

China Southern Airlines

2nd April 2020

Special Processing of CZ Tickets during International Flight Adjustment Period

Dear travel agent:

In order to resolutely preventing the spread of imported COVID 19 cases, every airlines is required to operate only one flight between China and any other country, with the limitation of one flight per week according to the Notice on *Further Reducing International Passenger Flights during the Pandemic* issued by the Civil Aviation Administration of China on 26th March 2020. Meanwhile, airlines are required to limit the load factor on each international flight to 75 percent. From 00: 00 on March 29 to 24: 00 on May 2, China Southern Airlines has adjusted the flight schedule accordingly. In order to protect the passengers' interest, China Southern Airlines would like to advice following special processing of the impacted tickets:

1. For those tickets that are impacted for international or regional flight cancellations, if a passenger wants to cancel the trip, his or her ticket could be refunded free of charge through the original ticket-issuing channel within the validity period. Should the passenger want to change the itinerary, the first revalidation will not incur any extra charge if processed within the validity period of the ticket. The changed itineraries must be used within the validity of the original tickets.

Rerouting for the first time is free of charge within the validity period for any flights operated by CZ from/to any other destination in the same region. For this clause, "same region" means: travels between mainland China and North America (LAX/JFK/SFO /YVR/YYZ); travels between mainland China and Schengen countries (PAR/AMS/LON /FRA/ROM); travels between mainland China and Australasia (SYD/MEL/BNE/PER/AKL /CHC). Any expense incurred herein other than air service should be borne by passenger.

2. In regards to those flights on schedule, revalidation or refund will not incur any extra charge before 23:59 on 6th April. Any revalidation or refund occur afterward (from the 0:00 on 7th April), the change fees or the fare difference between different sub-classes and between seasonality should be collected according to the fare loading.
3. As required by CAAC, please ensure the valid contact information of the passenger is updated in the system with the booking.
4. Agents must behave well to make sure their sales related activities are in line with the fare

rules and relevant regulations issued by China Southern Airlines. It is not allowed for illegal markup on any published fare. The tickets must be issued with the actual amount of fare price collected. For any violation to the relevant regulations and fare rules, spoil of interests of any CZ passenger, or any damage to the CZ reputation, China Southern Airlines shall immediately terminate the sales authorization and end any business relationships with the fault agent against which China Southern Airlines will still reserve the right to take further legal actions.

China Southern Airlines also reserves the rights to interpret, update, and terminate this policy.

Please process the impacted tickets in line with the above instructions. Thank you for your cooperation.