

Instructions for Hainan Airlines & Grand China Air "Haitian Unlimited" Connecting S-Class Product

Dear customers, welcome to purchase "Haitian Unlimited" connecting S-class product offered by Hainan Airlines and Grand China Air. 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 S-class product. Please read the product rules carefully before purchase.

I. Product Introduction:

1. Product Overview: "Haitian Unlimited" connecting S-class product is a special offer product. Passengers can enjoy one ticket through service and through baggage handling (subject to on-site processing).

2. Applicable Routes: Only applicable to domestic flights operated by Hainan Airlines (HU) and Grand China Air (CN), including HU-marketed and CN-operated codeshare flights and excluding other HU-marketed codeshare flights. Excluded are flights to/from Hong Kong, Macao, and Taiwan regions. **Specific applicable flights are subject to actual sales availability.**

3. Applicable Class: Economy Class S

4. Sales Channels: Direct ticket offices, call centers, official websites, Hainan Airlines APP, and 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, official websites, Hainan Airlines APP, and 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: One-way connecting itinerary A-B-C.

III. Ticket Usage Rules:

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

2. Child Passengers: Children are priced at 50% of the adult published standard fare per the CAAC regulations and are not eligible for double discounts. They are subject to standard rebooking, refund, endorsement, and tax rules and may not be sold under this product. If a child purchases this product, they will be treated as an adult passenger (children may not purchase this product alone), subject to applicable restrictions, and not eligible for

double discounts. Children may still enjoy preferential civil aviation development fund and fuel surcharge per the CAAC regulations.

3. Infant Passengers: Subject to Hainan Airlines' current domestic general conditions of carriage and domestic fare class ticket rules.

4. Disabled Military & Police Personnel: (1) Disabled military personnel and disabled police officers eligible for 50% of adult published standard economy fare per the CAAC regulations must book in Y class, subject to standard rebooking, refund, endorsement, and tax rules, and may not use this product; (2) If such passengers purchase this product, they will be treated as adult passengers, subject to applicable restrictions, not eligible for double discounts, and no longer enjoy 50% fuel surcharge;

5. Complimentary checked baggage allowance: 20 kg.

6. Endorsement:

(1) Voluntary endorsement: Not permitted. (Voluntary endorsement requests will be processed as voluntary refunds.)

(2) Involuntary endorsement: Processed in accordance with cabin management rules and Hainan Airlines' current domestic irregular flight ticketing policies.

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 domestic irregular flight ticketing rules and applicable product provisions.

8. Refund

(1) Voluntary refund: No fare refund; only unused civil aviation development fund and fuel surcharge will 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 the operating carrier's current domestic irregular flight ticketing 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.

IV. Important Notice:

1. This product cannot be combined with other product policies, and double discounts are not allowed.

2. This product is not applicable to stretcher passengers. Other special passengers must purchase tickets in accordance with Hainan Airlines' current

rules and applicable product terms.