

Voluntary Changes and Refunds for Shanghai Airlines International Flights

Implementing Rules

I. Scope of Application

1. These rules come into effect on December 31, 2024, and apply to Shanghai Airlines international flights.
2. Refunds and changes for special fare tickets are governed by the specific rules of the related products. When these rules vary from those governing refunds and changes for special fare tickets, the related product rules shall prevail.
3. These rules are deemed an integral part of the *Shanghai Airlines General Conditions for Transportation of Passenger and Baggage*.

II. General Provisions

1. Change and refund fees are calculated for international tickets in accordance with the time of the change or refund. If there are any special provisions, they shall prevail.
2. In the absence of special provisions, these rules shall prevail. Circumstances not specified in these rules shall be handled in accordance with *Shanghai Airlines General Conditions for Transportation of Passenger and Baggage* and notices and announcements published on the official website.

III. Voluntary Refunds

1. Voluntary refunds satisfying the necessary conditions consist of two parts. The first is the refundable ticket fare and fuel surcharge, and the second is refundable taxes and fees collected on behalf of government. The two are calculated separately when a ticket is refunded.

1.1 Refundable fare and fuel surcharge = Paid fare and fuel surcharge - Recalculated fare and fuel surcharge for used segments - Non-refundable fare and non-refundable fuel surcharge - Change fee

1.2 Refundable government taxes and fees = Paid government taxes and fees - Government taxes and fees recalculated for used segments - Non-refundable taxes and fees as per government regulations

2. When the fare is non-refundable, the fuel surcharge is also non-refundable.

3. When the refundable fare and fuel surcharge equal zero or a negative number, no additional payment is required from the passenger, and Shanghai Airlines will refund government taxes and fees for the unused segments (except for taxes and fees that cannot be refunded as per government regulations). The fuel surcharge for the unused segments is non-refundable.

4. Fuel surcharges for some special fares are non-refundable and are processed in accordance with applicable special fare rules.

5. If multiple change fees apply to a ticket, Shanghai Airlines will only charge the highest change fee of whether the flight segment has been used.

6. The change fee already collected is non-refundable for tickets that were voluntarily changed prior to the refund request.

7. No refund fee is charged for tickets for infants not occupying a seat.

8. For refund issued on an international ticket with multiple segments, where some segments have been used, the fare, fuel surcharge, and government taxes for the used portions shall be recalculated and deducted. Given the professionalism and complexity of international charges, ticket fares, fuel surcharges, and government taxes for one sales class and flight segment may vary when combined in different ways. The ticket fare, fuel surcharges, and government taxes for the used part of a ticket are ultimately subject to the company's calculations.

Please note: If the outbound flight on a round-trip ticket has been used, the total amount of the used portion of the fare, fuel surcharge, and government taxes may exceed half the total amount of the round-trip fare, fuel surcharge, and government

taxes already paid.

IV. Voluntary Change

1. For the unused tickets, the full-trip fare is recalculated with the date of the change as the date of the sales; for tickets that have already been used, the full-trip fare is recalculated with the original ticket issuance date as the date of the sales.

2. All paid fares, fuel surcharges, and government taxes are recalculated when changing a ticket including when reserving a seat for an open segment.

2.1 If the ticket fare after a change exceeds the fare of the original ticket, the difference between the two will be charged, along with a change fee that as per the original ticket's rules.

2.2 If the ticket fare after the change is less than the fare of the original ticket:

2.2.1 Passengers can request a voluntary refund and purchase a new ticket when changing to the same cabin class within the same physical cabin, or request to change to a fare of lesser value and reissue the ticket, in which case the difference is not refunded, and the change fee is calculated according to the rules of the original ticket. After the ticket has been changed, the new fare will be used to calculate any subsequent changes or refunds, in which case the difference between the new fare and the

original fare will not be refunded.

2.2.2 Passengers should request a voluntary refund and purchase a new ticket when changing to a different cabin class within the same physical cabin.

2.2.3 When changing to a different physical class cabin (including changing physical class cabin, e.g., from First Class to Premier Class, Business Class, Premium Economy Class, or Economy Class or from Economy Class to Premium Economy Class, Business Class, or Premium Business Class), it is necessary to request a voluntary refund and purchase a new ticket.

2.2.4 If passengers are unable to apply for a voluntary refund in the situations listed in 2.2.2 and 2.2.3, they may also choose to change to another cabin class with a new fare greater than or equal to the original fare.

3. A fee is charged for each change. If the change requires the recalculation of multiple flight segments with varying fees, the highest change fee shall be charged from the fare category or flight segment that has changed in the calculation group.

4. No change fee is charged for tickets for infants not occupying a seat.

5. Fuel surcharges, government taxes, and fees collected in

addition to the fare are calculated based on the actual itinerary. If the fuel surcharge and government taxes for the ticket after the change exceed those for the original ticket, the difference shall be charged. If the fuel surcharge and government taxes for the new ticket are less than those for the original ticket, the difference can be used to offset the fare difference and change fee.