

# Voluntary Changes and Refunds for China Eastern Domestic Flights Implementing Rules

## **I. Scope of applicability**

1. These rules apply to tickets sold on or after December 31, 2024, for travel commencing on or after December 31, 2024. Tickets sold before this date are subject to the original conditions of use.

2. These rules apply to China Eastern domestic flights (including codeshare flights) for tickets issued in the following classes: F/U/J/C/D/Q/I/W/P/Y/B/M/E/K/L/N/R/S/V/T/G/Z/H.

3. These rules shall apply unless the ticket explicitly states other restrictions.

## **II. Reservations and Ticketing**

1. Reservations and ticketing are subject to reservation records and ticketing timeframes of the reservation system.

2. Actual fares must be provided for each cabin class, with price and category subject to the reservation system.

3. Open tickets are allowed for classes F/U/J/W/Y. Open tickets cannot be issued for other classes. Passengers with open tickets are exempt from change fees when confirming their seats for the first time within the prescribed validity period and they only need pay the difference between the new flight and the original open ticket when the seat is confirmed. Any subsequent voluntary changes following the initial confirmation shall be processed in accordance with section IV of these rules.

## **III. Ticket Validity**

Unless otherwise specified, completely unused tickets

remain valid for one year from 00:00 on the day after the ticket was purchased or reissued. Partially used tickets are valid for one year from 00:00 on the day after the commencement of the first segment of the journey.

#### **IV. Voluntary Changes (Carrier/Flight/Date/Class/Itinerary)**

##### **(I) Calculating change fees**

1. The scheduled departure time for passengers voluntarily changing a flight or date is based on the departure time of each flight segment listed on the ticket after the last change, and change fees are calculated according to the time when the reservation is cancelled in the system. The fare difference and fee following the change are calculated in accordance with TRI instruction feedback for automatic domestic changes. If the TRI instruction is invalid, the calculation shall be based on the Appendix to these rules: Applicable China Eastern Domestic Fare Conditions.

2. The change fee is rounded to the nearest integer.

3. For voluntary refund, the modification fee charged is non-refundable.

##### **(II) Voluntary change of flight or date**

A new fare is calculated when a passenger voluntarily changes the flight or date but not the cabin class. A change fee is also charged for any difference in fare, taxes, or fuel surcharges.

##### **(III) Voluntary change of cabin class**

###### **1. Upgrading cabin class**

(1) If upgrading the cabin class while keeping the flight and date unchanged, the difference between the ticket price and the applicable cabin class after the change is charged. A difference following the upgrade equal to or less than zero is calculated as zero.

(2) When the flight or date is changed, the fare is

recalculated, with any difference in fare, taxes, fees, or fuel surcharges to be paid and a change fee charged.

(3) The fare rules for the new class apply when a ticket is changed again after the class has been upgraded.

## 2. Downgrading cabin class

(1) Passengers may voluntarily refund and re-purchase the ticket if the fare for the new class is lower than or equal to the original fare; the ticket can also be exchanged without any refund for the fare difference and a change fee will be charged when the flight or date is changed. The fare for the downgraded segment on the exchanged ticket remains the same as for the original class. The rules for a voluntary change, refund, or endorsement are implemented in accordance with the rules following the downgrade.

(2) If the fare for the new class exceeds the original, the ticket will be voluntarily refunded and a new ticket will be purchased.

## (IV) Voluntary change of carrier (endorsement)

1. Voluntary endorsement is permitted for F/U/J/W/Y class fares after the change fee has been charged in accordance with the rules for voluntary changes (except for tickets marked "not to be endorsed"); if the fare for the carrier after endorsement exceeds the original China Eastern fare, the difference must be paid, with the endorsement to be carried out after the change fee has been charged in accordance with the rules for voluntary changes; if the original China Eastern fare exceeds the fare for the carrier after endorsement, the difference will not be refunded, with the endorsement to be carried out after the change fee has been charged in accordance with the rules for voluntary changes.

2. C/D/Q/I/P/B/M/E/K/L/N/R/S/V/T/G/Z/H class fares are not eligible for voluntary endorsement. Passengers applying for

voluntary endorsement must pay the difference between the discounted fare and the normal China Eastern fare, with the change fee charged before endorsement.

3. In the event of other endorsement agreements or express services, the terms for voluntary endorsements specified therein shall apply.

## **V. Voluntary Refunds**

### **(I) Refund fees calculation**

1. The scheduled departure time for passengers voluntarily canceling a ticket is based on the departure date/time of each flight segment listed on the ticket after the last change, with refund fees to be calculated according to the date/time the reservation is cancelled in the reservation system. For details on refund fee standards, refer to the Appendix to these rules, *Conditions for Domestic China Eastern Flights*.

2. The refund fee is rounded to the nearest integer.

3. For the voluntary refund, the modification fee charged is non-refundable.

### **(II) Refunds calculation**

1. For completely unused tickets, the remaining fare, taxes, and fuel surcharges will be refunded after the refund fee is deducted, but change fees that have already been collected will not be refunded.

2. For partially used tickets, the balance is refunded after deducting the fare, taxes, fuel surcharges, and refund fees that have been paid separately for the used segment. The change fees that have already been collected will not be refunded.

3. If the fare for the used segments purchased separately is greater than or equal to the full-trip fare, the fare of unused segments will not be refunded. Refundable taxes and fuel surcharges for the unused segments will be refunded, but change fees that have already been collected will not be refunded.

4. For tickets marked as non-refundable or with no refundable balance, refundable taxes and fuel surcharges can be refunded separately, and no refund fee will be charged. Change fees that have already been collected will not be refunded.

(III) The fare for unused segments of H-class through-transit products (i.e. tickets with HTR, SUPH03A, SUPH00A in the fare column) is non-refundable, though taxes and fuel surcharges can be refunded.

(IV) For round-trip (RT) discounted fare tickets, if the ticket is completely unused, the balance can be refunded after the corresponding class's refund fee has been deducted from the fare paid. If the ticket is partially used, the one-way fare for the class of service of the used segment will be deducted from the fare paid, with the remaining balance refunded after the applicable refund fee for the unused segment is deducted.

(V) If the ticket is refunded after the difference has been made up for an upgrade or another reason, the rules for the original ticket shall apply and the entire difference for the unused segment refunded.

## **VI. Discounts for Special Passengers**

(I) Disabled revolutionary servicemen and police officers injured in the line of duty may enjoy a discount of 50% on the standard adult fare (F/U/J/W/Y) by presenting a Certificate of Revolutionary Disabled Soldiers of the People's Republic of China or the Certificate of Disability Pension of People's Police of the People's Republic of China when purchasing tickets. They are also exempt from fees for voluntary changes and refunds.

(II) Children enjoy a discount of 50% on the standard adult fare (F/U/J/W/Y). Voluntary ticket changes and refunds of these tickets should follow the relevant policy for adult tickets in F/U/J/W/Y class.

(III) Infant passengers pay 10% of the standard adult fare

classes (F/U/J/W/Y) without a separate seat provided by China Eastern. If a separate seat is required for an infant passenger, a ticket may be purchased at the children's fare. Adult passengers aged 18 or above may accompany a maximum of two infants. When an adult is accompanied by more than one infant, a children's fare is required for each additional infant, with China Eastern providing a seat accordingly. No fee is charged for voluntary changes or refunds of tickets for infants not occupying seats.

(IV) Disabled revolutionary servicemen, police officers disabled in the line of duty, and children and infants who purchase special fare tickets other than those listed in (I), (II) and (III) above shall be subject to the rules for such special fares tickets or China Eastern regulations.

## **VII. Regulations on Group Tickets**

Group ticket holders should contact the ticket-issuing channel to learn more about the refund and change rules.

## **VIII. Other Regulations**

(I) Tickets must be used sequentially, if not used in sequence, China Eastern flights will be subject to the relevant provisions of *China Eastern Airlines Corporation Limited General Conditions for Transportation of Passenger and Baggage*.

(II) These rules are deemed an integral part of *China Eastern Airlines Corporation Limited General Conditions for Transportation of Passenger and Baggage*, with precedence shown to comply with these rules. For matters not specified in these rules and involuntary changes, transfers, refunds, and other services for passengers under special circumstances, China Eastern flights shall comply with the relevant provisions of *China Eastern Airlines Corporation Limited General Conditions for Transportation of Passenger and Baggage* and the notices

and announcements published on the official website.

(III) Sales units should abide by the principle of price corresponding to class.

(IV) Sales units should standardize ticket sales and explain to passengers the relevant terms and conditions governing the use of discounted tickets before selling and issuing tickets in strict accordance with all regulations.

(V) Fare sub-classes for round-trips/connecting flights may be mixed, with the conditions of use to accord with the corresponding fare class.

## Appendix:

### Conditions for Domestic China Eastern Flights

Cabin Class	OPEN	Voluntary Endorsement	Voluntary Change					Voluntary Refund				
			30 days before the scheduled departure time of the flight	30 days (inclusive) to 7 days before the scheduled departure time of the flight	7 days (inclusive) to 48 hours before the scheduled departure time of the flight	48 hours (inclusive) to 4 hours before the scheduled departure time of the flight	4 hours (inclusive) before the scheduled departure time of the flight	30 days before the scheduled departure time of the flight	30 days (inclusive) to 7 days before the scheduled departure time of the flight	7 days (inclusive) to 48 hours before the scheduled departure time of the flight	48 hours (inclusive) to 4 hours before the scheduled departure time of the flight	4 hours (inclusive) before the scheduled departure time of the flight
F	Permitted	Permitted	Free	Free	Free	5%	5%	Free	Free	5%	5%	10%
U			Free	Free	Free	5%	5%	Free	Free	5%	5%	10%
J	Permitted	Permitted	Free	Free	Free	5%	5%	Free	Free	5%	5%	10%
C	Not permitted	Not permitted	Free	Free	10%	10%	15%	Free	5%	10%	15%	20%
D			Free	Free	10%	10%	15%	Free	5%	10%	15%	20%
Q			Free	Free	10%	10%	15%	Free	5%	10%	15%	20%



I			Free	Free	10%	10%	15%	Free	5%	10%	15%	20%
W	Permitted	Permitted	Free	Free	5%	5%	10%	Free	Free	5%	10%	15%
P	Not permitted	Not permitted	Free	Free	10%	15%	20%	Free	10%	15%	25%	30%
Y	Permitted	Permitted	Free	Free	5%	5%	10%	Free	Free	5%	10%	15%
B	Not permitted	Not permitted	Free	Free	5%	5%	10%	Free	Free	5%	10%	15%
M			Free	Free	10%	15%	20%	Free	10%	15%	25%	30%
E			Free	Free	10%	15%	20%	Free	10%	15%	25%	30%
K			Free	Free	15%	25%	35%	Free	10%	20%	35%	45%
L			Free	Free	15%	25%	35%	Free	10%	20%	35%	45%
N			Free	Free	15%	25%	35%	Free	10%	20%	35%	45%
R			Free	5%	20%	45%	55%	Free	20%	30%	65%	70%
S			Free	5%	20%	45%	55%	Free	20%	30%	65%	70%
V			Free	5%	30%	50%	60%	Free	20%	40%	70%	75%
T			Free	5%	30%	50%	60%	Free	20%	40%	70%	75%
G			Free	5%	30%	50%	60%	Free	20%	40%	70%	75%
Z			Free	5%	30%	50%	60%	Free	20%	40%	70%	75%
H			Free	5%	30%	50%	60%	Free	20%	40%	70%	75%

Notes:

1. This schedule applies to tickets sold on and after December 31, 2024, for travel commencing on and after December 31, 2024.

2. These rules shall apply unless the ticket explicitly states other restrictions.

3. 30 days before the scheduled departure time means  $30 \times 24$  hours, i.e., 720 hours. 7 days before the scheduled departure time means  $7 \times 24$  hours, i.e., 168 hours. 30 days before the scheduled departure time, 7 days before the scheduled departure time, 48 hours before the scheduled departure time, and 4 hours before the scheduled departure time are all calculated to the minute. For example, for a flight scheduled to depart at 12:10 on February 8, 2025, the corresponding time for 30 days before the scheduled departure time is 12:10 on January 9, 2025; the corresponding time for 7 days before the scheduled departure time is 12:10 on February 1, 2025; the corresponding time for 48 hours before the scheduled departure time is 12:10 on February 6, 2025; the corresponding time for 4 hours before the scheduled departure time is 8:10 on February 8, 2025.