

Carry-on Baggage

1 Weight limitation

Each passenger in first class and business class can carry two pieces of unchecked baggage, each of which does not exceed 8KG (17 pounds). Each economy class passenger can carry one piece of unchecked baggage, weighing no more than 5KG (11 pounds).

2 Volume limitation

Each piece of unchecked baggage must not exceed 55cm (22 inches), 40cm (16 inches), or 20cm (8 inches) in length, width, and height, and can be placed under the passenger's front seat or in a closed baggage rack.

3 Carry-on items

In addition to the above non-checked baggage requirements, each passenger can also carry one personal belonging that can be placed under the passenger's front seat for free, such as handbag, briefcase, laptop bag, camera bag or other items of similar size or smaller.

4 Storage Requirements

Passengers in the area near the exit seats or with no seats in the row ahead must store their non-checked luggage and carry-on items in the overhead baggage bins to ensure that emergency evacuation will not be hindered.

Free checked baggage

1 Weight concept (WEIGHT CONCEPT)

1.1 Scope of application

Shandong Airlines implements weight concept free baggage allowance on domestic flights.

1.2 Free baggage allowance

a) The free baggage allowance for passengers holding adult or child tickets is: 40KG (88 pounds) for first class passengers, 30KG (66 pounds) for business class passengers, and 20KG (44 pounds) for premium economy class and economy class passengers.

b) The free baggage allowance for passengers holding infant tickets for domestic flights is 10KG (22 pounds).

c) Air China Platinum Card passengers will have 30KG (66 pounds) of free baggage allowance added to the original free baggage allowance when taking the actual flights operated by SDA.

d) Air China Gold Card passengers will have 20KG (44 pounds) of free baggage allowance added to the original free baggage allowance

when taking the actual flights operated by SDA.

e) Air China Silver Card passengers will have 20KG (44 pounds) of free baggage allowance added to the original free baggage allowance when taking the actual flights operated by SDA.

2 Piece concept (PIECE CONCEPT)

Shandong Airlines implements piece concept free baggage allowance on international and regional flights, which are divided into regional one-piece-concept baggage and regional two-piece-concept baggage rules.

2.1 Regional one-piece-concept baggage rules

a) Applicable routes

1) Routes between IATA TC1 and TC2;

2) Routes between IATA TC1 and TC3;

3) Routes between Japan and IATA TC1, TC2, and TC3 via mainland China (only for the entire route actually carried by Shandong Airlines);

4) Routes between mainland China and Japan;

b) Specific rules

1) First class and business class passengers holding adult or child tickets can check in two pieces of baggage for free. Each piece of baggage shall not exceed 32 kg (70 lbs), and the sum of the three sides of each piece of baggage shall not exceed 158 cm (62 inches).

2) Economy class passengers holding adult or child tickets can check in two pieces of baggage for free. Each piece of baggage shall not

exceed 23 kg (50 lbs), and the sum of the three sides of each piece of baggage must not exceed 158 cm (62 inches).

3) Passengers holding infant tickets (regardless of class) can check one piece of baggage for free. The weight must not exceed 23 kg (50 lbs), and the sum of the three sides must not exceed 115 cm (45 inches). In addition, a foldable stroller or cradle can be checked in for free. If the cabin capacity permits, it can be brought into the cabin with the permission of the purser.

4) Air China Platinum Card, Gold Card, and Silver Card passengers will add 1 piece of free baggage to the free baggage allowance of the original class when taking the actual flights operated by SDA.

2.2 Regional two-piece-concept baggage rules

a) Applicable routes

- 1) Routes between IATA TC1 and TC2;
- 2) Routes within IATA TC2;
- 3) Routes within IATA TC3, excluding the route within mainland China;

b) Specific rules

1) First class and business class passengers holding adult or child tickets can check in two pieces of baggage for free. Each piece of baggage shall not exceed 32 kg (70 lbs), and the sum of the three sides of each piece of baggage shall not exceed 158 cm (62 inches).

2) Economy class passengers holding adult or child tickets can check in two pieces of baggage for free. Each piece of baggage shall not exceed 23 kg (50 lbs), and the sum of the three sides of each piece of baggage must not exceed 158 cm (62 inches).

3) Passengers holding infant tickets (regardless of class) can check one piece of baggage for free. The weight must not exceed 23 kg (50 lbs),

and the sum of the three sides must not exceed 115 cm (45 inches). In addition, a foldable stroller or cradle can be checked in for free. If the cabin capacity permits, it can be brought into the cabin with the permission of the purser.

4) Air China Platinum Card, Gold Card, and Silver Card passengers will add 1 piece of free baggage to the free baggage allowance of the original class when taking the actual flights operated by SDA.

2.3 The following items, if the size does not exceed the maximum baggage size limit (the sum of three sides does not exceed 203CM, i.e. 80 inches). can be regarded as a piece of baggage with the sum of three sides not exceeding 158cm (62 inches).

- a) A sleeping bag or bedding.
- b) A rucksack.
- c) A pair of skis with a pair of ski poles and a pair of ski boots, or a pair of skis and a pair of snow boots.
- d) A golf bag, including golf clubs and a pair of golf shoes.
- e) A duffel bag or a B-4 type bag.
- f) A properly packaged bicycle (single-seated bicycle or racing bicycle, not driven by a motor), with the handlebars fixed on the side and the pedals removed.
- g) A pair of standard water skis or a pair of obstacle water skis.
- h) The number of properly packaged fishing gear does not exceed two fishing rods, one reel, one dip net, one pair of fishing shoes and one fishing gear box.
- i) Sports guns, the quantity does not exceed one rifle box, the internal rifle does not exceed two, the bullet does not exceed 5KG, one

shooting mat, one silencer and small rifle tools or two shotguns and two shotgun boxes or one pistol box with no more than five pistols inside, bullets no more than 5KG (11 pounds), a silencer, a pistol telescope and small pistol tools.

j) Any portable musical instrument with a length not exceeding 100cm (40 inches).

3 Combined calculation of free baggage allowance

If two (including) or more accompanying passengers taking the same flight to the same destination go through the baggage check-in procedures at the same time and at the same place, their free baggage allowance can be combined in accordance with their respective fare class standards.

4 Other rules

a) The whole trip is all carried by Shandong Airlines or connection transportation connecting operated by Shandong Airlines and Air China. Regardless of whether there is a stopover, the free baggage allowance for the whole trip shall be carried out according to the free baggage allowance standard for the higher allowance segment.

b) For the connection transportation connecting carried by Shandong Airlines and foreign airlines (excluding Air China) for the whole trip, the free baggage allowance shall be implemented in accordance with the standard of each flight segment.

c) Passengers voluntarily raise or lower the cabin class, and the free baggage allowance shall be handled according to the free baggage allowance stipulated by the changed cabin class; passengers who involuntarily raise or lower the cabin class still enjoy the free baggage allowance stipulated by the original ticket cabin class.

d) The free baggage allowance for passengers with additional occupied seats is determined according to the fare class and the number of

occupied seats.

e) There is no free baggage allowance for additional occupied seat baggage. The weight of the baggage occupied each seat shall not exceed 75KG (165 pounds), and the length, width and height shall not exceed 100CM (40 inches), 60CM (24 inches), 40CM (16 inches).

f) The free baggage allowance for stretcher passengers on weight concept routes is 60 kg (132 lbs), and the length, width and height of each piece of baggage shall not exceed 100 cm (40 inches), 60 cm (24 inches), or 40 cm (16 inches); The free baggage allowance for stretcher passengers with piece concept is 3 pieces, each piece shall not exceed 23 kilograms (50 pounds), and the sum of the three sides of each piece of baggage shall not exceed 158 cm (62 inches).

g) The weight of each piece of checked baggage for domestic transportation cannot exceed 45KG (99 pounds), and the weight of each piece of checked baggage for international transportation cannot exceed 32KG (70 pounds).

h) Charter flight transportation shall be carried out in accordance with the relevant provisions in the charter flight agreement.

i) Temporary promotion routes or products are not restricted by the rules of this chapter, and the relevant company documents shall prevail.

Oversized baggage

1 General rules

a) The passenger shall pay the excess baggage fee when the weight, size or number of checked baggage exceeds the free baggage allowance standard. The excess baggage fee is calculated based on the origin and destination of the passenger's checked baggage transport segment.

b) The excess baggage fee for domestic routes of Shandong Airlines adopts the weight concept charging standard, and the international and

regional routes adopt the piece concept charging standard.

2 Excess baggage rates

2.1 Domestic routes

a) The whole trip is transported on domestic routes, and the excess baggage charges are in accordance with the relevant provisions of the "Civil Aviation Passenger and Baggage Domestic Transportation Regulations of China", that is, the excess baggage rate is calculated based on 1.5% of the published maximum non-stop, one-way, adult, and economy class fare per kilogram, in RMB yuan, and the fees are rounded to the nearest whole number.

b) Excess baggage fee = (weight of checked baggage - applicable free baggage allowance) × applicable excess baggage rate

2.2 International and regional routes

According to the "List of Excess Baggage Charges for General Checked Baggage of the Flight Actually Operated by Shandong Airlines", see Table 1.

Table 1 List of Excess Baggage Charges for General Checked Baggage of the Flight Actually Operated by Shandong Airlines

Table 1.1 Routes within Asia (excluding Japan) (Applicable to travel on or after 00:00 local time, 23 March 2026)

Excess Baggage Charges for General Checked Baggage		RMB	USD
Overweight or oversize	Overweight but not oversize 23KG<W≤28KG; 60CM≤S≤158CM	210	30
	Overweight but not oversize 28KG<W≤32KG; 60CM≤S≤158CM	520	75
	Not overweight but oversize	520	75

	2KG≤W≤23KG; 158CM<S≤203CM		
	Overweight and oversize 23KG<W≤32KG; 158CM<S≤203CM	830	120
<p>Excess piece of baggage Weight: First/Business Class≤32KG Premium Economy/ Economy Class≤23KG Size: 60CM≤S≤158CM (For oversized or overweight baggage, additional fees will be charged separately and calculated cumulatively.)</p>	The first excess piece of baggage	830	120
	The second excess piece of baggage	1100	160
	The third and any subsequent piece of excess baggage	1590	230

1. RMB is applicable for baggage check-in at originating airports within the territory of People's Republic of China.
2. Non-US dollar sales units outside of China shall convert the excess baggage fee from US dollars to local currency at the daily exchange rate when collecting payment.
3. **There is no maximum limit on the number of checked baggage pieces per passenger (including both general baggage and special items). If a passenger needs to check a seventh or additional piece of paid excess baggage (including both general and special items) beyond the free baggage allowance indicated on the ticket or beyond membership benefits, they must submit an application in advance to the Shandong Airlines' local sales offices/stations. Such baggage will only be accepted subject to the available flight load capacity. At the same time, Shandong Airlines does not guarantee that the above-mentioned baggage will arrive at the destination on the same flight as the passenger. All local sales offices/stations are requested to communicate this clearly to passengers.**

Table1.2 Routes between Asia (excluding Japan) and Japan (Applicable to travel on or after 00:00 local time, 23 March 2026)

Excess Baggage Charges for General Checked Baggage		RMB	USD
Overweight or oversize	Overweight but not oversize 23KG<W≤28KG; 60CM≤S≤158CM	280	40
	Overweight but not oversize 28KG<W≤32KG; 60CM≤S≤158CM	690	100
	Not overweight but oversize 2KG≤W≤23KG; 158CM<S≤203CM	690	100
	Overweight and oversize 23KG<W≤32KG; 158CM<S≤203CM	1100	160
Excess piece of baggage Weight: First/Business Class≤32KG Premium Economy/ Economy Class≤23KG Size: 60CM≤S≤158CM (For oversized or overweight baggage, additional fees will be charged separately and calculated cumulatively.)	The first excess piece of baggage	1100	160
	The second excess piece of baggage	1100	160
	The third and any subsequent piece of excess baggage	1590	230

1. RMB is applicable for baggage check-in at originating airports within the territory of People's Republic of China.
2. Non-US dollar sales units outside of China shall convert the excess baggage fee from US dollars to local currency at the daily exchange rate when collecting payment.
3. **There is no maximum limit on the number of checked baggage pieces per passenger (including both general baggage and special items). If a passenger needs to check a seventh or additional piece of paid excess baggage (including both general and special items) beyond the free baggage allowance indicated on the ticket or beyond membership benefits, they must submit an application in advance to the Shandong Airlines' local sales offices/stations. Such baggage will only be accepted subject to the available flight load capacity. At the same time, Shandong Airlines does not guarantee that the above-mentioned baggage will arrive at the destination on the same flight as the passenger. All local sales offices/stations are requested to communicate this**

clearly to passengers.

Table1.3 (Applicable to travel before 00:00 local time, 23 March 2026, regardless of region)

Weight concept Domestic transportation	Piece concept International transportation			
	General baggage excess charges standard		RMB	USD
The excess rate for each piece of general baggage: Calculated per kilogram based on 1.5% of the normal economy class fare of the direct flight applicable on the day the excess baggage ticket is issued, with RMB as the unit, rounding off the mantissa.	Within allowable pieces	Overweight but not oversize 23KG<W≤28KG; 60CM≤S≤158CM	190	30
		Overweight but not oversize 28KG<W≤32KG; 60CM≤S≤158CM	490	75
		Not overweight but oversize 2KG≤W≤23KG; 158CM<S≤203CM	490	75
		Overweight and oversize 23KG<W≤32KG; 158CM<S≤203CM	700	110
	Exceeded allowable pieces 2KG≤W≤32KG 60CM≤S≤203CM	The first exceeded baggage	700	110
		The second exceeded baggage	1000	155
		The third exceeded baggage	1500	230
		The fourth exceeded baggage	2200	340
		The fifth exceeded baggage	3100	480
		The sixth and more exceeded baggage	4500	690
When foreign non-US dollar sales units charge excess baggage fees, they shall convert US dollars into local currency at the exchange rate of the day.				

2.3 Mixed routes

After calculating the free baggage allowance, the piece and weight concept mixed routes or connection routes with different cabin classes with reference to the Free Checked Baggage mixed other requirements a) and b), the excess baggage shall be calculated in accordance with 2.1 and 2.2 of this chapter.

2.4 Special baggage

According to "Special Baggage Charge Standard List of SDA.", see Table 2.

Table 2 Special Baggage Charge Standard List of SDA

No.	Special baggage name	Is it included in the free baggage allowance	Fee				Restrictions
			Weight concept in domestic transportation	Piece concept in international and regional transportation			
				Weight restriction	Standard fees		
			RMB		USD		
1	Assistive equipment (refers to manual/electric wheelchairs, and only for passengers requiring wheelchairs), ashes, foldable strollers or cradles (for infant passengers only)	NO	—	—	—	—	Each passenger is limited to one piece, and disabled athletes can check in two wheelchairs.

2	Golf equipment, ski/water ski equipment (not including skis/water skis), bowling equipment, bicycles, roller skating/skateboard equipment, sleeping bags, backpacks, diving equipment, archery equipment, hockey equipment, camping equipment, parachutes (including Para gliders), tennis equipment, climbing equipment, fishing gear, musical instruments, assistive equipment (referring to wheelchairs checked by healthy people), foldable cribs, foldable strollers or cradles.	YES	Excess baggage fee will be charged according to the actual weight	It can be included in the free checked baggage allowance, and the excess part will be charged according to the corresponding standards in the "General Checked Baggage Exceeding Allowance (Overweight, Oversize, Exceeded-pieces) Charge Standard List of SDA"				Counted as free checked baggage.
3	Media equipment (including instruments and electrical appliances)	NO	Excess baggage fee is charged according to actual weight	Each piece	2KG \leq W \leq 23KG	490	75	
					23KG < W \leq 32KG	3900	600	
4	Firearms	NO		Each piece	2KG \leq W \leq 23KG	1300	200	
					23KG < W \leq 32KG	2600	400	
5	Bullet	NO	Each piece	2KG \leq W \leq 5KG	1300	200	Each person is limited to 5 kg and packed separately.	
6	Kayak (canoe), hang gliding equipment, sled/water ski	NO	Excess baggage fee is	Each piece	2KG \leq W \leq 23KG	2600	400	One piece per person

			charged according to actual weight		$23\text{KG} < W \leq 32\text{KG}$	3900	600	When the paddle is packed with the kayak (canoe), it is regarded as one piece of baggage.
7	Surfboard, windsurfing gear, rubber boat or boat			Each piece	$2\text{KG} \leq W \leq 23\text{KG}$	2600	400	
					$23\text{KG} < W \leq 32\text{KG}$	3900	600	
					$32\text{KG} < W \leq 45\text{KG}$	5200	800	
8	Pole			Each piece	$2\text{KG} \leq W \leq 23\text{KG}$	1300	200	
					$23\text{KG} < W \leq 32\text{KG}$	2600	400	
					$32\text{KG} < W \leq 45\text{KG}$	3900	600	
9	Javelins, individually packaged rowing equipment or paddles, horse riding equipment			Each piece	$2\text{KG} \leq W \leq 23\text{KG}$	1300	200	
					$23\text{KG} < W \leq 32\text{KG}$	2600	400	
10	Domestic pet cats and pet dogs (excluding dogs that are aggressive or easy to hurt people, such as Tibetan mastiffs and bulldogs)		NO	Each container	$2\text{KG} \leq W \leq 8\text{KG}$	3900	600	The weight includes the total weight of the small animal, its container and food.
					$8\text{KG} < W \leq 23\text{KG}$	5200	800	
					$23\text{KG} < W \leq 32\text{KG}$	7800	1200	

Remark	There is no charge for oversized special baggage (the sum of the three sides must not exceed 203cm), and the overweight is charged according to this table.
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Special baggage

1 Special baggage

1.1 Golf equipment

1.1.1 General rules

- a) A set of golf equipment refers to equipment that does not exceed a golf bag and a pair of golf shoes.
- b) Golf equipment can only be transported as checked baggage.
- c) Only one set of golf equipment checked by each passenger enjoys a special fare.

1.1.2 Charging standards

See "Special Baggage Charge Standard List of SDA".

1.2 Ski/water ski equipment

1.2.1 General rules

a) A set of ski equipment includes: a pair of skis, a pair of poles and a pair of snow boots or a snowboard, a pair of snow boots; a set of water ski equipment includes only one water ski.

b) Ski/water ski equipment can only be transported as checked baggage.

c) Only one set of ski/water ski equipment checked by each passenger enjoys a special fare.

1.2.2 Charging standards

See "Special Baggage Charge Standard List of SDA".

1.3 Surfboards and windsurfing equipment

1.3.1 General rules

a) Surfboards and windsurfing boats can only be transported as checked baggage, and each passenger can only check one surfboard or windsurfing boat.

b) Passengers consigning surfboards and windsurfing boats must mention at the time of seat reservation or ticket purchase, with the prior approval of SDA.

c) SDA may refuse to accept them when the aircraft conditions are not suitable for the transportation of surfboards and windsurfing boats.

d) Surfboards and windsurfing boats are not included in the passenger's free baggage allowance, and are charged as excess baggage.

1.3.2 Charging standards

See "Special Baggage Charge Standard List of SDA".

1.4 Kayak

1.4.1 General rules

- a) Kayaks can only be transported as checked baggage, and each passenger can only check one kayak.
- b) Passengers consigning kayaks must make a request at the time of seat reservation or ticket purchase, with the prior approval of SDA.
- c) SDA may refuse to accept it when the aircraft type is not suitable for the carriage of kayaks.
- d) Kayak is not included in the free baggage allowance, and is charged as excess baggage.

1.4.2 Charging standards

See "Special Baggage Charge Standard List of SDA".

1.5 Pole

1.5.1 General rules

- a) Pole can only be transported as checked baggage.
- b) Passengers consigning poles must be mentioned at the time of seat reservation or ticket purchase, with the prior approval of SDA.
- c) SDA may refuse to accept it when the aircraft type is not suitable for transporting poles.
- d) Pole will not be included in the free baggage allowance and will be charged as excess baggage.

1.5.2 Charging standards

See "Special Baggage Charge Standard List of SDA".

1.6 Bowling

- a) A set of bowling equipment includes a bowling bag, a bowling ball, and a pair of bowling shoes.
- b) Bowling balls can only be transported as checked baggage.
- c) A set of bowling equipment can be included in the free baggage allowance, and the excess part will be charged as excess baggage.

1.7 Precision instruments, electrical appliances, etc.

a) Precision instruments, electrical appliances, etc., such as televisions, stereos, washing machines, refrigerators, desktop computers, tape recorders, DVD players, etc., should be transported as cargo. If it is used for baggage transportation, it shall be approved by SDA.

b) If transported as checked baggage, precision instruments, electrical appliances and other items must have factory packaging or packaging accepted by SDA.

c) The weight of such items as precision instruments and electrical appliances shall not be included in the passenger's free baggage allowance, and shall be paid as excess baggage. The piece concept charging standard shall refer to the “Media equipment (including instruments and electrical appliances)” of the “Special Baggage Charge Standard List of SDA”.

d) For accepting such items, SDA only assumes the responsibility for general checked baggage.

1.8 Bicycle

- a) Bicycle refers to a single-seated non-motor driven bicycle or racing bicycle.
- b) Each passenger is limited to take one bicycle, which can only be transported as checked baggage.
- c) The weight of the bicycle can be combined with the passenger’s free baggage allowance.

- d) The bicycle must be properly packed, the handlebars are fixed on the side, and the pedals are removed.
- e) Bicycles other than those specified in paragraph a) shall not be transported as baggage, but shall be transported as cargo.

2 Seat-occupied baggage

2.1 General rules

a) The passenger must make a reservation and obtain the approval of SDA at the time of seat reservation or ticket purchase when baggage occupies a seat. Passengers who carry seat-occupied baggage must apply for and purchase seat-occupied baggage tickets at the company owned ticket office in 24 hours in advance.

b) Passengers should go to the airport to complete check-in procedures no later than 120 minutes before the scheduled flight departure time on the day of departure. The passenger's seat-occupied baggage ticket or excess baggage ticket shall be collected when going through the check-in procedures.

c) The seat-occupied baggage must meet the packaging requirements of the baggage. The total weight of the baggage occupying each seat must not exceed 75KG (165 pounds), and the length, width, and height must not exceed 100CM (40 inches), 60CM (24 inches), and 40CM (16 inches) respectively.

d) There is no free baggage allowance for seat-occupied baggage.

e) The class of the seat occupied should be the same as the class of the ticket held by the passenger who carrying the baggage.

f) If you submit an application during the check-in, the check-in staff will decide whether to agree to handle the baggage for passengers

based on the available seats and service supports of the flight.

2.2 Exceeding standard instruments such as cello

a) In view of the particularity of exquisite musical instruments such as cello, they are large in size, high in value, and easily damaged. They are restricted to be transported as exceeding standard musical instruments. When the package is not strong enough for transportation in the cargo hold and the passenger needs to carry it for travel, the staff will inform the passenger of the company's relevant rules and transportation conditions. The passenger may be allowed to carry the musical instrument by himself in the form of seat-occupied baggage after the passenger agrees.

b) Passengers who bring such items into the cabin must purchase seat-occupied baggage tickets, and the handling conditions and requirements shall comply with the general rules for seat-occupied baggage.

c) For special musical instruments such as cello, when the length exceeds the 100 cm length limit of the company's seat-occupied baggage, the size limit can be appropriately relaxed, but the maximum length should not exceed 150 cm.

2.3 Fees

There is no free baggage allowance for seat-occupied baggage. The fee is calculated according to the following two methods, whichever is higher:

a) The fee is calculated based on the actual weight of the seat-occupied baggage \times the excess baggage rate.

b) According to the number of seats occupied, the fee is calculated according to the same fare as the passenger ticket held by the passenger

between the origin and destination of the transportation.

3. Small animals

3.1 Definition

Small animals refer to puppies and cats domesticated in the family (flat-nosed dogs, flat-nosed cats, pitbull, and dog breeds that are uncomfortable with high temperatures and high altitudes are not accepted). Wild animals and animals with strange shapes or easy to hurt people, such as snakes, do not belong to the scope of small animals.

3.2 Acceptance requirements

- a) Passengers travelling with small animals must submit an application 48 hours before the scheduled departure of the flight, fill out the "Small Animal Transportation Application", and obtain the prior approval of SDA.
- b) Passengers should transport the small animals to the airport for checked in procedures by themselves no later than 90 minutes before the scheduled departure of the flight on the day of departure, and provide the "Small Animal Transportation Application" when checking in.
- c) Small animal transportation on domestic flights must provide an animal quarantine certificate issued by the quarantine department at or above the county (district) level, and small animal transportation on international and regional flights must provide valid documents required for the exit, entry and transit of small animals from relevant countries or regions during the transportation.
- d) Small animals carried by passengers shall not be brought into the passenger cabin and must be transported in the cargo hold

3.3 Packaging requirements

a) The total weight of each individually packaged small animal and its container (including food and water) shall not exceed 32 kg.

b) Passengers need to prepare special containers for small animals in advance. The containers should meet the requirements of MH/T1014-2004 "Packaging for Air Transport of Live Animals", as follows:

(1) It should be a special container for small animal, which must be made of strong materials and fixed on the top. At least three sides must be ventilated. The door of the small animal container must have a locking device and be made of solid metal. It can effectively prevent small animals from opening the door and escaping by themselves (see Figure-1).



Figure-1

(2) The vent of the small animal container should be made of metal and firmly installed on the container (see Figure-2). If the vent is of non-metallic material, it must be a round or other shape vent. The container vents should be located at the top third of the other three sides of the container packaging box except the door, all openings should be able to prevent small animals' noses or claws from sticking out.



Figure-2

(3) All accessories (including nuts, latches, rivets and locks, etc.) of the small animal container must be firm and perform well.

(4) Small animal containers should be equipped with raised edges or handles so that normal handling can be carried out during the sorting and loading and unloading process.

(5) The bottom of the small animal container is stable and can be fixed on a flat surface without sliding. If you choose a small animal box with wheels, you need to fix or remove the wheels in advance to ensure that the small animal box does not slip during transportation.

(6) The size of the small animal container must comply with the Live Animal Regulations of the International Air Transport Association, and ensure that the space of the small animal box should be large enough. The small animal can stand freely in the box or sit down, turn around and lie down in a normal posture (see Figure- 3).

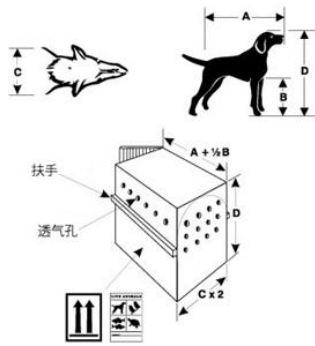


Figure- 3

①Size description: A: the length from the tip of the nose to the base of the tail; B: the height from the elbow to the ground; C: the maximum width of the small animal; D: from the ground to the tip of the ear or the top of the head, the ears of the small animal should not touch the top of the box when standing naturally.

②Small animal box size:

$$\text{Length} = A + 0.5B$$

$$\text{Width} = C \times 2$$

$$\text{Height} = D$$

(7) Ensure air circulation, so as not to suffocate small animals.

(8) The container floor should be solid to prevent feces from leaking, so as not to contaminate the aircraft, aircraft equipment and other items. The inside of the small animal box must be covered with absorbent pads. Do not use items containing toxic substances (such as newspapers, etc.) for absorbent pads.

(9) Each small animal container can only contain one small animal.

(10) Long-distance routes (over 6 hours) must be equipped with small animal drinking fountains.

c) Properly pack small animal containers, the specific requirements are as follows:

(1) Both sides of the locking device must be reinforced with self-locking nylon cable ties (see Figure-4), and it is advisable to fasten it. It is recommended that the width and length of the cable tie be above 3.6x100mm (see Figure-5).



Figure-4



Figure-5

(2) A nylon protective net must be used after the container locking device is fastened tightly. The mesh hole size of the net sleeve should be based on the fact that the animal's head cannot be out, and the rope diameter should be more than 2mm; the protective net must be tied firmly, and the position of the tie should avoid the pet box door, and it will not affect the stable placement of the pet box. It must be ensured that the protective net is not damaged when accepting it.

(3) It must be packed and reinforced with strapping after the container uses the protective net. Medium-sized box (the size is greater than or equal to 81×55×58cm, and smaller than 91×60×66cm is a medium-sized box) The top and bottom of each side are tied at least 2 turns horizontally and vertically, in a "井" shape. Large box (the size is greater than or equal to 91×60×66cm) The top and bottom sides should be tied at least 3 turns horizontally and vertically on each side, and the packing straps are evenly distributed. In order to avoid disturbing small animals by turning over the pet box when packing, the sides of the box body are not packed horizontally, and the packing belts on the sides must be in a vertical parallel state. It is required to pass the packing belt through the box door grid and the protective grid when packing, extend from one grid, and extend from the next grid, evenly spaced, so as to fix the box door, the box body, and the protective net together. At the same time, use a self-locking nylon cable tie to fix the packing strap and the pet cage door (see Figure-6).



Figure-6

(4) The sum of the three sides of the professional small animal container shall not exceed 203cm, and the outside of the scope cannot be transported as baggage. Passengers can be advised to handle the air transportation of small animals through the cargo channel.

d) The following small animal container styles are not allowed to handle small animal

(1) A small animal box completely welded by wire mesh (see Figure -7).



Figure -7

(2) The door of the small animal box is made of plastic or glass fiber (see Figure-8).



Figure-8

(3) Combined small animal box (see Figure-9).



Figure-9

(4) There are doors or vents above the small animal box (see Figure-10).



Figure-10

(5) Foldable portable small animal box (see Figure-11).



Figure-11

(6) The container for small animals is made of soft material or its ventilation grille is made of soft plastic (judgment method: when pressed by hand, the pressed part of the box or grille is obviously concave or deformed).

3.4 In one of the following situations, the transportation of small animals will be refused:

- a) When it is not suitable to transport small animals in the cargo compartment of a long-distance flight (domestic flights are not long-distance flights), a flight that does not land midway, or a certain aircraft type.
- b) Containers for small animals that do not meet the requirements of this chapter.
- c) Cats and dogs that is pregnant and born less than 8 weeks old.
- d) Breastfeeding cats and dogs, cats and dogs within 7 days of delivery, and sick cats and dogs.

e) Flat-nosed dogs and flat-nosed cats.

f) Pitbull: Pitbull, Tosa, Brazilian Feller and its crossbreeds, Argentine Dogo.

g) Dog breeds that are not suitable for high temperature and high altitude environment: Samoyed.

3.5 Other rules

a) SDA may refuse to carry small animals that do not meet the transportation conditions. If the passenger gives up the check-in of small animals, the check-in procedures for the passenger continues according to the normal procedures; if the passenger requests to change the flight, it should be handled in accordance with the relevant provisions of voluntary change. If the passenger has gone through the application procedures, but the small animals cannot be transported on the same plane due to SDA reasons, the passenger can go through the endorsement procedures in accordance with the relevant provisions of involuntary changes.

b) Passengers shall bear full responsibility for the small animals checked in. SDA assumes no responsibility for injuries, illnesses, escapes and deaths of small animals under normal transportation conditions. Unless the occurrence of the above situation is caused by SDA or its agent, SDA shall bear the responsibility.

c) The weight of small animals, their containers, and the food they carry is not included in the passenger's free baggage allowance, and shall be charged as the excess baggage. The charge standard is shown in the excess baggage table.

d) Small animals are not allowed to declare the value of their baggage.

f) When accepting small animals, you should attach the exemption baggage tag and sign the exemption statement. The back of the baggage tag should be marked with in the column of small animal.

g) Our company only accepts small animals on the one-way direct flights actually operated by Shandong Airlines (only the first segment of the stopover flights are accepted), and the routes involving India will not be accepted for the time being.

4. Other

4.1 Bone Ashes

a) Bone ashes are not suggested to be transported as checked baggage. Otherwise, Shandong Airlines will only take the compensation responsibility within applicable laws and conventions.

b) Bone ashes, if transported as check-in baggage, should be packed in an airtight jar or box, packed and padded in wooden cases.

c) Bone ashes can also be transported in the cabin if required by passengers. However, the outer packing and the mood of the passengers carrying the ashes will not arouse the awareness and aversion of other passengers.

d) If another seat is needed for the bone ashes, please apply for baggage Occupying Seats.

4.2 Sharp and blunt tools other than controlled knives

a) Sharp and blunt tools other than controlled knives refer to knives and blunt tools such as medical scalpels and very sharp and strong special knives with a blade length exceeding 6 cm but not exceeding 6 cm except for controlled knives, including household utensils and production tools, such as kitchen knives, fruit knives, table knives, handicraft knives, scalpels, scissors, sickles, knives for performances, swords, spears, antique knives, swords and steel files, iron cones, axes, short sticks, hammers, etc. .

b) Sharp and blunt tools other than the controlled knives must be carried in checked baggage, and passengers are not allowed to carry with

them.

c) Passengers carrying sharp and blunt tools other than controlled knives shall be handled in accordance with the relevant requirements promulgated by the airport security inspection department.

4.3 Fishing gear

4.3.1 General rules

- a) Fishing gear includes a tool box, fishing basket or canvas bag, a pair of fishing rods and packaging bags or boxes.
- b) Fishing gear should be properly packed.
- c) A set of fishing gear can be included in the free baggage allowance.

4.3.2 Excess baggage charging standards

See "Special Baggage Charges Standard List of SDA".

4.4 Parachutes (including Para gliders)

4.4.1 General rules

- a) Passengers must submit their parachutes when they make reservations or purchase tickets, with the prior approval of SDA. The size and weight of the parachute should be described in the reservation record.
- b) Parachutes can only be transported as checked baggage.
- c) The parachute must be properly packed.
- d) SDA reserves the right to refuse the carriage when the aircraft is not suitable for the carriage of parachutes.

e) The free baggage allowance can be included in the check-in of the parachute.

4.4.2 Excess baggage charging standards

See "Special Baggage Charges Standard List of SDA".

4.5 Aquatic products

4.5.1 Definition

Aquatic products that can be transported as baggage refer to aquatic animal and plant products and processed products produced by marine and freshwater fisheries. Include:

(1) Fresh and live fish, shrimp, crab and shellfish produced by fishing and breeding.

(2) Processed products that have been frozen, pickled, dried, smoked, cooked, canned and comprehensively utilized.

4.5.2 Matters needing attention

a) Only applicable to domestic transportation, and only as checked baggage, weighing no more than 32KG; aquatic products whose packaging exceeds the size of general checked baggage and need to be checked must be mentioned at the time of reservation or ticket purchase, and approved by SDA in advance.

b) Attach the fragile baggage mark and the upward mark, sign the exemption statement, and tick on the back of the baggage tag on the perishable and fragile parts. Shandong Airlines is only liable for compensation for the loss of general checked baggage.

4.5.3 Packaging requirements

a) The packaging for the transportation of aquatic products must be firm and sealed to ensure that there is no peculiar smell and no liquid

leakage.

b) The foam box must be wrapped in a cardboard box. The foam box must have four walls, bottom and top. The thickness of the wall should not be less than 2 cm. The box body must be free of any damage or cracks. The bottom of the foam box should be laid with absorbent materials, such as absorbent paper, absorbent sponge or sawdust.

c) Double-layer polyethylene plastic bags are used for packaging outside the foam boxes, and they are strapped and sealed separately. The specifications of the carton and the foam box must be matched, and two foam boxes cannot be packed in one carton. Used foam boxes and cartons that have been damp, folded, deformed, or recycled are not allowed to be used as shipping packaging for aquatic products.

d) It is forbidden to use loose ice or dry ice to cool the package.

e) If you need to cool down, you can place a sealed ice bag or use a bottle of mineral water to freeze it into ice. Before packing, use absorbent paper or other absorbent materials to wrap ice packs or mineral water bottles to prevent leakage or outflow of condensed water. In order to prevent the bottle from breaking after freezing, the water in the mineral water bottle can only be filled up to 80%, not full.

4.6 Alcoholic beverages

a) For alcoholic beverages with an alcohol concentration greater than 24% but less than or equal to 70% in retail packaging, the volume of each container cannot exceed 5 liters, and the total amount that can be carried by each person cannot exceed 5 liters.

b) Alcoholic beverages with an alcohol concentration of not more than 24% are not subject to any restrictions.

Note: If relevant countries or airports have other restrictions and requirements on such items, they shall be implemented in accordance with their requirements.

Baggage transportation restrictions

Prohibited baggage

1. The International Civil Aviation Organization "Regarding the Technical Instructions for the Safe Transportation of Dangerous Goods by Air" (ICAO-TI), the International Air Transport Association "Dangerous Goods Regulations" (IATA-DGR), and the Shandong Airlines "Dangerous Goods Transportation Manual" explicitly prohibited items, including explosives, compressed gas, corrosive substances, oxides, radioactive or magnetized substances, flammable, toxic, threatening or irritating substances, etc.:

1.1 Explosive or combustible devices (substances) that can cause serious personal injury or endanger the safety of aircraft, or items that may be mistaken for such devices (substances), mainly include:

- a) Ammunition, such as bombs, grenades, flares incendiary bombs, smoke bombs, signal bombs, tear gas bombs, gas bombs, bullets (lead bombs, blank bombs, trainer bombs):
- b) Blasting equipment, such as explosives, detonators, fuze detonating tubes, fuse lines, detonating cords, blasting agents
- c) Pyrotechnic products, such as fireworks, smoke cakes, yellow smoke, and fireworks bombs
- d) Imitations of the above items.

1.2 Dangerous goods

- a) Compressed gas and liquefied gas, such as hydrogen, methane, ethane, butane, natural gas, ethylene, propylene, acetylene (dissolved in the medium), carbon monoxide, liquefied petroleum gas, freon, oxygen, carbon dioxide, water gas, lighter fuel and liquefied gas for lighter

b) Spontaneous combustion items, such as yellow phosphorus, white phosphorus, nitrocellulose (including film), oil paper and its products:

c) Inflammable items when wet, such as metallic potassium, sodium, lithium, calcium carbide (calcium carbide), magnesium aluminum powder

d) Flammable liquids, such as gasoline, kerosene, diesel, benzene, ethanol (alcohol), acetone, ether, paint, thinner, rosin oil and products containing flammable solvents

e) Flammable solids, such as red phosphorus, flash powder, solid alcohol, celluloid, foaming agent

f) Oxidants and organic peroxides, such as potassium permanganate, potassium chlorate, sodium peroxide, potassium peroxide, lead peroxide, peracetic acid, hydrogen peroxide

g) Poisonous items, such as cyanide, arsenic, highly toxic pesticides and other highly toxic chemicals

h) Corrosive items, such as sulfuric acid, hydrochloric acid, nitric acid, sodium hydroxide, potassium hydroxide, mercury (mercury)

i) Radioactive materials, such as radioactive isotopes.

1.3 Other items

Other items that can cause personal injury or pose a greater hazard to aviation safety and transportation order include:

a) Infectious disease pathogens, such as hepatitis B virus, Bacillus anthracis, Mycobacterium tuberculosis, HIV:

b) Tinder (including various ignition devices), such as lighters, matches, cigarette lighters, magnesium rods (flint stones)

c) Power banks and lithium batteries with a rated energy exceeding 160Wh (the lithium batteries used in electric wheelchairs are otherwise specified)

- d) Alcoholic beverages with an alcohol volume percentage greater than 70%
- e) Strong magnets, items that have a strong pungent odor or are likely to cause passengers to panic, and items that cannot be identified and may be dangerous.
- f) Items with narcotic, unpleasant or other similar properties.
- g) Items that is easy to stain the aircraft.
- h) Other dangerous goods that are not allowed to be transported as baggage as stipulated by Shandong Airlines.

2 Guns, military or police equipment (including main parts)

According to the company's "Aviation Security Program", firearms, military or police equipment other than police and sports firearms include:

- a) Military guns and official guns: pistols, rifles, submachine guns, machine guns, riot guns, etc.
- b) Civilian guns: air guns, anesthesia injection guns, etc.
- c) Other guns: sample guns, prop guns, etc.
- d) Ordnance, police equipment: batons, military or police daggers, bayonets, etc.
- e) Firearms and equipment prohibited by the State: steel ball guns, tear gas guns, stun guns, electric shock devices, defensive devices, etc.
- f) Imitations of the above items.

3 Controlled appliances

Controlled appliances that can cause personal injury or pose a greater hazard to aviation safety and transportation order, including:

a) Controlled knives, such as daggers (single-edged, double-edged or multi-edged sharp knives with a handle, a knife compartment and a blood groove, and the tip angle is less than 60 degrees), three-edged scrapers (tools for machining with three blades), switchblade knives with self-locking device and jumping knives (after the blade is unfolded or ejected, it can be fixed and self-locking folding knives by the spring or the lock in the handle), and other similar single-edged double-edged triangular sharp knives (All kinds of single-edged, double-edged and multi-edged knives with a blade angle of less than 60 degrees and a blade length of more than 150 mm) and other single-edged, double-edged, and multi-edged tools with a blade angle of more than 60 degrees and a blade length of more than 220 mm;

b) Military and police equipment, such as batons, police electric shock devices, military or police daggers, handcuffs, thumbcuffs, fetters, tear gas jets;

c) Other equipment regulated by the state, such as crossbows.

d) Tibetan knives, waist knives, boot knives and other knives that ethnic minority passengers in China's ethnic autonomous regions need to wear and use due to their daily habits are only applicable to flights whose departure and destination stations are both within the ethnic autonomous region as checked baggage.

4 Other

a) Live animals (except for small animals, guide dogs, hearing dogs and aquatic products that are restricted to domestic transportation).

b) Fresh and perishable items with obvious peculiar smell (such as durian, etc. with obvious peculiar smell).

c) Items that are prohibited from exiting, entering or transiting through the People's Republic of China or relevant national laws during transportation.

- d) Items whose packaging, shape, weight, volume or properties are not suitable for transportation.
- e) Other items that is not suitable for transportation as baggage as stipulated by Shandong Airlines.
- f) Other prohibited items as stipulated by national laws, administrative regulations and rules.

Not recommended for checked baggage

- a) Important documents, diplomatic pockets, business documents and materials.
- b) Valuable documents, bills of exchange, securities
- c) Currency.
- d) Negotiable bills.
- e) Jewelry.
- f) Valuable metals and their products.
- g) Luxury bags.
- h) Valuable items such as watches.
- i) Antique calligraphy and painting.
- j) Fragile and easily damaged items.
- k) Perishable items.
- l) Sample.

- m) Out-of-print prints or manuscripts.
- n) Travel documents or documents.
- o) Personal electronic devices (except spare batteries)
- p) Prescription drugs that individuals need to take regularly.
- r) Bone ashes.

Restricted baggage

The following items can only be transported if they meet SDA's transportation conditions and approved by SDA:

- a) Precision instruments and electrical appliances.
- b) Shotguns, sports guns and bullets.
- c) Exceeding standard sports equipment and musical instruments.
- d) Small animals, guide dogs, hearing dogs, and spiritual comfort dogs.
- e) Confidential documents.
- f) Electric wheelchairs used by passengers during travel.
- g) Sharp and blunt tools other than controlled knives, such as daily-used knives (blade length greater than 6 cm), such as kitchen knives, fruit knives, scissors, utility knives, and paper knives; professional knives (with any blade length), such as scalpels, butcher knives, carving knives, planers, milling cutters; Knives, spears, swords, halberds, etc. used in martial arts performances; clubs (including telescopic sticks,

nunchakus), bats, billiard sticks, cricket rackets, hockey sticks, golf clubs, trekking poles, ski poles, fingers Section copper sleeve (hand nail).

h) Dry ice, liquid drinks, alcoholic cosmetics, etc.

i) Tools and other items that may cause personal injury or pose a greater hazard to aviation safety and transportation order, mainly including: tools, such as drilling rigs (including drill bits), chisels, cones, saws, bolt guns, nail guns, screwdrivers, crowbars, hammers, pliers, welding guns, wrenches, axes, short-handled small Axe (axe, vernier caliper, ice axe, ice crusher; other items, such as darts, slingshots, bows, arrows, buzzer self-defense devices and electric shocks, mace gas, tear gas, pepper sprays that are not within the scope of national regulation , acid sprays, sprays for repelling animals, etc.

j) Other dangerous goods restricted to be transported.

Baggage loss/delay/damage

Baggage value declaration

1 General rules

a) Domestic transportation

When a passenger's checked baggage is worth more than RMB 100 per kilogram, he/she can voluntarily apply for the declared value of the baggage. Unchecked baggage is not allowed to go through the declared value of the baggage. The maximum limit of the declared value of each passenger's baggage is RMB 8,000.

b) International transportation

1) Baggage transportation is defined by the Montreal Convention. When the value of checked baggage exceeds 1,000 SDRs, the value can be declared voluntarily, and the maximum declared value for each passenger is 2,500 USD.

2) Baggage transportation is defined in the Warsaw Convention. When the value of checked baggage exceeds 17SDRs per kilogram, the value can be declared voluntarily, and the maximum declared value for each passenger is 2,500 USD.

c) The declared value of the baggage cannot exceed the actual value of the baggage itself. If the declared value of the passenger's baggage exceeds the maximum limit set by SDA, SDA may refuse to accept it.

d) In case of disagreement with the baggage value declared by the passenger, SDA has the right to request the passenger to provide relevant evidence. If the passenger cannot provide valid evidence or SDA believes that the evidence provided by the passenger is incomplete, SDA has the right to refuse to accept the baggage declared value for the passenger.

e) Shandong Airlines does not declare the value of any single item in the baggage, but only the declared value of the entire baggage.

f) The baggage with declared value should meet the scope of baggage permitted by SDA rules, otherwise SDA has the right to refuse to carry it. The items and small animals listed in the items that cannot be transported as checked baggage shall not be declared value.

g) The declared value of baggage is only applicable to one-way and direct flights of Shandong Airlines.

2 Processing of declared value

a) Passengers shall pay a surcharge for the declared value of their baggage.

b) An excess baggage ticket shall be issued when charging the declared value surcharge.

c) The declared value surcharge shall be charged at 5‰ of the value of the passenger's declared value exceeding the limit; namely:

Declared value surcharge = (declared value of passenger-specified limit per kilogram × weight of baggage with declared value) × 5‰

Set limit per kilogram: RMB 100/kg for domestic transportation

International transportation is 20 USD (or equivalent currency)/kg

d) Baggage with declared value shall be accepted as general checked baggage, but shall be marked with fragile items and handed over with the loading and unloading department, and record the passenger's name, baggage color type, baggage tag number, loading location, etc.

e) Passengers can apply for commercial insurance from insurance companies for baggage of higher value.

Baggage compensation

1 Shandong Airlines' liability for compensation

a) SDA shall be liable for the destruction, loss or damage of checked baggage that occurs on the aircraft or during any period which the checked baggage is under SDA's control; for thefts, robbery that occur during SDA's supervision, Shandong Airlines only bears air transportation liability.

b) Regarding unchecked baggage, SDA is only liable for the loss caused by the destruction, loss or damage of these items when passengers board, disembark or on board the aircraft, and losses caused by fault are due to SDA's fault or SDA's employees or agents.

c) In connecting transportation, SDA is only liable for the loss of baggage incurred on the route it carries. However, if SDA is the first or last carrier of the connection transportation, passengers have the right to claim compensation from SDA for the loss of their checked baggage.

2. Compensation principles for baggage loss

a) Compensation standard for damage, loss, and items inside loss of checked baggage (the value of baggage loss is lower than the limit compensation standard, and compensation is based on the actual value of the baggage loss.):

Domestic routes: RMB 100 per kilogram

International routes: in line with the conditions of the "Warsaw Convention", 20 dollars per kilogram.

The maximum limit for economy class is 400 USD.

The maximum limit for business class is 600 USD.

The maximum limit for first class is 800 USD.

Meet the conditions of the "Montreal Convention", 30 US dollars per kilogram. The maximum limit for checked baggage and unchecked baggage per passenger is 1,519 SDRs.

b) The maximum standard of compensation for loss of unchecked baggage:

Domestic routes: The maximum limit is RMB 3,000.

International routes: in line with the conditions of the "Warsaw Convention", The maximum limit for per passenger is 322 SDRs.

Meet the conditions of the "Montreal Convention", 30 US dollars per kilogram. The maximum limit for checked baggage and unchecked baggage per passenger is 1,519 SDRs.

c) For the domestic segment that constitutes international routes, baggage compensation shall be handled in accordance with the applicable international transportation baggage compensation requirements.

d) For the segment with free baggage allowance based on the piece concept, the compensation for each piece of baggage is limited to 600 USD, except for those who pay the excess baggage fee.

e) The weight of the passenger's lost baggage is as follows:

1) Calculation of the weight of checked baggage marked on the ticket or baggage tag.

2) When the weight of the lost baggage cannot be determined, each passenger's lost baggage shall be compensated according to the free baggage weight enjoyed by the passenger's class of service.

f) If the lost baggage has been declared value, it shall be compensated according to the declared value; if the declared value of the baggage is higher than the actual value, it shall be compensated according to the actual value of the baggage.

g) Compensation for lost baggage shall be negotiated accordingly with the passenger according to the shopping invoice or the value of the item provided by the passenger.

h) If the weight of the lost baggage or the contents of the baggage cannot be determined when applying for connecting baggage compensation and determining the amount of compensation, the IATA Recommended Practice 1751-Attachment 'A' should be used as a reference.

i) SDA will notify passengers as soon as possible after the compensated lost baggage are found. If the passenger requests baggage claims, all compensation shall be refunded, but the compensation fee for temporary daily necessities is not refundable. If a passenger is found to be fraudulent, SDA shall have the right to recover all compensation, and reserves the right to sue passengers.

j) The excess baggage fee charged for the compensation baggage shall be refunded to the passenger at the time of baggage compensation,

but the declared value surcharge that has been collected will not be refunded.

k) Shandong Airlines shall only be liable for compensation for general baggage in civil aviation transportation in case of compensation for baggage covered by commercial insurance company baggage insurance. The passengers shall go to the insurance company to make a claim on their own after SDA issues certificates for them.

Baggage Delay

a) Baggage delay: It means the checked baggage fails to be handed over to the passenger as stipulated, which is caused by Shandong Airlines.

1) Lump sum provisional living expense compensation:

- The real loss is caused due to baggage delay.
- The passenger shall not be compensated when baggage fails to arrive with the passenger in same flight, but it can reach the passenger's destination duly on the same day, or the passenger's residence is the travel destination.
- If the passenger reclaims the baggage by himself/herself, the real transportation fees thereby can be reimbursed against invoice subject to the approval of Shandong Airlines.
- If the baggage is delayed for more than 24 hours and the passenger has no baggage overnight, which indeed brings troubles to him/her, in this condition, Shandong Airlines might compensate lump sum provisional living expense to the passenger.
- For Shandong Airlines carried passengers, whose luggage had already been lost somewhere not in at the arrival station and before the declaration made at the arrival station, but the luggage not carried by Shandong Airlines, there should not be any compensation principally.
- For lost baggage attached with baggage claim tag, which is under the terms of 'Late check in', will be exempted from compensation

2) Compensation of baggage delay:

- The certification provided for loss caused by baggage delay by the passenger exceeds that of lump sum provisional living expense compensation, and subject to evaluation of Shandong Airlines, it can be compensated as per the allowance standard of compensation.
- The compensation for baggage loss and baggage delay (including provisional living expense compensation) shall be included in the compensation allowance for baggage loss.
- The compensation allowance for baggage delay shall by no means exceed the maximum allowance of baggage compensation.

b) Compensation standard for baggage delay:

1) Compensation standard for provisional living expense:

Domestic flight: Economy class 200RMB;

Air China Silver card 300RMB

Business class, Air China Gold card 400RMB;

First-class, Air China Platinum card 600RMB.

International Flight: Economy class, Air China Silver card 300RMB;

Business class, Air China Gold card 500RMB;

First-class, Air China Platinum card 800RMB.

- 2) For compensation for baggage delay in an international flight, compensation shall be made according to the passenger's actual loss and the purchase invoice or certification he/she provides, compensation for toiletry is 20USD per piece; daily necessities 50 USD per piece, and the total compensation shall by no means exceed 200 USD. If the baggage is delayed for more than 14 days, the

passenger might be compensated, after the evaluation of Shandong Airlines, 600 USD upon presenting the invoice.