



PET TRANSPORTATION AGREEMENT OF HAINAN AIRLINES

Carrier:Hainan Airlines

Passenger: _____

Pet Information (Completed by passenger when applying for transportation):

Date/Flight No. : _____/_____ Method of Transportation:Checked-in

Pet/Breed/Colour: _____ / _____ / _____

Original/Destination: _____ /

Age: _____

Weight(including container): _____ Name: _____

Note:The "Weight"shall be pet's actual weight acquired during checked in.

Warm Notice

Pets may feel discomfort caused by the environment factors in the air transportation, such as high altitude pressure and confined space. They may go through emotional and physiologic changes, which may lead to injury or death. Therefore, in consideration of your pet's safety, we suggest you choose the air transportation with discretion.

Hainan Airlines shall be exempt from liability for the pets'injury or death during transportation if there is no evidence proving that Hainan Airlines has fault. Hainan Airlines shall be exempt from liability if other passengers'baggage on the same flight are damaged or contaminated due to pets'illness or overflowing excreta, damage or inadequate package of container. Hainan Airlines reserve the rights to hold passenger carrying the pet accountable for any claims raised by other passengers due to the damage or contamination caused by the pet.

The two parties hereby have reached following agreements in accordance with the principle of fairness and integrity after negotiation in order to meet the requirements raised by passenger for the air transportation of the pets and ensure transportation safety

1. Transportation Regulations of the Carrier

1.1 Limitations and Conditions of the Transportation

1.1.1 'Pet'refers to the domesticated dog, cat, pet rabbit, pet duck within weight limitation, which can be transported with its owner on the same flight.

Note: International flights are not transport pet rabbit, pet duck.

1.1.2 Maximum 2 checked-in pet are allowed for each passenger(Each passenger can check in up to 2 pets, which should be packed separately). The live animals'regulations of the destination authorities are also applicable on international flights. Passenger shall submit for approval to the ticketing offices or authorized ticket agencies of Hainan Airlines within 24 hours (HU domestic flights) / (International flights must be

within 48 hours prior to flight departure) before departure and sign the *PETS TRANSPORTATION AGREEMENT OF HAINAN AIRLINES*. On the day of travel, passenger shall check in the pet at least 2 hours before departure along with the *container, signed PETS TRANSPORTATION AGREEMENT OF HAINAN AIRLINES* and other relevant documents.

1.1.3 Transit service is not provided for the pets. Passengers on connecting flights who need to check in their pets can only do so on a single non-stop flight, pick up their pets upon arrival at the transit station and go through the check-in procedures. Pets can be handled to the destination on the same direct flight.

1.1.4 The total weight of the checked in pets along with its container shall not exceed 32KG.

1.1.5 Pets are not allowed for transportation by air under following conditions.

1.1.5.1 The pet is in the list of animals forbidden for transportation of country.

1.1.5.2 The pet has communicable disease symptoms or it is suspected to have communicable disease, such as pets from areas infected by bird flu.

1.1.5.3 The pet is under 8 weeks of age.

1.1.5.4 Pregnant pet or pet just give birth within 48 hours before departure.

1.1.5.5 The pet is irritable, emotional or vulnerable, or sensitive to high altitude and temperature, or cannot stay in the container for long time.

1.1.5.6 The pet has taken sedative or hypnotics.

1.1.5.7 The pet has unpleasant or stinky smell.

1.1.5.8 The pet has cardiovascular, respiratory, digestive or ENT (ear, nose and throat) disease, or had surgery within 48 hours.

1.1.5.9 Preparation for air transportation has not been done by passenger before departure.

1.1.5.10 All following breeds and their hybrids that are considered not suitable for air transportation.

A. Dangerous dogs and their crossbreeds (including aggressive and aggressive dogs such as fighting dogs, mixed breeds of dogs of aggressive blood, and large dogs of unusually large size that are visually intimidating): Large and medium-sized terriers (e.g., Bellington Terriers, Fox Terriers), Staffordshire Terriers, all Boxers, all spaniels (spaniels), all mastiffs (e.g., Mastiff Mastiffs), Pit Bull Terriers (a.k.a. Pit Bull Terriers), Japanese Tosa Inuits (a.k.a. Tosa Inuits), Brazilian Fellows (a.k.a. Brazilian Mastiffs), Argentinean Dogos de Tuco, and Malinois kennel.

Note: Restricted to large and medium sized terriers only, small terriers and toy terriers can be shipped normally, small terriers and toy terriers include West Highland White Terriers, Miniature Schnauzers, etc.

B. Dogs or cats with flat nose: All Bulldogs (e.g., French Bulldogs, English Bulldogs), all Pugs, Boxers, King Charles Spaniels, Shih Tzus, Bull Terriers (e.g., Bull Terriers, Staffordshire Terriers), American Cocker Spaniels, Boston Terriers, Brussels Griffins (a.k.a., Belgian Rough Collies), Monkey Faces (a.k.a., Affenpinschers), English Toy Spaniel, English Toy Snipe Hunters (a.k.a., English Toy Pinschers), Lhasasars,

Pekingese (a.k.a., Beijing Pinschers), Pine Martens, Pekinese Japanese, Shar Pei Pinschers, Burmese cats, Himalayan cats, Persians, and Exotic Shorthair Cats (a.k.a., Garfield cats), British Shorthair Cats.

G. Dogs have discomfort with high altitude and high temperature: Samoyed

1.1.5.11 The aircraft type is unsuitable for animal transportation. (e.g. no suitable space in the cargo hold.)

1.1.5.12 The pet does not conform to the relevant regulations of the departure, stopover, destination city or country.

1.1.5.13 The passenger does not agree with carrier's requirements for pet transportation and container, or reject to fill in the *PETS TRANSPORTATION AGREEMENT OF HAINAN AIRLINES*, or do not have all relevant documents ready.

1.1.5.14 Pets are not allowed to transport as checked in bag if the temperature in any point (departure/ stopover/destination) is expected to be below minus 12 degrees Celsius (inclusive) or above 30 degrees Celsius (inclusive) the exact temperature information shall be referred to the weather forecast issued at <http://www.cma.gov.cn> on the day of application. For the international departure, the temperature information shall be referred to the weather forecast issued by local meteorological agency, The actual temperature shall be subject to the on-site query temperature on the day of boarding.

2. Mandatory Documents Required for Pet Transportation

2.1 International flight. Following documents shall be prepared by passenger before the departure.

2.1.1 The Entry-Exit Inspection and Quarantine of the People's Republic of China — Animal Health Certificate.

2.1.2 Valid entry or exit permits issued by relevant government of destination and stopover.

2.1.3 Valid health certificate and rabies vaccine injection certificate issued by the relevant authorities.

2.1.4 Prepared entry permit, health certificate and vaccine injection certificate required by all the entry or stop country.

2.1.5 Extra special documents required by the entry or exit governments during the whole journey.

2.2 Domestic flight. Following documents shall be prepared by passenger before the departure.

2.2.1 Valid Quarantine Certification for Animals issued by Animal Health Supervision, and the document must be stamped with the seal of the supervision.

2.2.2 Valid animal vaccine injection certificate of dogs.

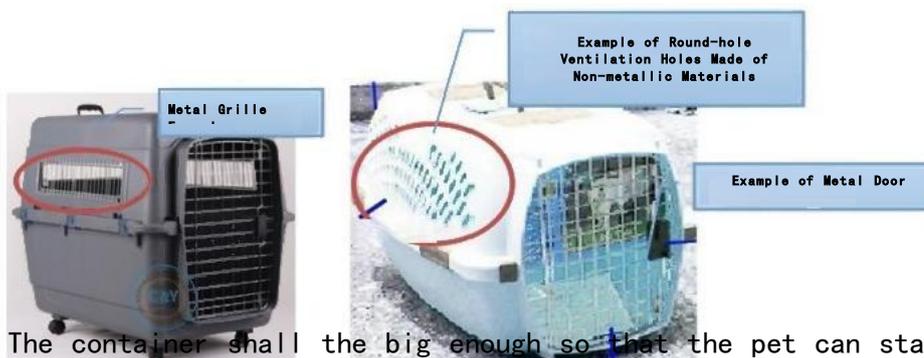
2.3 *PET TRANSPORTATION AGREEMENT OF HAINAN AIRLINES* with passenger signature.

3. Requirements of the container Checked in pet

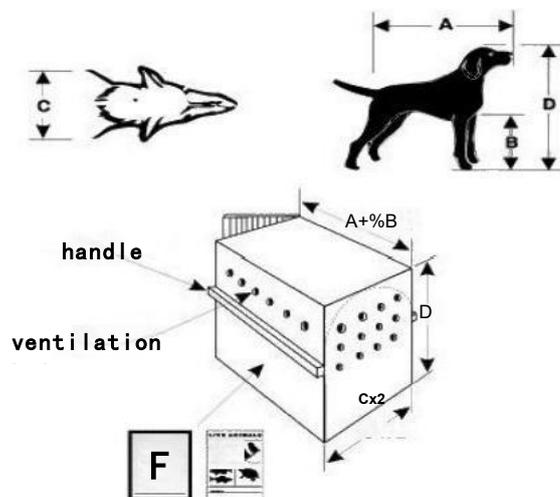
3.1 The carrier will not offer container for the pet. Passenger must prepare special container for air transportation and ensure that the container can be locked to prevent escape and leakage.

3.2 The container must be made of solid materials with fixed top and metallic door. At least 3 sides shall be ventilated. All parts including nuts, screws and door must be installed completely. The door must be firm with locking device and fixed handle or protuberant edge.

3.3 The container vents should be metallic grille. If it is not metallic it maybe round or other shapes.



3.4 The container shall be big enough so that the pet can stand, sit down, turn around and lie down freely. The container's bottom shall be flat and can be fixed on the floor without moving around.



3.4.1 Pet size illustration:

A: Length from pet's nose to root of tail

B: Height from knuckle to ground

C: Maximum width of the pet

D: Height from ground to ear or top of head. The container top shall not touch pet's ears when standing.

3.4.2 Container Dimension

Length= $A+\frac{1}{2} B$. Width = $C \times 2$. Height = D

3.5 Wheels of container shall be fixed or removed so that the container will not move around during transportation. The container must be strapped up properly. For medium-sized container, the top and bottom sides shall be strapped up at least 2 circles as a "#" shape. For large-sized container, at least 3 circles are needed for the top and bottom sides, and straps should be placed evenly. To avoid scaring the pet by the turnover of the container during packing, the flanks cannot be packed laterally and the straps should be vertical and parallel and will not fall off under normal circumstances during transportation.

3.6 Water-absorbing materials such as towel, blanket or pet diaper shall be placed under the bottom of the container to prevent the pet's excreta from overflowing and contaminating other baggage.

3.7 Following container are not allowed to use for transportation.

3.7.1 Modular container or folding container



3.7.2 Container made of wire entanglement or wicker



3.7.3 Container with door or vent on the top



3.7.4 Container with plastic or fiberglass door



3.8 Accident is very likely to happen to the following container during transportation, e.g. pet may break the grille then escape which may lead to accident or contamination to other baggage. Passenger shall fully take the responsibility if they insist on transporting the pet by using mentioned container. Otherwise the pet will not be allowed to check in.

Container with plastic grille type vent.



I confirm that I have read and understand above contents:

Passenger Signature: _____

Or Agent Signature: _____ Relationship with Passenger: _____

(If the application is made by agent above blank shall be filled.)

4. Service Charges for Pet Transportation

4.1 Charges for check in pet

4.1.1 The total weight of pet, container and its food shall not be counted within the free baggage allowance, EB charge shall be paid.

4.1.2 Charges on weight concept routes: rate/kg*total weight.

Note: rate/kg is 1.5% of the standard one-way ticket fare of economy class. Total weight includes pet, container and its food.

4.1.3 Charges on piece concept routes:

Weight limit		CNY	USD	EUR	CAD
Total weight of each container (including the weight of small animals and Water and food in the container)	2KG ≤ small animal luggage ≤ 8KG	3900	600	520	800
	8KG ≤ small animal luggage ≤ 23KG	5200	800	700	1050
	23KG ≤ small animal luggage ≤ 32KG	7800	1200	1050	1550

Note:

4.1.3.1 The maximum transportable volume of the packaging shall not exceed 121×81×88 cm.

4.1.3.2 If the total weight of each container (including the weight of small animals, water and food in the container) is more than 32KG, it is not allowed to be checked as baggage;

4.1.3.3 Overseas non-RMB and USD sales units should convert RMB into local currency in accordance with the exchange rate of the day when charging baggage fees for small animal transportation.

4.2 Value declaration for checked-in pet

4.2.1 Applicable to domestic flight only. Passenger, who declaring value of pet must provide relevant proof such as purchase invoice of the pet to prove that pet's and its container actual value is more than 100 CNY per kg.

4.2.2 The maximum declared value for each checked in pet is 8,000 CNY.

4.2.3 Hainan Airlines reserve the right of denying acceptance if passenger disagrees with the declared value and refuse to go through inspection.

4.2.4 Value declaration surcharge shall be collected. Calculation Formula: $\text{Surcharge} = (\text{declared value per kg} - 100 \text{ CNY}) * \text{weight of pet} * 5\%$ For example, a 10kg pet is declared a value of 7500CNY, $\text{surcharge} = (7500\text{CNY} - 1000\text{CNY}) * 10 * 5\% = 32.5 \text{ CNY}$.

4.2.5 Surcharge is calculated based on CNY and rounded up to 1.

I confirm that I have read and understand above contents:

Passenger Signature:_____

Or Agent Signature:_____ **Relationship with Passenger:**____

(If the application is made by agent above blank shall be filled.)

5. Compensation standards for pet injury or death during transportation

5.1 EB charge shall be refunded. However, the value declaration charge is non-refundable.

5.2 Compensation standards on the condition that value declaration was not made.

5.2.1 No compensation if there is no evidence showing that the injury or death was caused by carrier reason.

5.2.2 Compensation standard is 100CNY per kg if the death was caused by carrier reason.

5.2.3 Actual cost for treatment will be reimbursed to passenger on the condition.

That passenger can provide treatment bill issued by pet hospital if the injury was caused by carrier reason, however the maximum reimbursement value shall not exceed 100cny/kg*pet weight.

5.3 Compensation standards on the condition that value declaration was made.

5.3.1 Compensation will be made no matter whether the injury or death was caused by carrier reason or not.

5.3.2 Compensation standard for the death is the actual amount of valued declared.

5.3.3 Actual cost for treatment will be reimbursed to passenger on the condition that passenger can provide treatment bill issued by pet hospital, however the maximum reimbursement value shall not exceed 100cny/kg*pet weight.

I confirm that I have read and understand above contents:

Passenger Signature:_____

Or Agent Signature:_____ **Relationship with Passenger:**____

(If the application is made by agent above blank shall be filled.)

6. Responsibilities

6.1 Responsibilities of Hainan Airlines

6.1.1 Hainan Airlines is responsible of reminding passenger the potential risk of air transportation when passenger making reservation.

6.1.2 Hainan Airlines is responsible of informing passenger the potential risk of air transportation if the pet doesn't meet transportation requirements.Hainan Airlines has the right of denying acceptance when necessary.

6.1.3 Hainan Airlines is responsible of transporting the pet to final destination as shown on ticket and delivery to passenger under the condition all air transportation requirements for pet are met.

6.1.4 Hainan Airlines is responsible of contacting passenger for negotiation and settlement in case accidents happens to the pet during air transportation.

6.2 Responsibilities of passenger

6.2.1 Passenger shall read the transport regulations of agreement and confirm understanding of the transport risks.

6.2.2 Passenger shall check and ensure the pet meets the transportation requirements of Hainan Airlines. During reservation stage, passenger shall provide true information to the representatives of Hainan Airlines if being questioned

6.2.3 Passenger shall prepare transportation documents and container in advance according to the requirements and check in the pet at the airport on time.

During the inspection before check in, passenger shall provide true information to the representatives of Hainan Airlines if being questioned

6.2.4 Passenger shall pack the container before check-in according to the requirements.

6.2.5 Passenger shall pay EB charge accordingly.

6.2.6 Passenger shall cooperate with Hainan Airlines to settle the issues caused by pet injury or death during transportation.

I confirm that I have read and understand above contents:

Passenger Signature:_____

Or Agent Signature:_____ **Relationship with Passenger:**__

(If the application is made by agent above blank shall be filled.)

7. The Effectiveness and Termination of the Agreement

This agreement shall be effective after both parties confirm all the articles and sign the agreement, it shall terminate after carrier transports the pet to the destination and deliver to passenger. In the term of agreement, when either of parties cannot perform the agreement due to force majeure,the party shall notify the other party of the reason of non-performance or partial performance and provide valid proof in time. Postponed performance, partial performance or non-performance is allowed without liability after mutual agreements.

8. Settlement of Disputes

If any party disputes over the agreement, both parties shall negotiate based on understanding and friendship. If no agreement can be made after negotiation, it shall be settled through legal action.

9. Others

9.1 This agreement is in triplicate, 2 copies for carrier and 1 copy for passenger.

9.2 Transportation is prohibited if the pet breed, or health condition, or container, or package, or other transport conditions do not meet the carrier's transport requirements.

Carrier:Hainan Airlines

Passenger (or Agent):

Date:

Date: