the authenticity of the electronic policy.

(2) 通过海南航空 APP/小程序、客服热线 95339、直属售票处等线上或代客下单渠道预定客舱宠物如因旅客本人原因或保险公司限制条款无法投保成功的，或现场临时预定客舱宠物因投保系统限制无法正常投保的，并不影响携宠出行，但无法享受本次宠物险权益。

(2) For pets booked to travel in the cabin via the Hainan Airlines app/mini-program, the 95339 customer service hotline, direct ticketing offices, or other online or agent-assisted channels, if insurance cannot be issued due to reasons attributable to passengers, the Insurer's policy restrictions, or for last-minute on-site bookings due to system limitations, the passengers may still travel with their pets but will not be eligible for the pet insurance benefits on that trip.

(3) 承运人附赠的宠物保险产品类型、保险金额、保险范围、免赔情形等具体的保险条款，并不局限于下述参考保险产品，以承运人具体投保情况为准。

(3) The specific insurance terms such as the type, amount, scope and deductible of the gratuitous pet insurance product provided by the carrier shall not be limited to the following reference insurance product, and shall be subject to the specific insurance product purchased by the carrier.

(4) 当发生保险事故时，旅客应联系承运人和保险公司并在第一时间向保险公司报案和索赔。并应当按照如下约定进行索赔和责任划分：

(4) When an insured accident occurs, the passenger shall contact the carrier and the insurance company, and report the accident to and claim compensation from the insurance company as soon as possible. The claim and the division of liabilities shall be made as follows:

① 当发生宠物伤亡时，旅客应先采取向保险公司索赔的方式取得赔偿，如旅客从保险公司等有关责任方取得赔偿的金额高于本协议第四条第 2 款和第 3 款约定的最高赔偿限额 3000 元的，旅客不得再向承运人索赔；如旅客从保险公司等有关责任方取得赔偿的金额低于本协议第

四条第 2 款和第 3 款约定的最高赔偿限额 3000 元的，对于属于承运人故意或重大过失原因造成的宠物伤亡，旅客应提交宠物价值、治疗实际产生的医疗费等证明材料，承运人按照旅客实际损失和旅客已从保险公司等有关责任方取得的赔偿金额的差额且最高不超过 3000 元的赔偿标准向旅客承担赔偿责任。如旅客未及时向保险公司索赔或放弃向保险索赔的，承运人不承担任何赔偿责任。

(i) In cases of pet injury or death, passengers should first seek compensation through claims with their insurance provider. If the compensation amount obtained by the passenger from the insurance provider or other responsible entities exceeds the maximum compensation limit of RMB 3,000 as stipulated in Article IV, Paragraphs 2 and 3 of this Agreement, the passenger shall not pursue further compensation from the carrier. Conversely, if the compensation amount acquired from the insurance provider or other responsible entities is less than the stipulated maximum limit of RMB 3,000, and the pet's injury or fatality arises from intentional actions or gross negligence of the carrier, the passenger is required to provide substantiating documentation, including the pet's valuation and incurred medical treatment costs. The carrier shall compensate the passenger based on the difference between the passenger's actual incurred losses and the amount already received from insurance providers or other responsible entities, ensuring the total compensation does not exceed the limit of RMB 3,000. If passengers do not promptly request compensation from the insurance company or choose to waive their right to make a claim, the carrier will not be held liable for any compensation.

②当发生宠物造成第三人人身、财产损失时，旅客应先采取向保险公司索赔的方式取得赔偿并赔付给第三人，不足部分由旅客补足。如承运人因宠物损害第三人人身、财产权益而向第三人承担了赔偿责任，则承运人有权就实际赔偿金额向旅客进行追索。

(ii) When the pet causes any personal or property damage to any third party, the passenger shall first claim compensation from the insurance company, and pay such compensation to such third party; any shortfall shall be made up for by the passenger. If the carrier is liable for compensation to any third party because the pet damages any personal or property right of such third party, the carrier shall have the right to claim the actual compensation amount from the passenger.

宠物保险保障权益（为免疑义，承运人附赠的宠物保险产品类型、保险金额、保险范围、免赔情形等具体的保险条款，并不局限于下述参考保险产品。宠物保险的保障权益最终以保险公司实际出具的保单为准！）

**Pet Insurance Benefits** (For the avoidance of doubt, the specific terms of the complimentary pet insurance provided by the Carrier, including but not limited to product type, sum insured, scope of coverage, and exclusions, are not restricted to the sample insurance products described herein. The actual coverage and benefits shall be determined solely **by the official policy issued by the Insurer!**)

(一) 产品名称：平安携宠乘机保险

**(I) Product Name: Ping An Flying with Pets Insurance**

产品名称 Product name	保障项目 Insurance item	保障额度 Insurance limit	保障内容 Insurance scope	保险期间 Insurance period	适用条款 Applicable terms
平安携宠乘机保险 Ping An Flying with Pets Insurance	宠物乘机意外死亡 In-flight accidental pet death	8000	在保险期间内，被保险宠物在乘机过程中意外死亡的，保险公司将按照宠物实际价值赔偿，最高不超过保险约定的保障额度。 Within the insurance period, if the insured pet accidentally dies during the flight, the insurance company will indemnify based on the actual value of the pet, not	单次航班，即自宠物进入有效乘坐凭证载明航班的客运飞机	PL0283002 平安宠物死亡保险 PL0283002 Ping An Pet Death Insurance

		exceeding the maximum coverage stipulated in the insurance agreement.	的舱门时起至宠物到达有效乘坐凭证载明的终点离开客运飞机的舱门时止。	
宠物乘机意外医疗 In-flight pet accident medical insurance	1000	<p>在保险期间内，被保险宠物在乘机/托运过程中发生意外伤害事故，在宠物医院接受治疗的，对于被保险人实际支出的必要、合理的医疗费用，保险公司按照保险合同约定给保险金。</p> <p>During the insurance period, if the insured pet suffers accidental injury during the flight/check-in process and receives treatment at a veterinary hospital, the insurance company will cover the necessary and reasonable medical expenses actually incurred by the policyholder, as stipulated in the insurance contract.</p>		<p>PL0200331 平安产险宠物医疗健康保险 (A 款)</p> <p>PL0200331 Ping An Property &amp; Casualty Insurance Pet Medical and Health Insurance (Plan A)</p>
宠物三者责任意外伤害身故与伤残 Third party liability for pets – accidental injury, death or disability	10000	<p>在保险期间内，被保险宠物在乘机过程中造成第三者人身残疾或身故的，保险公司按照保险合同约定给付身故或伤残保险金。</p> <p>During the insurance period, if the insured pet causes the disability or death of a third party during a flight, the Insurer shall pay the death or disability insurance benefits in accordance with the insurance contract.</p>		<p>PL0283001 平安产险家养宠物责任保险</p> <p>PL0283001 Ping An Property Insurance – Domestic Pet Liability Insurance</p>
宠物三者责任意外伤害医疗 Third party liability for pets – medical care for accidental injury	2000	<p>在保险期间内，被保险宠物在乘机过程中造成第三者人身伤害医疗费用的，保险公司按照保险合同约定给保险金。</p> <p>During the insurance period, if the insured pet causes bodily injury or medical expenses to a third party during air travel, the insurer shall provide compensation as stipulated in the insurance policy.</p>		

<p>宠物三者 责任财产 损失</p> <p>Third- party Liability for Pet- related Property Damage</p>	<p>100</p>	<p>在保险期间内，被保险宠物在乘机过程中造成第三者人身伤害财产损失的，保险公司按照保险合同约定给保险金。</p> <p>During the insurance period, if the insured pet causes bodily injury or property damage to a third party during air travel, the insurer shall provide compensation as stipulated in the insurance policy.</p>	<p>PL0283001 平安产险家 养宠物责任 保险</p> <p>PL0283001 Ping An Property &amp; Casualty Insurance Domestic Pet Liability Insurance</p>
<p>个人法律 责任</p> <p>Personal Legal Liability</p>	<p>3000</p>	<p>在保险期间内，被保险人因被保险宠物的袭击、撕咬或其他行为被提起仲裁或诉讼，对应由被保险人支付的仲裁或诉讼费用以及事先经本保险人书面同意支付的其它必需且合理的费用。</p> <p>During the insurance period, if the insured faces arbitration or litigation due to the insured pet's attack, bite, or other behaviors, the insurer shall cover the corresponding arbitration/litigation costs and other necessary, reasonable expenses—provided they are pre-approved in writing by the insurer.</p>	<p>PL03Y0336 平安产险 法律费用补 偿保险</p> <p>PL03Y0336 Ping An Property &amp; Casualty Insurance Legal Expenses Insurance</p>

**(二) 服务信息**

**(II) Service Information**

- 1.服务主体：本保险产品的服务方为航联保险销售有限公司，网址为 [www.ehanglian.com](http://www.ehanglian.com)。
  1. Service provider: The service provider of this insurance product is Air Union Insurance Sales Co., Ltd., and its website is [www.ehanglian.com](http://www.ehanglian.com).
  - 2.承保公司：中国平安财产保险股份有限公司浙江分公司。
  2. Insurance company: China Ping An Property Insurance Co., Ltd. Zhejiang Branch.
  - 3.投保人：海南航空控股股份有限公司。
  3. Applicant: Hainan Airlines Holding Co., Ltd.
  4. 被保险人/受益人：携宠乘机人本人
  4. Insured/Beneficiary: The passenger traveling with the pet
  - 5.如何办理理赔？
  5. How to settle claims?
- 若发生保险事故，被保险人必须在宠物到达有效乘坐凭证载明的终点后 24 小时内向保险人报案。24 小时全国理赔报案电话：95511。

If an insured accident occurs, the insured must report it to the insurer within 24 hours after the pet arrives at the destination specified in the effective flight voucher. 24-hour national claim application hotline: 95511.

上述内容我已仔细阅读并明确知晓，现予以确认；

I have carefully read and clearly understood, and hereby confirm the above information;

旅客签字：\_\_\_\_\_

Signature of the passenger: \_\_\_\_\_

或代理人签字：\_\_\_\_\_

Or signature of the agent: \_\_\_\_\_

与旅客关系：\_\_\_\_\_（如为代理预约，必须填写）

Relationship with the passenger: \_\_\_\_\_ (It must be specified in case of appointment by an agent.)

## 五、双方职责

### V. Responsibilities of Both Parties

#### （一）承运人职责

##### (I) Responsibilities of the carrier

1. 旅客申请宠物运输时，承运人应提示旅客航空运输宠物存在的风险。

1. When the passenger applies for pet transportation, the carrier shall remind him/her of the risks associated with pet transportation by air.

2. 宠物与承运人运输规定不符，承运人应向旅客提出并告知存在风险，为保证运输安全，承运人有权拒绝收运。

2. If the pet does not comply with the transportation regulations of the carrier, the carrier shall inform the passenger of such nonconformity and the risks involved, and have the right to refuse to collect and transport the pet to ensure transportation safety.

3. 在旅客已完全遵守承运人宠物运输规定的情况下，承运人负责按照旅客机票列明行程，将宠物随旅客运抵目的站。

3. Provided that the passenger has fully complied with the carrier's pet transportation regulations, the carrier shall transport the pet to the destination airport along with the passenger according to the itinerary specified in the passenger's ticket.

4. 在宠物运输过程中发生伤、亡等意外事故时，承运人应为旅客提供必要的协助。

4. When any accident such as injury or death occurs during pet transportation, the carrier shall provide necessary assistance to the passenger.

5. 如因宠物原因致第三方（包括但不限于携带宠物乘机的旅客本人）人身伤亡或财产受损，进而给承运人造成损失，承运人保留向携带宠物乘机的旅客追偿的权利。

5. If any third party (including but not limited to the passenger carrying the pet on board) suffers any personal injury or property damage for any reason attributed to the pet, resulting in losses to the carrier, the carrier shall reserve the right to claim compensation from the passenger.

#### （二）旅客职责

##### (II) Responsibilities of the passenger

1. 旅客应仔细阅读本协议书中运输规定、了解运输风险，旅客确认接受该等运输规定和运输风险。

1. The passenger shall read the transportation regulations hereof and understand the transportation risks hereunder carefully, and confirm that he/she accepts such transportation regulations and risks.

2. 旅客负责核对承运人运输规定，确认宠物是否符合承运人要求，并如实告知承运人服务人员宠物信息。

2. The passenger shall verify the carrier's transportation regulations, confirm whether the pet meets the carrier's requirements, and inform the carrier's service personnel of the pet information truthfully.

3. 旅客负责按照承运人要求提前准备所需运输文件及宠物箱，并按时前往机场办理相关手续，在承运人服务人员检查宠物并提出询问时，旅客应如实答复服务人员。

3. The passenger shall prepare the necessary transportation documents and the pet carrier in advance

according to the carrier's requirements, and go to the airport on time to handle the relevant procedures. When the carrier's service personnel inspect the pet and ask questions, the passenger shall answer truthfully.

4. 旅客应按照承运人及机场要求，办理宠物运输各种物资配备及相关工作。

4. The passenger shall prepare all materials and perform relevant tasks for pet transportation according to the requirements of the carrier and the airport.

5. 旅客应了解并遵守承运人宠物运输收费规定，并在办理宠物运输时缴纳所需费用。

5. The passenger shall understand and comply with the carrier's fee collection regulations for pet transportation, and pay the required fees when handling pet transportation.

6. 旅客明确知悉，仅支持成人旅客携带宠物进入客舱。如本次行程旅客同行中还有儿童旅客，旅客需全程妥善照管同行儿童及客舱宠物，并对由此可能产生的安全风险充分知晓且自愿承担全部责任。

6. The passenger is clearly aware that only adult passengers are allowed to bring pets into the cabin. If the passenger is accompanied by any minor passenger during the flight, the passenger shall take good care of such minor passenger and the cabin pet throughout the flight, and be fully aware of and voluntarily assume full liability for potential safety risks.

7. 旅客应了解并遵守承运人宠物运输赔偿规定，出现宠物运输伤亡或宠物致旅客本人或第三方人身、财产损害事故后，应负责办理善后事宜，并承担相应的赔偿责任。

7. The passenger shall understand and comply with the carrier's compensation regulations for pet transportation. In case of any pet injury or death or any personal injury or property damage accident suffered by the passenger or any third party during transportation, the passenger shall handle all subsequent matters and assume the corresponding compensation liability.

8. 乘机过程中，旅客需全程将宠物放置在前排座椅下方，如因旅客未对宠物进行有效管控和采取安全措施造成他人人身、财产损害的，旅客应负责妥善处理并承担赔偿责任。旅客还应遵守机场相关管理规定，如在客舱以外的机场区域发生宠物逃逸、袭击、危害公共安全等紧急情形的，机场有权对宠物进行相应处置，与承运人无涉。

8. During the boarding process, the passenger shall keep the pet under the seat in front of him/her throughout the flight. If the passenger fails to control and take safety measures for the pet effectively, resulting in any personal injury or property damage to anyone else, the passenger shall handle it properly and assume the liability for compensation. The passenger shall also comply with the relevant airport management regulations. In case of an emergency such as pet escape, attack, or endangering public safety in any area of the airport out of the cabin, the airport shall have the right to dispose of the pet accordingly without regard to the carrier.

9. 宠物只能按协议约定进入海南航空航班，不得进入未经许可的其他航司航班客舱，否则，由此产生的后果将由宠物携带人员负责，与承运人无涉。

9. The pet can only enter the Hainan Airlines flight hereunder, and shall not enter the cabin of any flight of any other airline without permission, otherwise the passenger carrying the pet shall be liable for any resulting consequence without regard to the carrier.

10. 从进入候机楼起至离开目的站候机楼，全程禁止解开一次性锁扣或网兜，全程禁止打开宠物箱。

10. From the time when the passenger enters the terminal of the departure airport to the time when the passenger leaves the terminal of the destination airport, the disposable buckle, the net bag and the pet carrier shall not be opened.

11. 旅客需遵守如小动物运输防止逃逸类的运行规定条款，如因旅客主动放出小动物或因包装不合格、质量不佳等造成小动物逃逸，被机场相关管理单位因运行安全原因进行相应处置而造成宠物伤亡的，由旅客本人负责；因上述原因导致小动物逃逸，咬伤抓伤或以其他原因造成人员受伤、财产损失的，由旅客本人负责；如因违反相关条款，造成其他不良影响的，旅客本人将按相关规定承担相应处罚，机场有权对宠物进行相应处置。

11. The passenger shall comply with the operational regulations for escape prevention during small animal transportation. If any small animal escapes because the passenger releases it proactively or due to any nonconforming or poor-quality package, and the pet is disposed of by the relevant airport management unit for the sake of operational safety, resulting in any pet injury or death, the passenger shall be solely liable; if the pet escapes, bites or scratches anyone, or otherwise causes any personal injury or property damage for the above reason, the passenger shall be solely liable; if any other adverse effect arises due to the violation of the relevant terms, the passenger shall assume the associated penalty according to the relevant regulations, and the airport shall have the right to dispose of the pet accordingly.

上述内容我已仔细阅读并明确知晓，现予以确认；

I have carefully read and clearly understood, and hereby confirm the above information;

旅客签字：\_\_\_\_\_

Signature of the passenger: \_\_\_\_\_

## 六、协议生效与终止

### VI. Validation and Termination

本协议书自甲乙双方完成协议条款内容确认并签字后生效。旅客离开目的站候机楼后，协议终止。在协议生效后至终止履行前，任何一方由于不可抗力的原因不能履行协议时，应及时向对方通报不能履行或者不能完全履行协议的理由并及时提供有效证明，经双方协商后允许延期履行、部分履行或者不履行协议，并不因此而承担违约责任。

This Agreement shall come into effect upon execution by both Parties. This Agreement shall be terminated when the passenger leaves the terminal of the destination airport. From the validation hereof to the termination hereof, if either Party is unable to perform this Agreement due to force majeure, it shall notify the other Party of the reason for its failure to perform or fully perform this Agreement, and provide valid proof thereof timely. The delayed performance, partial performance or nonperformance hereof shall be allowed through mutual consultation, and neither Party shall be held liable therefor.

## 七、争议解决

### VII. Settlement of Dispute

如果双方对本协议发生争议，应本着互谅互让的精神友好协商，经协商不能达成一致意见的，任何一方均应向承运人所在地海南省海口市美兰区有管辖权的人民法院通过诉讼方式解决。

Any dispute arising herefrom or in connection herewith between both Parties shall be settled through negotiation in good faith. If no solution is agreed on through negotiation, either Party shall settle it through litigation at a competent people's court in Meilan District, Haikou City, Hainan Province where the carrier is located.

## 八、其他约定

### VIII. Miscellaneous

本协议一式贰份，承运人持一份，旅客持一份。

This Agreement is executed in duplicate, with one copy retained by the Carrier and the other by the passenger.

承运人：海南航空控股股份有限公司

Carrier: Hainan Airlines Holding Co., Ltd.

日期：\_\_\_\_\_年\_\_\_\_\_月\_\_\_\_\_日

Date: \_\_\_\_\_ (MM/DD/YY)

旅客（或代理人）：

Passenger (or agent):

日期：\_\_\_\_\_年\_\_\_\_\_月\_\_\_\_\_日

Date: \_\_\_\_\_ (MM/DD/YY)