

# China Eastern Overbooking Service Plan

## **I. Overbooking Principles**

China Eastern employs sophisticated passenger no-show probability forecasting to engage in appropriate overbooking on certain flights to maximize the use of transportation resources and minimize waste. China Eastern will fully consider routes, flight schedules, times and connecting flights, and reasonably control the overbooking ratio of flights to avoid to the greatest extent possible the situation where passengers are denied boarding due to overbooking.

## **II. Information Disclosure and Procedure for Seeking Volunteers**

When China Eastern has overbooked a flight, it will post “Flight Overbooking Notice” and “Volunteer Search Notice” for the corresponding flights at the check-in area, or contact passengers via phone, text messages or onsite consultation to inform them of overbooked flights, the carrier compensation plan, and passenger rights. China Eastern will solicit volunteers willing to switch to a different class, flight, or itinerary, accept an endorsement for another flight carrier, or a refund for the compensation offered. China Eastern will also inform the passengers of the compensation and service criteria.

## **III. Priority Boarding Rules**

When the number of actual passengers exceeds the number of available seats due to overbooking, China Eastern will first solicit

volunteers to take a later flight or voluntarily cancel their journey in accordance with the procedures specified in this plan. Should an insufficient number of passengers volunteer to cancel their trip, China Eastern will deny boarding to some passengers after initiating boarding in the following order:

1. Passengers on urgent official duties;
2. Passengers with special service needs (seniors, the infirm, sick, disabled, pregnant, and unaccompanied children) and their necessary companions arranged in advance with China Eastern;
3. First Class, Premium Business Class, and Business Class passengers;
4. Eastern Miles Platinum, Gold, and SkyTeam Elite Plus members;
5. Passengers who have already booked China Eastern connecting flights or have a very short time to make a connecting flight;
6. Eastern Miles Silver and other SkyTeam Elite members;
7. Passengers demonstrating special needs or urgency.

#### **IV. Standards for Compensating Overbooking and Relevant Services**

China Eastern will arrange seats for voluntary passengers or passengers denied boarding who decide to continue their journey on the earliest available flight in their respective class and provide reasonable compensation according to the fare, the distance of the flight, and the time being delayed in accordance with Section 3 of this Article.

## 1. Method of Compensating Overbooking

Compensation for overbooking may be paid in cash (electronic payment is acceptable).

## 2. Conditions for Compensating Overbooking

Volunteers and passengers denied boarding are eligible to receive compensation for overbooking provided they satisfy all conditions below:

2.1 Passengers have booked flights in the reservation system, including free tickets purchased with FFP mileage points, free tickets for sales incentives, or discounted tickets.

2.2 Passengers have completed check-in, or arrived at the designated check-in counters to check-in or wait for check-in before the cut-off time for check-in at airports.

2.3 Passengers possess valid travel documents.

2.4 No more passengers can be accepted in any class on the overbooked flight.

2.5 Passengers are not denied transportation under the provisions of the *China Eastern Airlines Corporation Limited General Conditions for Transportation of Passenger and Baggage* or within the scope of restricted passengers that China Eastern does not agree to carry.

## 3. Compensation Standards

China Eastern will provide a fixed amount of financial compensation to passengers denied boarding in accordance with the fare, distance of the

original flight, and time spent waiting to transfer to another flight or for another flight to be endorsed.

### 3.1 Compensation standards for involuntary downgrade

| Cabin Class   | First Class → Premium Business Class/Business Class<br>Premium Business Class/Business Class, →<br>Economy Class/Premium Economy Class | First Class → Economy Class/Premium Economy Class |
|---|--|---|
| Route   | Cash(CNY)  | Cash(CNY)   |
| TC3 Intra-regional<br>International (excluding<br>Australia)/Hong Kong, Macao<br>and Taiwan (China) | 900  | 1200  |
| Europe, Middle East, North<br>America, South Africa, and<br>Australia                               | 1600   | 2000  |
| Domestic  | 400  | 500   |

Note: The table presents routes in the IATA Traffic Conference Area

3.2 Compensation standards for voluntary and refusal of carriage (all are upper limits, not directly applicable)

| Delayed Arrival Time  | 0-4 hours (inclusive)               |                                       | Over 4 hours                        |                                       |
|---|-------------------------------------|---------------------------------------|-------------------------------------|---------------------------------------|
| Route   | Economy Class/Premium Economy Class | Premium Business Class/Business Class | Economy Class/Premium Economy Class | Premium Business Class/Business Class |
|   | Cash(CNY)                           | Cash(CNY)                             | Cash(CNY)                           | Cash(CNY)                             |
| Domestic  | 400                                 | 600                                   | 500                                 | 750                                   |
| Hong Kong, Macao and Taiwan (China)                             | 900                                 | 1350                                  | 1100                                | 1650                                  |
| TC3 Intra-regional<br>International<br>(excluding<br>Australia) | 1100                                | 1650                                  | 1500                                | 2250                                  |
| Europe, Middle East, North America, South Africa, and Australia | 1800                                | 2700                                  | 2200                                | 3300                                  |

|   |  |  |  |  |
|---|--|--|--|--|
| (excluding<br>departures from the<br>United States and<br>Europe) |  |  |  |  |
|---|--|--|--|--|

Note: The time in the table is calculated according to the actual scheduled time of arrival; the table presents routes in the IATA Traffic Conference Area.

3.3 Where flight overbooking is otherwise specified in local laws or regulations, they shall prevail.

#### 4. Compensation Currency

In the context of this plan, cash is paid by China Eastern in the currency of the country or region where the overbooking or refusal of carriage occurs.

### **V. Following Services for Passengers Denied**

China Eastern will provide the following services to voluntary passengers or passengers denied boarding listed in this plan:

1. Passengers will be given priority to board the earliest available flights in the following order:

1.1 Change to other direct flights of the same route operated by China Eastern;

1.2 Change to other non-direct flights of China Eastern;

1.3 If the conditions are met, the passenger can be transferred to a direct flight on the same route operated by another airline;

1.4 If the conditions are met, the passenger can be transferred to indirect flights operated by another airline.

2. Complimentary meals will be provided to passengers during meal

times while waiting for a changed flight.

3. When the scheduled departure time of the alternative flight exceeds the actual departure time of the original flight by more than four hours or is a next-day flight, free accommodation and transportation will be provided to passengers.

4. If the conditions are met, the flight change can be handled as an involuntary change.

5. Handled as an involuntary refund.

6. Flight Overbooking Certificate will be provided to passengers upon request.

## **VI. Entry into Force and Amendments**

1. This plan shall take effect from December 31, 2024.

2. This plan is an integral part of the *China Eastern Airlines Corporation Limited General Conditions for Transportation of Passenger and Baggage* and this plan should prevail for matters stipulated in this plan . *China Eastern Airlines Corporation Limited General Conditions for Transportation of Passenger and Baggage* shall prevail for matters not stipulated in this plan.