

## Instructions for HNA Aviation Group "Haitian Unlimited" Connecting Product

Dear customers, welcome to HNA Aviation Group's "Haitian Unlimited" connecting product. Please carefully read these terms and conditions, which explain the product details and usage rules, especially the highlighted and bold clauses and important notes, before purchasing. If you have any questions about this product or these terms, please get in touch with our official customer service at 95339 for assistance.

**This is a connecting product. Please read the product rules carefully before purchase.**

### I. Product Introduction:

1. Product Overview: "Haitian Unlimited" is a connecting product offered by HNA Aviation Group. It provides passengers with inter-airline connecting and self-connecting protection among 11 carriers, including through check-in (one-ticket through service, through baggage handling), complimentary checked baggage allowance, and other basic connecting services (specific services are subject to on-site processing).

2. Applicable Routes: Applicable to domestic flights operated by the 11 domestic airlines under HNA Aviation Group: Hainan Airlines, Grand China Air, Tianjin Airlines, Lucky Air, West Air, Capital Airlines, Urumqi Air, Fuzhou Airlines, Guangxi Beibu Gulf Airlines, Air Chang'an, and Suparna Airlines. Not applicable to: international/regional flights; codeshare flights operated between member carriers of HNA Aviation Group; codeshare flights operated by carriers outside HNA Aviation Group. **Specific applicable flights are subject to actual sales availability.**

3. Applicable Class Economy Class. Specific applicable booking classes are subject to display on the product page.

**Note: Participating carriers are subject to system availability.**

4. Sales Channels: Direct ticket offices, call centers, and official websites of carriers under HNA Aviation Group, Hainan Airlines APP, WeChat Mini Program of Hainan Airlines, and other authorized sales channels of HNA Aviation Group.

**!! Warm Reminder: Applicable routes and sales channels are subject to display on the actual product sales page.**

### II. Product Purchase

1. Purchase Platforms: Direct ticket offices, call centers, and official websites of carriers under HNA Aviation Group, Hainan Airlines APP, WeChat Mini Program of Hainan Airlines, and other authorized sales channels of HNA Aviation Group. Complete your purchase by filling in the required information and making payment as prompted.

2. Applicable Passengers: Free independent travelers

3. Applicable Trip Types: Connecting itinerary. Include one-way connecting (A-B-C), round-trip connecting (A-B-C-B-A or A-B-C / C-B-A), multi-segment connecting (A-B-C-A, A-B-C-D, or more)

**Notes: 1. A and C must not be the same city. 2. Open-jaw itineraries are not permitted (e.g., A-B, C-B-A). 3. For freely combinable-itinerary "Haitian**

Unlimited" products, the maximum connection time shall not exceed 48 hours. Fixed-itinerary "Haitian Unlimited" products are not subject to the 48-hour limit but must avoid high-deviation routes. For "Haitian Unlimited" connection hubs, connection times are subject to product rules. For other connection points: 120 minutes for airports in first- and second-tier cities; 90 minutes for airports in third- and fourth-tier cities. (Actual connection times are subject to official publication.)

### III. Ticket Usage Rules:

1. The ticket must be used **in the segment sequence** for the entire journey.

2. For child passengers purchasing connecting tickets, regardless of fare type, the civil aviation development fund and fuel surcharge shall be charged in accordance with child preferential policies stipulated by the Civil Aviation Administration of China.

3. For passengers traveling with a lap infant (not occupying a seat), the infant fare shall be 10% of the published Y-class economy fare for each adult segment or other applicable fare type. Civil aviation development fund and fuel surcharge are waived.

Note: If the adult "Haitian Unlimited" product price is  $\geq$  the sum of two Y50 fares for the same journey, the child may be issued a connecting ticket at the full Y50 fare (ticketing, refund, rebooking, and endorsement rules follow standard Y50 child tickets; carry-on baggage allowance follows the accompanying adult's Haitian Unlimited carry-on allowance). If the adult "Haitian Unlimited" product price is  $<$  the sum of two Y50 fares for the same journey, the child may be issued a Unlimited product ticket at the same fare as the adult.

4. For military, police, and disabled passengers, fares, civil aviation development fund, and fuel surcharge are charged at standard passenger rates; no double discounts apply.

5. Complimentary checked baggage allowance: 20 kg.

6. Endorsement:

**(1) Voluntary endorsement: Not permitted. (Voluntary endorsement is allowed only if all segments are booked in full Y class with no discount, subject to the carrier's multi-class management rules.)**

(2) Involuntary endorsement: Processed in accordance with the operating carrier's current irregular flight ticketing rules and applicable product provisions.

7. Rebooking (Not Including Endorsement):

**(1) Voluntary rebooking: Not permitted. (Any voluntary rebooking request shall be processed as a voluntary refund.)**

(2) Involuntary rebooking: Processed in accordance with the operating carrier's current irregular flight ticketing rules and applicable product provisions.

8. Refund

(1) Voluntary refund:

1. Voluntary refund service fee: For passengers who have not used any segment on the ticket, voluntary refunds are calculated based on the total tax-exempt fare of all segments, according to the time of seat cancellation before the scheduled departure time of the first segment. Refund service fee rates are rounded to the nearest whole number.

Time of Seat Cancellation	168 hours (inclusive) before first segment scheduled departure	48 hours (inclusive) – 168 hours (exclusive) before first segment scheduled departure	4 hours (inclusive) – 48 hours (exclusive) before first segment scheduled departure	Less than 4 hours (exclusive) before first segment scheduled departure – after departure
Refund Service Fee Rate	20%	40%	70%	80%

Note: Refund, rebooking, and endorsement rules for fixed-class tickets are subject to each carrier's product provisions.

2. Voluntary refund segment rules:

**(1) Only a full refund of all segments is permitted; partial segment refunds are not allowed.**

**(2) If any segment has been used, voluntary rebooking or refund of remaining segments is not permitted. Only unused civil aviation development fund and fuel surcharge may be refunded.**

**(3) If the ticket is not used in sequence, no voluntary refund of remaining segments is allowed, and no fare will be refunded. Only unused civil aviation development fund and fuel surcharge may be refunded.**

(2) Involuntary refund: Processed in accordance with the operating carrier's current irregular flight ticketing rules and applicable product provisions.

9. Irregular Flight Protection: Processed in accordance with each operating carrier's current irregular flight protection rules and applicable product provisions.

**!! Warm Reminder: Tickets not eligible for involuntary refund will be processed as voluntary refunds. If you are unsure whether you qualify for an involuntary refund or what supporting documents are required, please consult online customer service or the operating carrier's official hotline.**