

Shanghai Airlines Overbooking Service Plan

I. Overbooking Principles

To maximize the utilization of air transport resources and avoid waste, Shanghai Airlines may, based on refined forecasting, implement appropriate overbooking on flights where seat wastage is likely to occur. The airline will fully consider factors such as route, flight frequency, timing, and connecting flights to reasonably control the proportion of overbooking, thereby minimizing the occurrence of denied boarding due to overbooking.

II. Information Disclosure and Procedure for Seeking Volunteers

When the actual number of passengers exceeds the number of available seats due to overbooking on a Shanghai Airlines flight, the airline will post the Notice on Overbooking and Volunteer Solicitation Notice for the relevant flight in the check-in area, or inform passengers of the overbooking situation, the carrier's compensation plan, and passengers' rights via phone, SMS, or on-site inquiry. The airline will seek volunteers willing to accept compensation in exchange for changes in cabin class, flight, itinerary, rebooking on other airlines, or refunds, and will notify them of the relevant compensation and service standards.

III. Priority Boarding Rules

When the actual number of passengers exceeds the number of available seats due to overbooking on a Shanghai Airlines flight, the airline will first follow the volunteer solicitation procedure outlined in this plan to seek

volunteers willing to take a later flight or voluntarily cancel their travel. If an insufficient number of volunteers come forward, Shanghai Airlines will organize passenger boarding and deny boarding to some passengers according to the following order of priority:

1. Passengers on urgent national official duties.
2. Passengers with special service needs (such as seniors, the infirm, sick, disabled, pregnant, and unaccompanied minors) and their necessary companions, as agreed and pre-arranged by Shanghai Airlines.
3. Passengers demonstrating special needs or urgency.
4. First Class, Premium Business Class, and Business Class passengers.
5. Eastern Miles Platinum, Gold, and SkyTeam Elite Plus members.
6. Passengers with confirmed connecting flights on Shanghai Airlines or short transfer times.
7. Eastern Miles Silver and other SkyTeam Elite members.

IV. Standards for Compensating Overbooking and Relevant Services

For volunteer passengers or passengers denied boarding who decide to continue their travel, Shanghai Airlines shall arrange for them to travel on the earliest available flight in the corresponding cabin class. Reasonable compensation will be provided according to the provisions of Clause 3 of this section, based on the fare level of the passenger's fare, the route distance, and the delay incurred.

1. Method of Overbooking Compensation

Overbooking compensation will be provided in cash (electronic payment is acceptable).

2. Conditions for Overbooking Compensation

Volunteers and denied boarding passengers are eligible for overbooking compensation only if all the following conditions are met:

2.1 The passenger has a confirmed reservation in the reservation system, including passengers holding free tickets purchased with FFP mileage points, free tickets for sales incentives, or discounted tickets.

2.2 The passenger has completed check-in or arrived at the designated check-in counter for check-in or is waiting to check in before the airport's published check-in deadline.

2.3 The passenger holds valid travel documents.

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

2.5 The passenger is not within the scope of persons denied boarding as stipulated in the Shanghai Airlines Passenger and Baggage Transportation Conditions or passengers otherwise restricted by Shanghai Airlines.

3. Compensation Standards

Shanghai Airlines shall provide financial compensation based on the fare of the passenger's ticket, the route distance, and the waiting time for subsequent or rebooked flights.

3.1 Compensation standards for involuntary downgrade

Cabin Class	First Class → Premium Business Class/Business Class Premium Business Class/Business Class, → Economy Class/Premium Economy Class	First Class → Economy Class/Premium Economy Class
Route	Cash(CNY)	Cash(CNY)
Europe, Middle East, North America, South Africa, and Australia	3500	4500
TC3 International (excluding Australia)	2000	3000
Hong Kong (China), Macao (China), and Taiwan (China)	1500	2500
Chinese mainland	1000	2000

Note: The table presents routes in the IATA Traffic Conference Areas (TCs).

3.2 Compensation standards for voluntary denied boarding, involuntary denied boarding, and overbooking (Upper limits, not directly applicable)

Delayed Arrival Time	0-4 hours (inclusive)		Over 4 hours	
	Economy Class/Premium Economy Class	First Class/Premium Business Class/Business Class	Economy Class/Premium Economy Class	First Class/Premium Business Class/Business Class
Route	Cash(CNY)	Cash(CNY)	Cash(CNY)	Cash(CNY)
Chinese mainland	1000	1500	1500	2000
Hong Kong (China), Macao (China), and Taiwan (China)	1500	2000	2500	3000
TC3 International (excluding Australia)	2000	2500	3000	3500
Europe, Middle East, North America, South Africa, and Australia (excluding departures from the United States)	3500	4500	5000	6000

(Note: Delay time is calculated from the scheduled time of arrival (TOA) of the originally booked flight. Route regions refer to IATA TCs.)

3.3 If local laws and regulations have other provisions regarding flight overbooking and denied boarding, those laws and regulations shall apply.

4. Compensation Currency

All cash payments made by Shanghai Airlines under this plan shall be paid in the currency of the country or region where the overbooking and denied boarding incident occurs.

V. Following Services for Passengers Denied

Shanghai Airlines shall provide the following services to voluntary passengers or passengers denied boarding listed in this plan:

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

1.1 Change to another direct flight operated by Shanghai Airlines on the same route.

1.2 Change to another indirect flight operated by Shanghai Airlines.

1.3 When conditions are met, change to a direct flight on the same route operated by another airline.

1.4 When conditions are met, change to an indirect flight operated by another airline.

2. Provide complimentary meals and beverages to passengers during the waiting period for the rebooked flight if it coincides with regular meal times.

3. Provide complimentary accommodation and ground transportation to

passengers if the scheduled departure time of the arranged flight exceeds the actual departure time of the original flight by more than 4 hours (exclusive), or if it is a flight on the following day.

4. Handle the case as an involuntary itinerary change when the conditions are met.

5. Handle the case as an involuntary refund.

6. Provide a Flight Overbooking Certificate upon the passenger's request.

VI. Effectiveness and Amendments

1. This plan comes into effect on April 13, 2026.

2. This plan is an integral part of the Shanghai Airlines Passenger and Baggage Transportation Conditions. In cases covered by this plan, the provisions herein shall take precedence. Matters not stipulated in this plan shall be handled in accordance with the Shanghai Airlines Passenger and Baggage Transportation Conditions.