

HAINAN AIRLINES

Notice of Transfer Service For International Transfer Passengers

All Sales Units,

In order to promote the service provided for international transfer passengers of Hainan Airlines, more awareness is required when it comes to informing those passengers of International Flight Connection Service. All sales agents should strictly conform to the MCT of transfer stations when ticketing. Please read the following instructions and implement them as soon as possible.

1. Passengers That Can Apply

Passengers who purchase international connection flights of Hainan Airlines

2. Transfer Service Notice

Sales agents are required to inform passengers of transfer service after they purchase international connection tickets of Hainan Airlines. The main points are as follows:

1) Accommodations For Transfer Passengers

Transfer passengers can have access to free transfer accommodation for one night at domestic transfer stations if the transfer time is 6 hours or more on the same day or next day transfer. (The lounge at T1 is provided for passengers who purchase international/domestic connection tickets and need to transfer on the same day at Beijing Capital International Airport)

2) Baggage Claim

As for non-through-check flights, passengers need to claim their baggage at domestic transfer stations and make it checked-in again(excluding all international transfer routes via Beijing, including to Hong Kong, Macau and Taipei).

Lithium batteries, portable chargers, lighters/matches are forbidden in check-in baggage.

3) The Procedure of Transfer

As is shown in some domestic and overseas transfer procedures, it is suggested that passengers log in the official website of Hainan Airlines—Travel Information—

Transfer Service.

4) Transfer Service Telephone

See Attachment1

3. Irregular Flights Arrangements

Departure Airports

1) Operating Carrier Caused Missed Transfer

- a. Hainan Airlines is responsible for arranging the endorsement of the first subsequent same day flight of Hainan Airlines if passengers fail to transfer due to operating carriers. If there is no other flight of Hainan Airlines on the same day, Hainan Airlines is responsible for arranging the endorsement of the flights of other carriers.
- b. If passengers fail to transfer due to operating carriers and there is no other transfer flight on the same day, Hainan Airlines is responsible for arranging the endorsement of next day flights and provide standard accommodation of irregular flights.
- c. If passengers fail to connect subsequent flights due to Hainan Airlines and the delays caused are between four (four hours included) and eight hours, Hainan Airlines will provide compensation of passengers of 200 yuan or the equivalent point value (passengers who receive compensation from the departure airport are not included). If the delay is over eight hours, passengers will be given 400 yuan or the equivalent point value (passengers who receive compensation at the departure airport are not included). The currency is RMB. The compensation can be given on the spot; passengers can claim it at designated locations or use bank accounts that are valid in China to claim compensation.

2) Other Reasons Caused Missed Transfer

Hainan Airlines will assist passengers in endorsing first subsequent same day flight of Hainan Airlines; if there is no HU flight on the same day, Hainan Airlines will help passengers to endorse the flights of other carriers and price difference will be undertaken by passengers

Transfer Stations

1) Operating Carrier Caused Missed Transfer

If passengers fail to connect subsequent flights due to Hainan Airlines and the delays caused are between four (four hours included) and eight hours, Hainan Airlines will provide compensation of passengers of 200 yuan or the equivalent point value (passengers who receive compensation from the departure airport are not included). If the delay is over eight hours, passengers will be given 400 yuan or the equivalent point value (passengers who receive compensation at departure airports are not included). The currency is RMB. The compensation can be given on the spot; passengers can claim it at designated locations or use bank accounts that are valid in China to claim compensation; if the interval between landing time and the time of subsequent connection flights (endorsed) of Hainan Airlines at domestic airports is over four hours (included) (for international transfers, six hours or more), transfer stations will provide passengers with accommodation equivalent to the accommodation provided to regular transfer passengers, with meals included, transfer stations will provide passengers with accommodation equivalent to the accommodation provided to regular transfer passengers, with meals included.

2) Other Reasons Caused Missed Transfer

If other reasons cause passengers' transfer failure (transferring by other carriers is not included), the fee occurred during the endorsement of subsequent flights of Hainan Airlines will be undertaken by passengers. If the transfer time is four hours or more (international transfer time is six hours or more) with HU's connections flights that have been endorsed taken into consideration, transfer stations will provide free accommodation (see standard of transfer flights); as for passengers who endorse other carriers, the transfer stations will assist with arrangements; the endorsement fee and accommodation fee will be undertaken by passengers.

4.Other

- 1) Sales agents should issue tickets strictly in accordance with the MCT of airline systems and the MCT cannot be changed without permission.
- 2) If complaints are made by passengers (sales agents have the obligation to

reserve records of communication), airline companies will hold sales agents accountable for the loss according to agreement

International business division

2nd May 2017

Attachment1: Domestic Transfer Service Telephone:

Domestic Transfer stations	Transfer Service TEL
Beijing Capital International Airport	010-64590021
Xi'an Xianyang International Airport	029-88797806
Haikou Meilan International Airport	0898-65751890
Guangzhou-Baiyun International Airport	020-86112059
Shenzhen Bao'an International Airport	0755-23459358
Lanzhou Zhongchuan International Airport	0931-8168603
Urumchi Diwopu International Airport	0991-3807913
Dalian Zhoushuizi International Airport	0411-83887221
Shanghai Pudong International Airport	021-68345036
Chongqing Jiangbei International Airport	023-966666
Changsha Huanghua International Airport	0731-84798076
Zhengzhou Xinzheng International Airport	0371-58517615
Tianjin-Binhai International Airport	022-59099315
Hohhot Baita International Airport	0471-4941020
Kunming Changshui International Airport	0871-96566
Yinchuan Hedong International Airport	0951-2098102