

Statement

In accordance with the Montreal Convention, the Warsaw Convention, the Civil Aviation Law of the People's Republic of China, the Rules for Operation Certification of Large Aircraft Public Air Transport Carriers (CCAR-121), the Regulations on the Administration of Passenger Services for Public Air Transport, the Dangerous Goods Rules and other relevant laws and regulations currently in force, combined with the operation practices of China's civil aviation, in order to clarify the rights and obligations between passengers and Tibet Airlines Co., Ltd. (hereinafter referred to as "Tibet Airlines"), the General Conditions of Carriage for Passengers and Baggage of Tibet Airlines Co., Ltd. (hereinafter referred to as "General Conditions") are hereby formulated.

The general conditions are part of the passenger transportation contract of Tibet Airlines, and are the regulatory documents for the transportation of passengers and baggage of Tibet Airlines, and the guidelines, policies, regulations and standards for the transportation of passengers and baggage of the company stated in the general conditions are the purposes and guidelines that the company's staff at all levels and ground service agents engaged in passenger ticket sales, ground service and other links must be based on during the station operations. Every department and personnel related to the carriage of passengers and baggage, including sales agents and ground handling agents, must strictly abide by and implement them.

The General Conditions of Carriage for Passengers and Baggage of Tibet Airlines Co., Ltd. are effective since February 1, 2026.

It is hereby declared.

Tibet Airlines Co., Ltd.

February 1, 2026

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Tibet Airlines Co., Ltd.

General Conditions of Carriage for Passengers and Baggage

Article 1 Definitions

The Conditions refers to the General Conditions of Carriage for Passengers and Baggage of Tibet Airlines Co., Ltd. Unless otherwise specified, the following terms in these Conditions have the following meanings:

- 1.1 “Tibet Airlines” refers to Tibet Airlines Co., Ltd. for short. Its IATA membership code is “TV”, and settling code is “088”.
- 1.2 “The regulations of Tibet Airlines” refers to the regulations formulated and published by Tibet Airlines in accordance with the law for the purpose of managing the carriage of passengers and their baggage and effective for both parties of the contract on the date of ticket issuance, including valid applicable fares and applicable conditions.
- 1.3 "Carrier" means a public air transport enterprise that, for profit, transports passengers and baggage by civil aircraft.
- 1.4 "Issuing Carrier" means the carrier who enters into a contract of air carriage with a passenger using its tickets and ticket numbers.
- 1.5 "Actual Carrier" means the carrier that performs the relevant transportation contract under the authority of the issuing carrier.
- 1.6 “Code Share or Code Share Flight” means a flight in which a carrier uses its own flight number by agreement on a flight actually operated by another carrier or in which more than one company uses their own flight number on the same flight by agreement.
- 1.7 “Sales Agent” refers to an agent enterprise authorized by Tibet Airlines and on behalf of Tibet Airlines to sell Tibet Airlines' air passenger transport sales business within the scope of authorization.

transport right is granted and is demonstrated in form of electronic data. Electrical flight ticket is an electrical alternate product of paper ticket.

Except for the conjunction tickets, one serial number of flight ticket corresponds to one flight ticket, and constitutes one single transportation contract.

- 1.17 “Conjunction Ticket” refers to a ticket issued to a passenger in conjunction with another ticket which together constitute a single contract of carriage.
- 1.18 “Ticket Changes” refers to the changes of flight schedule, flight date, class of service, carrier, etc. of the ticket.
- 1.19 “Conditions of Use of Tariffs”, refers to the conditions of use of the tariffs applicable to the specified class code or fare type.
- 1.20 "Regular Passenger Ticket" means the passenger ticket with designated flight and flight date or booked seat.
- 1.21 "Occasional Passenger Ticket" means the ticket without designated flight and flight date or open ticket.
- 1.22 "Refund" means the process in which passenger fares or other fees are refunded to passengers when passengers cannot use part of or all passenger tickets due to personal reasons or Tibet Airlines or other reasons, within the validity period of passenger tickets.
- 1.23 "Class of Cabin" refers to the service class divided according to the airplane cabin layout, including Business Class and Economy Class.
- 1.24 “Air Transport E-ticket Itinerary” refers to the document jointly issued and approved by the State Administration of Taxation and the Civil Aviation Administration of China, and issued by the designated unit of the Civil Aviation Administration of China, as a payment voucher or reimbursement voucher for passengers to purchase electronic tickets and a document for recording passengers' itinerary and tariff information, which has the effect of reminding passengers of their itinerary, and is not used as a voucher for passing airport security check and boarding.
- 1.25 “Days” means calendar days, including all seven days of the week. When used to give notice to passengers, the day upon which the notice is issued

shall not be counted; When used to determine the validity period of a ticket, the day upon which the ticket is issued and the day upon which the flight is commenced shall not be counted.

- 1.26 “Boarding Coupon” refers to the part of "Valid Transport" specified in the paper flight ticket and refers to the flight information of airlines database stored in electronic data format in electronic ticket, which represents that the passenger is authorized to board the flight at the location designated in this coupon.
- 1.27 “Passenger Coupon” or “Passenger Receipt” refers to the part of "passenger coupon" or "passenger receipt" that has been specified in flight ticket in paper format issued by Tibet Airlines or on behalf of Tibet Airlines, and shall be permanently hold by the passenger.
- 1.28 "Baggage" means the articles and other personal property of a passenger, which are necessary or appropriate for wear, use, comfort or convenience in connection with the trip, and which the carrier agrees to transport, including both the passenger's checked and carry-on baggage.
- The “checked baggage” refers to the baggage that is delivered by the passenger to air carrier that bears the responsibility for corresponding governing and transport, and the baggage ID marking is issued.
- “Non-Checked Baggage” refers to the baggage that is carried by the passenger into the cabin and is personally governed by the passenger, except for the checked baggage of the passenger.
- 1.29 “Baggage Tag” means the sign identifying baggage and the passenger's proof of collection of checked baggage.
- 1.30 “Baggage Ticket” means a document issued by the Carrier for the purpose of identifying checked baggage.
- 1.31 "Limited Release Baggage Tag" means that when baggage is received, it is found that the baggage exceeding the limit should be refused to be received, but the passenger still insists on consigning it, the limited release baggage tag is attached for the transportation responsibility exceeding the limit.

- 1.32 “Excess Baggage” means the portion of baggage where the weight, volume or number of pieces exceeds the free baggage allowance.
- 1.33 “Freight” means fares, fees and/or related conditions of use published by the airlines. If necessary, the approval of the relevant authorities shall be obtained.
- 1.34 “Fares” means the price of air transportation services used by the carrier to transport passengers from the airport of departure to the airport of destination using a civil aircraft, excluding taxes and fees collected in accordance with national regulations.
- 1.35 “Regular Fares” means the highest fare in the first, business and economy classes during the applicable period, including the applicable child and infant fares.
- 1.36 “Special Fares” means other fares that are not regular fares.
- 1.37 “Check-in Deadline” refers to the latest time specified by the actual carrier that the passenger should complete check-in and receive the boarding pass.
- 1.38 "No-show" means a passenger who fails to board a flight because they did not complete check-in procedures by the specified check-in deadline or because their identification documents do not meet the requirements.
- 1.39 “Missing a flight” refers to passengers who do not board the designated flight after check-in at the flight departure station or when passing through the stopover.
- 1.40 “Taking a wrong flight” refers to the passenger taking a flight that is not listed on the ticket.
- 1.41 “Missed Connection” refers to the condition that in the connection flight transport contract, due to certain delay or cancellation of preceding flight, the flight cannot catch up with the connection flight that he/she has already reserved the seat at the flight connection location.
- 1.42 “Flight Delay” refers to the situation where the actual arrival block time of the flight is more than 15 minutes later than the planned arrival time.
- 1.43 “Flight Departure Delay” refers to the situation where the actual departure

and block-off time of the flight is more than 15 minutes later than the scheduled departure time.

- 1.44 “Flight Cancellation” refers to the suspension of a flight plan due to an anticipated flight delay or the suspension of a flight plan due to a delay.
- 1.45 “Agreed Stopping Places” means the places, except the place of departure and destination, set force in the ticket or the carrier's schedule as a scheduled stopping place on the passenger's travel route.
- 1.46 “Stopover” means a deliberate interruption of a journey by the passenger, at a point between the place of departure and the place of destination, which has been agreed in advance by the carrier.
- 1.47 “Force Majeure” refers to abnormal, unforeseeable and uncontrollable circumstances, the consequences of which cannot be avoided even if all possible measures are taken.
- 1.48 "Loss" refers to the loss caused by the destruction, loss or damage of passengers' baggage and cargo or the delay of passengers, baggage and cargo in air transportation.
- 1.49 “Convention” means the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929 (hereinafter referred to as the “Warsaw Convention”), the Protocol Amending the Convention for the Unification of Certain Rules for International Carriage by Air signed at Warsaw on 12 October 1929, signed at Hague on 28 September 1955 (hereinafter referred to as the "Hague Protocol"), the Convention on Offences and Certain Other Acts Committed on Board Aircraft, signed at Tokyo on 14 September 1963 (hereinafter referred to as the "Tokyo Convention"), and The Convention for the Unification of Certain Rules for International Carriage by Air, signed at Montreal on 28 May 1999 (hereinafter referred to as the “Montreal Convention”) applicable to the contract of carriage in accordance with the contract.
- 1.50 “International Transportation” refers to the carriage in which according to the contract of carriage, regardless of whether the carriage is interrupted or transshipment, the place of departure, the place of destination or one of

the agreed stopping places is not within the territory of the People's Republic of China, except as otherwise provided in the Convention.

- 1.51 “Regional Transportation” refers specifically to the transportation between Chinese mainland and Hong Kong Special Administrative Region, Macao Special Administrative Region and Taiwan.
- 1.52 "Special Drawing Rights (SDRs)" refer to the special drawing rights defined by the International Monetary Fund. The value of 1 SDR is about USD 1.35, and its exchange rate is floating. Tibet Airlines converts the equivalent currency at the exchange rate on the actual date of carrying passengers.
- 1.53 “French Gold Franc” refers to a monetary unit containing 65.5 milligrams of gold at 900 parts per thousandth. This amount can be converted into the currency of any country, taking its whole number.

Article 2 Applicability

2.1 Basic Principles

- 2.1.1 This condition is applicable for the public air transportation that Tibet Airlines carries the passengers and their baggage and certain fee is charged. This condition constitutes a part of passenger transportation contract with Tibet Airlines. The rights, duties, and responsibilities of both parties are subject to this condition.
- 2.1.2 For those items listed herein that are subject to frequent changes, Tibet Airlines may independently establish specific provisions, which shall be considered an integral part of this condition. In the event of any inconsistency between these independently established provisions and the content of this condition, the former shall take priority over the latter.
- 2.1.3 The General Conditions also applies to the transportation of special tickets such as free and special fares. When the use conditions of special tickets such as free and special fares are inconsistent with the General Conditions, the use conditions of the tickets take precedence over the General Conditions.

2.2 Air Transport of Charter Flight

For the transportation provided according to the charter agreement, the General Conditions is only applicable to the conditions quoted in the terms of the charter agreement or the use conditions of the charter tickets.

2.3 Code Share

On some flights, Tibet Airlines has implemented "code sharing" with other carriers, which means that even if the passenger has booked the flight of Tibet Airlines and the name or code of Tibet Airlines is indicated on the passenger's ticket, he/she may take a civil aircraft operated by another carrier. In this case, Tibet Airlines will inform the passengers of the carrier actually operating the aircraft when they book seats or purchase tickets.

The General Conditions will also apply to codeshare flights actually operated by other carriers. However, the actual carrier of each codeshare flight has its own general conditions or terms of transport for its flight operation, which may be different from those of Tibet Airlines. These different terms and conditions of the actual carrier will be regarded as an integral part of the general conditions of transport of Tibet Airlines on the codeshare flights, and the contents corresponding to the general conditions of transport of Tibet Airlines will be applied preferentially on the codeshare flights operated by the actual carrier. The conditions and terms of transport of other carriers shall be subject to the contents published by that carrier.

The terms and conditions between Tibet Airlines and the actual carrier in codeshare flights that may differ include but are not limited to: boarding regulations, regulations on refusal and restriction of transport, baggage transport regulations, flight overbooking regulations, regulations on flight delays, cancellations and diversion, regulations on non-smoking and non-drinking, and regulations on no-use of electronic equipment.

2.4 Applicable Rules

This condition and the fare conditions of Tibet Airlines shall apply at the time of ticket issuance. If it is difficult to determine such time, the condition and the fare conditions of Tibet Airlines shall apply from the

date of commencement of transport as indicated on the first flight leg (sector) ticket (whether in paper or electronic format).

2.5 Governing Law Prevails

2.5.1 The establishment, validity, interpretation, performance, dispute resolution and other matters related to the contract of these Conditions shall be governed by the laws of the People's Republic of China, including international conventions concluded or acceded to by the People's Republic of China.

2.5.2 If any provision of these Conditions of Carriage conflicts with applicable laws or international conventions, the applicable laws and international conventions shall prevail. If any provision of these Conditions of Carriage is judged to be invalid if it conflicts with applicable laws and international conventions, the other provisions of these Conditions of Carriage shall remain valid.

Article 3 Ticket Sales

3.1 Basic Principles

3.1.1 General provisions

(1) Tibet Airlines ticket serves as the preliminary evidence of an air transport contract concluded between Tibet Airlines and the passenger whose name is listed on the ticket, as well as the initial agreement on the terms of transport. When a passenger purchases the multiple tickets, this represents that several independent transport contracts have been established. Conversely, the purchase of a single through ticket by a passenger constitutes a single transport contract with Tibet Airlines. In accordance with the relevant laws and regulations and the provisions of these conditions, the purchase of multiple tickets and of a single through ticket will generate different legal consequences. Unless otherwise specified, the rights and obligations relationship between Tibet Airlines and passengers as stipulated in these conditions applies solely to a single transportation contract and does not extend to any other transportation contract.

Passengers should have a full awareness of such situation and make purchase decisions based on their actual circumstances.

- (2) On the ticket, the name of Tibet Airlines is abbreviated to the airline code of Tibet Airlines “TV” or three-word code “088”.
- (3) Tickets are non-transferable. The transferred ticket is invalid and the fare is non-refundable.
- (4) Paper tickets cannot be altered. Altered tickets are invalid and non-refundable.
- (5) Each flight segment on the ticket shall be used as a proof of transportation after the class of service, date of boarding and flight number have been determined.

3.1.2 Passenger ticket purchase documents

- (1) In order to ensure flight safety, the state stipulates that passengers must provide valid identity documents when purchasing air tickets, going through check-in procedures and passing through security checks, specifically:
 - 1) Chinese mainland resident ID card, temporary resident ID card, or valid passport; Officers and men of the People's Liberation Army and the People's Armed Police and their civilian cadres and retired cadres who are not legally issued or have not yet obtained resident identity cards shall use their officer cards, armed police officer cards, soldier cards, civilian cadre cards, or retired cadre certificates respectively; Seafarer's card, travel certificate; Mainland Travel Permit for Hong Kong and Macao residents of Hong Kong and Macao; Mainland Travel Permit for Taiwan Residents of Taiwan Region; Residence permit for Hong Kong, Macao and Taiwan residents.
 - 2) The legal and valid passport, seafarer's card, and permanent residence identity card of the foreign passenger; Foreigners who do not have the above-mentioned relevant documents may use the foreigner's exit-entry certificate, and if the foreigner is in the process of reissuing the certificate due to expiration, loss, damage, etc., he or she shall present the receipt of

acceptance of the foreigner's visa certificate issued by the exit and entry administration department of the public security organ, the certificate of loss of the passport, or the temporary international travel document issued by the embassies and consulates of various countries in China (which shall be accompanied by a valid visa or stay certificate issued by the exit-entry administration department of the public security organ), and the diplomatic personnel certificate in China issued by the Ministry of Foreign Affairs.

- 3) A valid Chinese mainland identity document for residents under the age of 16 also includes a medical certificate of birth, household registration booklet, or identification issued by the public security organ where the household registration is located.
 - 4) Other valid identification documents required by the Civil Aviation Administration.
- (2) For those who do not hold Chinese resident identity card (Chinese Taiwan tourist) and do not hold Chinese passport (The tourist holding with foreign passport), when they purchase the flight ticket of Tibet Airlines involved with Tibet, they also need to present "The Confirmation Letter for Entering Tibet" (Tibet Travel Permit) issued by relevant authority of Tibet Region.
- (3) The passenger shall be responsible for the authenticity and validity of the passenger's identity documents and travel documents, and shall bear all the consequences arising from the untruthfulness of the information provided or non-conformity of the expiration date.

3.1.3 Validity period of the ticket

- (1) Unless otherwise provided on the ticket, these Conditions or the applicable tariff (the tariff may limit the validity period of the ticket, such limitation will be specified on the ticket), the ticket shall be valid for one year.
 - 1) Carriage is valid for one year from the date of commencement of the first trip, provided that the travel must commence within one year from the date of purchase of the ticket by the passenger.

- 2) When flight ticket is partially used, the calculation of validity period of flight ticket starts from 00:00 of the first day that the passenger starts his/her travel and ends at 00:00 of the next day to the expiration date. The ticket becomes invalid from the expiration day;
- 3) If all tickets are unused, the validity period of the ticket shall be calculated from midnight on the date of purchase of the ticket to midnight on the day after the expiration date.
- (2) The validity period of the changed ticket is the same as the validity period of the original ticket.
- (3) The validity period of the special fare shall be calculated according to the validity period of the special fare stipulated by Tibet Airlines, and shall be invalid after the expiry date.
- (4) Multi-segment tickets are calculated from the date of commencement of the first leg of the trip.
- (5) The passenger shall complete all the journeys listed on the ticket within the validity period of the ticket. Tibet Airlines will not accept expired tickets, and the fare, taxes and fuel surcharges will not be refunded.

3.1.4 Extension of validity period

- (1) Unless otherwise stipulated by Tibet Airlines, Due to one of following circumstances, the passenger cannot travel within the validity period of the ticket. The validity period of flight ticket of the passenger can extend to the first flight that Tibet Airlines can provide the passenger seat in accordance with the cabin class that corresponding fare has been paid for this ticket:
 - 1) The flight on which the passenger holds a reservation is cancelled.
 - 2) The agreed stopping places of the cancelled flight include the passenger's place of departure, destination or stopover.
 - 3) Failed to operate the flight within a reasonable time and schedule.
 - 4) Missed connections to flights where passengers have reserved seats.
 - 5) The passenger's class of service has been changed.

- 6) Fail to provide the passenger with the seat that has been properly reserved.
- (2) If a passenger holding a regular fare ticket or a special fare ticket fails to travel within the validity period of the ticket because Tibet Airlines fails to provide a seat on the flight class of the ticket at the time of the passenger's reservation, the validity period of the ticket may be extended until the first flight on which Tibet Airlines can provide a seat according to the class of service for which the fare has been paid, but the extension period shall not exceed 7 days.

3.1.5 Use of ticket

- (1) Passengers holding paper tickets who fail to present valid tickets issued in accordance with the regulations of Tibet Airlines and including the flight coupons of the flight taken and all other unused flight coupons and passenger coupons shall not be entitled to request boarding. Passengers presenting a defective ticket or a ticket that has been changed by Tibet Airlines or its authorized sales agent shall not have the right to request boarding.
- (2) E-ticket passengers shall present a valid identity document and have Tibet Airlines or its authorized ground handling agent verify the validity of the e-ticket before boarding. The e-ticket itinerary is only a document that records the passenger's travel information, and is not a necessary document for check-in and security check at the airport.
- (3) For international connecting tickets containing domestic segments, the flight coupons of their domestic segments can be used directly, and they do not need to be changed for a domestic ticket of Tibet Airlines before being used.
- (4) The ticket purchased by the passenger is only applicable for the transportation from the departure location or contracted stop-over location to the destination location as specified on the flight ticket.
- (5) The fare paid by the passenger is related to the order of transportation listed in the passenger ticket. The flight coupons of tickets must be used in sequence according to the voyage listed in the ticket, and cannot be used upside down; otherwise Tibet Airlines has the right to refuse to accept the

carrier. Unless otherwise stipulated in the freight rate, the unused segments that do not use the tickets in sequence shall be handled according to the provisions of "voluntary change" or "voluntary refund" of the General Conditions.

- (6) If the first flight segment of the ticket used for international and regional transportation is not used, and the passenger requests to start the trip at the agreed stopping place or the stopover, Tibet Airlines has the right to refuse transportation.
- (7) If passengers wish to change any of the contents of transportation, they should contact Tibet Airlines in advance. Once the carriage is changed, the fare will be recalculated. Passengers can choose whether to accept the new fare or maintain the original carriage on the passenger's ticket. If due to force majeure, the passenger needs to change any of the contents of the carriage, he or she should contact Tibet Airlines as soon as possible, and Tibet Airlines will make its best efforts to transport the passenger to the next stopover or final destination point within a reasonable range without recalculating the fare.
- (8) Changes to certain carriages on the ticket may result in an increase in fares, such as a change in the place of departure or a change in the direction of travel. Many fares are valid only for flights on the specific date stated on the ticket and cannot be changed or only upon payment of the applicable fee.

3.1.6 Loss of ticket

- (1) Report the loss of the lost ticket
 - 1) If the ticket of a passenger using a paper ticket is lost or damaged in whole or in part, or the ticket presented by the passenger does not include the passenger coupon and all unused flight coupons, the passenger shall apply in writing to the ticket office of Tibet Airlines or the sales agent authorized by Tibet Airlines to report the loss within the validity period of the ticket.
 - 2) Passenger applying to report loss must present his/her valid ID. If the applicant for loss reporting is not the passenger, he or she must present the valid identity document of the person reporting the loss and the

authorization letter issued by the passenger himself/herself, and provide the date and place of original purchase, the original ticket issuer or its copy, the certificate of the public security department of the place where it was lost, and other materials or certificates sufficient to confirm the loss of the ticket.

- 3) Tibet Airlines shall not be liable for any fraudulent use or refund of the lost ticket in whole or in part before the passenger applies for loss reporting, and will not refund the fare or issue a replacement ticket for the lost ticket.

(2) Loss of itinerary

If the printed e-ticket itinerary is lost due to passengers' reasons, it will not be reprinted in accordance with the provisions of the Measures for the Administration of Air Transport Electronic Ticket Itinerary (Provisional).

(3) Replacement of lost tickets

- 1) The passenger must fill in the Application for Reporting Lost Tickets of Tibet Airlines.
- 2) The passenger must declare that he/she agrees to compensate Tibet Airlines for all losses that may be caused thereby, including the fraudulent use or refund of Tibet Airlines by others and the necessary litigation costs. Tibet Airlines will, at the request of the passenger, charge a handling fee in accordance with the regulations of Tibet Airlines and issue a new ticket to replace the above ticket or part of its ticket.
- 3) If the lost ticket does not have the relevant reservation and issuance record, Tibet Airlines has the right not to issue a new ticket, and if the passenger requests to continue traveling, he or she shall purchase a new ticket at the current fare.
- 4) Replacement tickets cannot be refunded or changed.

3.1.7 Duration of stay of the ticket

International round-trip tickets have a stay period limit. If the passenger's ticket does not meet the stay period limit of the original ticket after the change, Tibet Airlines will handle it for the passenger by recalculating the

freight rate for the new trip, and the passenger will have to pay the fare difference.

3.2 Fares

3.2.1 The Applicability of Fare

- (1) The applicable fare refers to the effective freight rate applicable to passengers when purchasing tickets, and is applicable to the specific date and voyage specified in the passenger's ticket. After the ticket is sold, in case of fare adjustment, the price of the sold ticket will not be changed; if you need to change anything in the itinerary, it will be handled in accordance with the "voluntary change" provisions of the General Conditions.
- (2) The fare paid by passengers is based on the rules for the use of the freight rate of Tibet Airlines and the transportation listed on the ticket. The fare is the basic content of the transportation contract between Tibet Airlines and passengers.
- (3) The ticket fare is only applicable to the air transportation price of passengers from the airport of departure to the airport of destination, excluding the ground transportation fees and various surcharges between airports in the same city or between airports and urban areas.
- (4) Tickets of ordinary fares and preferential fares shall meet the conditions for use specified in the fares. Some tickets sold at preferential prices may be subject to special change and refund policies, including refunding only part of the ticket price or not refunding or changing. Passengers should choose the fare that best suits their needs.
- (5) Revolutionary disabled veterans, public officers disabled in the line of duty, disabled fire and rescue personnel, children, and infants may opt to purchase special fare tickets in addition to those listed under clauses 3.2.2, 3.2.3, and 3.2.4, and shall also be governed by the applicable fare conditions or the provisions of Tibet Airlines.

3.2.2 Revolutionary disabled veterans and civil police officers disabled in the line of duty

Disabled revolutionary servicemen and people's policemen who are disabled in the line of duty purchase tickets for domestic flights of Tibet Airlines at 50% of the adult regular fare for the same flight on the basis of the "Certificate of the People's Republic of China for Revolutionary Disabled Servicemen" and the "People's Police Disability Pension Certificate of the People's Republic of China" respectively. Disabled fire and rescue personnel enjoy the same ticket discounts as disabled military personnel when purchasing tickets.

3.2.3 Accompanied minors

- (1) Buy a child ticket for a domestic flight at 50% of the adult regular fare for the same flight with a seat provided.
- (2) Buy a child ticket for an international and regional flight at 50% of the adult regular fare for the same flight with a seat provided.

3.2.4 Infant

- (1) Buy an infant ticket for a domestic flight at 10% of the adult regular fare for the same flight with no seat provided.
- (2) Buy an infant ticket for an international and regional flight at 10% of the adult regular fare for the same flight with no seat provided.
- (3) Infants who need to occupy a separate seat should purchase a child ticket. If each adult passenger carries more than one infant, a child ticket shall be purchased for the additional number of passengers.

3.3 Taxes and Charges

3.3.1 Taxes or charges imposed by the government, relevant authorities or airport operators in respect of passengers or any services or facilities enjoyed by passengers shall not be included in the published fares. The taxes or charges shall be paid by the passengers and collected by the airlines on behalf of the passengers.

3.3.2 When purchasing a ticket, the passenger will be informed by Tibet Airlines of government taxes or fees that are not included in the fare, and the taxes will be specified separately on the ticket. Taxes or charges levied on air travel are subject to change and may be levied after the ticket has been

sold. Unless otherwise specified, the passenger shall be obliged to make a supplementary payment of the applicable taxes and fees stated on the ticket or after the ticket has been sold. Similarly, if the taxes paid by the passenger at the time of ticket purchase are no longer applicable to the passenger because they are cancelled or reduced, the passenger is entitled to a refund.

3.3.3 In addition to fares and taxes, Tibet Airlines will charge the airline fuel surcharge. The fuel surcharge is not a government. The amount of fuel surcharge may vary by airlines, different journeys, different classes, different dates of sale or travel.

3.3.4 “Passenger transport fuel surcharge and aviation insurance surcharge” is issued and collected by the carrier in accordance with the relevant regulations of the country or region. Infants and children are exempt from the Civil Aviation Development Fund.

(1) Domestic flights: Non-seated infants who purchase according to 10% of the ordinary adult fare are exempt from fuel surcharge. Children are charged with fuel surcharge according to 50% of the adult fare standard. Revolutionary disabled soldiers and people's police who are disabled on duty are charged a fuel surcharge of 50% of the adult fee standard. If the unit digit is less than RMB 10, it will be charged by rounding off the mantissa.

(2) International and regional flights: Infants who do not occupy a seat are exempt from the fuel surcharge at 10% of the applicable adult fare, and infants and children who occupy a seat are charged the same fuel surcharge as adults.

3.3.5 The payment of fare

(1) Passengers should pay the ticket price, taxes, and fees in the currency of the country of issuance, unless they have been agreed or designated to use another currency by Tibet Airlines or its authorized air sales agents prior to or at the time of payment.

(2) When the received ticket fare mismatches with applicable fare or corresponding calculation is erroneous, the passenger should supplement

the shorted fare or Tibet Airlines should refund the extra fare charged from the passenger.

3.3.6 Invoice

- (1) Tibet Airlines may issue electronic invoices (Electronic Ticket Itinerary for Air Transport, hereinafter referred to as "electronic itinerary"), the Electronic Ticket Itinerary for Air Transport (hereinafter referred to as "paper itinerary") or other types of invoices. The three types of invoices shall not be repeatedly issued for the same transaction. Only one invoice may be issued per ticket, excluding additional services such as ticket refunds, paid cabin upgrades and excess baggage. The control over invoice types shall be strictly implemented in accordance with the relevant policies of the Civil Aviation Administration of China. The specific invoice issuance rules may be inquired about on the official website of Tibet Airlines.
- (2) After the passenger has completed all travel segments of the purchased ticket, they may request an invoice from the original place of purchase. The electronic itinerary shall be issued within 180 days (inclusive) after the completion of all journeys on the purchased ticket; the paper itinerary shall be issued within 27 days (inclusive) after the completion of all journeys on the purchased ticket. If neither the electronic nor the paper itinerary is supported, Tibet Airlines may provide other types of invoices to the passenger.
- (3) For ticket refunds, passengers shall present the paper invoices they have obtained before processing the refund. Please keep the invoices properly.
- (4) If the obtained paper invoice is lost due to the passenger's reasons, it shall not be reissued.
- (5) The use and administration of the "Itinerary" are governed by the relevant provisions of the State Taxation Administration and the Civil Aviation Administration of China, and shall apply only to tickets sold by sales units authorized by the Civil Aviation Administration of China within the territory of the People's Republic of China.

3.4 Reservation and Ticketing

3.4.1 Reservation and ticketing methods

Passengers can reserve seats and purchase tickets through the official website, APP, WeChat mini program, Alipay mini program or call the service hotline of Tibet Airlines, or at the ticket office of Tibet Airlines or the ticket office of its authorized agents.

Tibet Airlines official website: <https://www.tibetairlines.com.cn>

Tibet Airlines official service hotline: 956096

3.4.2 General provisions

- (1) To purchase tickets, passengers must present their valid identity documents or other valid identity documents issued by the public security organs, provide accurate and effective contact information, fill in the Passenger Ticket Registration Form, and ensure that it is the same as the documents used when going through the check-in formalities. Passengers should be responsible for the authenticity and validity of the identity documents and contact information provided.
- (2) Each passenger shall hold a separate ticket.
- (3) Without the record approval of Tibet Airlines or its authorized sales agent, the reservation shall not be considered as confirmed. When passengers make reservations, Tibet Airlines or its authorized sales agent will inform them of the time limit for purchasing tickets. Passengers should pay the ticket within the prescribed time limit. If the payment is not completed, the passenger's reservation will not be retained.
- (4) Some special fares contain conditions that restrict or exempt passengers from changing or refunding tickets, and Tibet Airlines or its authorized sales agent will inform passengers of these conditions of use when purchasing tickets. Passengers should choose the fare type according to their needs.
- (5) Each flight coupon or electronic ticket must specify the class of service and the seat and date reserved on the flight before it can be accepted for carriage by Tibet Airlines. If the seat reservation is not indicated on the flight coupon or electronic ticket, the reservation shall be made in

accordance with the relevant fare conditions and seat availability on the flight.

- (6) For the needs of operation, safety or security, the service class of passengers (e.g. infants, children, the elderly, the sick and disabled, and escorts) who need to be accompanied by guardians must be the same as that reserved by their accompanying guardian, and the companions should be adults who have reached the age of 18 (counting from the day after their birthday) and have full civil capacity.
- (7) For those passengers on connection flights, it is necessary to allocate the ample time for handling the transfer procedures of connecting flights to avoid missing the connection. Typically, minimum connection time for domestic-to-domestic flights is no less than 2 hours, while for international-to-domestic or domestic-to-international flights, it should not be less than 3 hours. However, each airport may have different requirements for the minimum connection time between domestic flights, as well as between domestic and international flights. When the passenger makes the seat reservation, please inquire in advance with the relevant airport or Tibet Airlines. If the connection time for connection flights reserved by the passenger does not meet the minimum connection time standard, Tibet Airlines reserves the right to deny the seat reservation.

3.4.3 Collection and Use of Personal Information

The personal information provided by passengers to Tibet Airlines is used for reservations, ticket purchases, reservations or other services, and related procedures. To this end, the passenger authorizes Tibet Airlines to use and store the passenger's personal information, and agrees that Tibet Airlines will send such information to the relevant departments of Tibet Airlines, other relevant carriers, relevant service providers and government departments. Tibet Airlines attaches great importance to the security of passengers' personal information and will take all reasonable and feasible security control measures to protect passengers' personal information. Passengers can learn about Tibet Airlines' Privacy Policy from Tibet Airlines. The Privacy Policy is not part of these Conditions.

3.4.4 Reconfirmation of reservations

It is the passenger's responsibility to understand the carrier's requirements for seat reconfirmation in connection with the passenger's travel. In order to reconfirm, the passenger shall complete the seat reconfirmation procedure with the carrier whose code is indicated on the ticket or with the agent authorized by the carrier.

3.4.5 The priority in the booking

- (1) Tibet Airlines reserves the right to prioritize the booking for emergency response, rescue operations, and passengers whose needs for priority booking are recognized by Tibet Airlines.
- (2) For the passenger who involuntarily changes the flight travel, in accordance with corresponding condition to usable seat of new flight, the seat can be reserved in priority.
- (3) If the passenger holds with the ticket that the seats of total or partial flight legs have not been properly reserved requests for the booking, this passenger is not entitled to take the priority in the seat arrangement.
- (4) If the passenger holds with the ticket that the seats of total or partial flight legs have been properly reserved requests for voluntary change, Tibet Airlines would provide the seat arrangement according to the service condition of applicable fare, but would not provide the priority in the seat arrangement.

Article 4 Ticket Changes and Refunds

4.1 Ticket Changes

4.1.1 General provisions

- (1) Passengers should change their tickets within the validity period of the ticket.
- (2) For ticket changes, please contact the ticketing carrier or its authorized air sales agent.

4.1.2 Voluntary change

- (1) Voluntary change of ticket means that after a passenger purchases a ticket, if he/she requests to change any content in the itinerary for his/her own reasons, such as the class of cabin, flight and flight date, Tibet Airlines or its authorized sales agent will handle it according to the usage conditions of the freight rate corresponding to the ticket purchased by the passenger, and charge the passenger a change fee if the flight has available seats and time permit. At the time of change, the fare, government tax and fuel surcharge paid by passengers will be recalculated according to the use conditions of freight rate.
- (2) The change fee refers to the charge levied by Tibet Airlines on passengers who voluntarily request alterations to their original flight plans, with the rate is based on the cancellation of the reservation. The charge standard is specified in the fare service condition applicable for the ticket. Unless otherwise specified for the fare service condition, the commission fee of ticket change and the fare difference can be calculated as per the face value of the ticket.
- (3) Unless otherwise specified, if a passenger needs to change the itinerary or passenger after purchasing a ticket, Tibet Airlines or its authorized air sales agents will assist the passenger to handle the "voluntary refund" in accordance with these Conditions and purchase a new ticket according to the new itinerary or the name of the new passenger.

4.1.3 Involuntary Change

- (1) Involuntary change refers to the condition that the passenger has to change the flight ticket because the flight is cancelled, or delayed, or earlier operated, or cabin class is changed or air carrier is unable to operate original flight, etc.;
- 1) If passengers traveling on Tibet Airlines flights need to make involuntary changes due to reasons beyond the control or anticipation of Tibet Airlines, such as weather, air traffic control, emergencies, security checks, or passenger-related factors, Tibet Airlines or its authorized air travel sales agents shall take the passengers' reasonable needs into account and give priority to arranging Tibet Airlines flights with available seats for them.

- 2) If passengers on Tibet Airlines flights need to make involuntary changes due to reasons attributable to Tibet Airlines, such as aircraft maintenance, flight rescheduling, or crew reassignment, Tibet Airlines or its authorized air travel sales agents shall take into account the reasonable needs of passengers and give priority to arranging available seats on Tibet Airlines flights or on the flights of other carriers with interline agreements with Tibet Airlines.
- (2) If a passenger undergoing an involuntary change due to the circumstances listed in paragraph (1) of Article 4.1.3 hereof does not accept the unified arrangements made by Tibet Airlines, the date range of the changed flight may be selected within seven days (inclusive) before or after the original reserved date of the affected flight or its adjacent connecting flight (including the day of the flight's departure). If there are no available Tibet Airlines flights within the aforementioned date range, the passengers will be allowed to change to the nearest available flight free of charge, with a limit of one free change. For the changes beyond this range, Tibet Airlines or its authorized airline sales agents will assist the passengers to proceed with the ticket change according to the provisions of "Voluntary Change" or "Voluntary Refund" under this condition.
- (3) If the flight is normal after the change, the passenger voluntarily abandons the boarding or the passenger submits another change application for his or her own reasons, Tibet Airlines or its authorized air sales agents will assist the passenger in handling the “voluntary change” or “voluntary refund” in accordance with these Conditions.
- (4) Tibet Airlines or its authorized sales agent will assist the passengers to apply for ticket change in the case that the passengers do not take the flight with arrival delay rather than departure delay according to the "voluntary change" provisions of the General Conditions.

4.1.4 Change of carrier

- (1) If a passenger voluntarily requests a change of carrier, Tibet Airlines may change the carrier if all the following conditions are met:
 - 1) There are no restrictions on changing the carrier of the ticket used by the

passenger.

- 2) The carrier requested to change by the passenger has signed an intermodal transport agreement with Tibet Airlines, and can fill in or receive tickets from each other.
 - 3) After the change, if the applicable fare of the carrier is higher than or lower than the fare of Tibet Airlines, Tibet Airlines or its authorized air sales agent will assist the passenger in handling the applicable conditions of use of tariffs of Tibet Airlines.
- (2) If a passenger who does not comply with paragraph 4.1.4 (1) of this Article requests a change of carrier, Tibet Airlines or its authorized air sales agent will assist the passenger to handle the "voluntary change" or "voluntary refund" in accordance with the provisions of these Conditions.

4.2 Refunds

4.2.1 General provisions

- (1) Unless otherwise specified, for the Tibet Airlines ticket hold by the passenger, for the tickets of partial or total unused flight legs within the validity period, Tibet Airlines accepts the application for ticket refunding that meets the fare service conditions specified in the ticket.
- (2) The application for ticket refunding of unused flight leg of the ticket shall be proposed within no later than 12 months from the start day of his/her travel (or from the issuance day of the ticket if the ticket is totally unused). For certain application of ticket refunding in excess of above-mentioned time range, Tibet Airlines would not accept this application, i.e., the fare of unused ticket and tax, fuel surcharge would not be returned.
- (3) Ticket refunds shall comply with the laws and other relevant regulations of both the original place of purchase and the place where the refund is processed. Generally, ticket refunds shall be processed through the original payment method and in the original currency of payment.
- (4) Tibet Airlines shall prioritize refunding the ticket fare to the original payment account. If, due to exceptional circumstances, the refund cannot be processed to the payment account, it will be made directly to the

passenger. If a passenger authorizes another person to process the ticket refund, the authorized person shall present a power of attorney, the valid identification document of the passenger named on the ticket, the ticket itself, and the authorized person's own valid identification document.

- (5) When applying for a refund, passengers shall return the originals of all related reimbursement documents they have obtained (such as the Electronic Ticket Itinerary for Air Transport) to Tibet Airlines.
- (6) Tibet Airlines shall refund the ticket fare to the party who holds all unused flight coupons, passenger coupons, payment vouchers or paper itineraries and meets the provisions set forth in paragraphs (4) and (5) of this article. This shall be deemed an official refund, and the transportation contract between Tibet Airlines and the passenger shall be terminated accordingly.
- (7) Tibet Airlines shall completely proceed with the formality of ticket refunding for the passenger within 7 working days from the day when the passenger submits the efficient application for ticket refunding. Above-mentioned time does not include the processing time of financial organization.
- (8) When the passenger who holds with the ticket in special fare requests a ticket refund, this refund shall be handled in accordance with the fare service condition of this ticket.

4.2.2 The Location of Ticket Refunding

- (1) If the passenger requests for voluntary ticket refunding, he shall proceed with the ticket refunding formality at the original ticket purchase location.
- (2) The passengers who have purchased the tickets through the official website of Tibet Airlines, mobile phone APP application, WeChat mini-program, Alipay mini-programs, or by calling Tibet Airlines service hotline (956096), or through the authorized online ticketing platforms by Tibet Airlines must submit their ticket refund applications on the original ticket purchasing platform.

4.2.3 Voluntary Ticket Refunding

- (1) "Voluntary Refund" means a passenger's request for a refund for their own

reasons after purchasing a ticket. When handling the voluntary refund, Tibet Airlines will handle the refund of the unused segment of the passenger ticket according to the applicable freight rate conditions, and charge the passenger a refund fee if the conditions of use of the passenger ticket allow the refund and the refund does not fall within the scope specified in 4.2.4, 4.2.5 and 4.2.6 of the General Conditions.

- (2) Refund fee refers to the fee charged by Tibet Airlines for passengers to voluntarily request a refund. The rate is calculated based on the time of cancellation of reservation, and the charging standard is specified in the applicable freight use conditions of the ticket.
- (3) Unless otherwise specified, if the ticket is marked as non-refundable or has no refundable balance, the taxes and fees can be refunded separately, and no handling fee will be charged, and the change handling fee already charged will not be refunded.
- (4) If the passenger voluntarily terminates the travel at the stop-over airport of this flight, the fare of unused flight leg of this flight and the tax would not be refunded.

4.2.4 Involuntary refund

- (1) If a passenger needs a refund due to reasons attributable to Tibet Airlines or due to weather, air traffic control, etc., and the passenger's flight departure is delayed, cancelled, advanced, changed in flight itinerary or changed in the class of service, Tibet Airlines or its authorized air sales agent may handle an involuntary refund for the passenger for the flight or the ticket of the flight and subsequent connecting flights.
- (2) Due to Tibet Airlines the circumstances or due to such circumstance as the weather or ATC, etc., the arrival flight taken by the passenger has been delayed so that the flight connection of the passenger is missed or the seat originally reserved by the passenger cannot be provided, consequently, the passenger needs to proceed with the ticket refund of subsequent connection flight. For the flight that the departure is not delay and only the arrival is delayed, for the application for the ticket refunding of the passenger who has not taken this flight, Tibet Airlines or aviation sales

agent authorized by Tibet Airlines will assist the passenger to proceed with the formality in accordance with the provision of “Voluntary Ticket Refund” in this condition.

- (3) Involuntary refund shall be handled in accordance with the following provisions:
 - 1) If all tickets are unused, all paid tickets will be refunded, and the refund fee will be waived.
 - 2) If the ticket has been partially used, the applicable fare and taxes for the used flight segment shall be deducted from the fare paid, and the balance shall be refunded to the passenger without refund fee, provided that the refund amount shall not exceed the total amount of the fare paid.
- (4) If the flight is delayed or cancelled at the stop-over airport or alternate airport, the passenger intends to terminate the travel. For the domestic flight, refund the fare that is calculated at corresponding cabin class discount rate from the fare actually paid from the stop-over airport or alternate airport to the destination airport (civil aviation development fund and fuel surcharge are not returned), and must not exceed the original ticket fare. If no transportation fare is published, refund the fare of other traffic tools between the unused flight legs, but such fare must not exceed the original ticket fare.
- (5) After the passenger voluntarily changes the flight and has paid off the ticket change commission fee, in occurrence of certain irregularity arisen from the changed flight, the passenger requests for ticket refunding and no ticket refunding commission fee is charged, and the paid flight ticket commission fee is not charged.
- (6) If the aircraft type is changed, but the actual departure time of the flight is normal, without causing the original flight overbooked or the number of people in the class overflowed, the flight is a normal flight. If a change or refund is submitted, Tibet Airlines will assist the passenger to handle the ticket in accordance with the provisions of "voluntary change" or "voluntary refund" of these Conditions.

4.2.5 Request a change or refund due to illness or death

- (1) If a passenger fails to board the flight for which the ticket has been purchased as originally planned due to injury, illness, death or other health reasons after purchasing the ticket or during the travel, and provides supporting materials recognized by Tibet Airlines, Tibet Airlines may make a free change to the unused flight segment of the passenger and accompanying personnel during the validity period of the ticket, and the change fee will be waived; Or apply for a refund, no refund fee will be charged.
- (2) If a close relative of a passenger dies after the passenger purchases a ticket or is during a trip, Tibet Airlines can make a change for the unused segment of the passenger's ticket free of charge after providing the death certificate and close relative certificate required by Tibet Airlines refund the ticket without charge.

4.2.6 Refuse the ticket refund

Except for the involuntary ticket refund, in case of one or more than one below-mentioned conditions, relevant entity shall refuse the ticket refund:

- (1) The passenger does not propose the application for ticket refunding in excess of expiration period;
- (2) During the application, the passenger cannot show the valid pass or ticket;
- (3) When the fare of used ticket is at or above the fare of whole travel ticket, the fare of remaining unused flight legs cannot be refunded;
- (4) It is specified in the ticket that no ticket refund is allowed.

Article 5 Check-in

5.1 Acceptance of Check

- 5.1.1 Passengers and passengers' baggage shall be subject to safety and security checks. The methods of check include, but are not limited to, equipment check, manual check, verbal interrogation and other check methods prescribed by the local government or security check agency, etc., and the manner to be carried out is determined by the government, the airport or Tibet Airlines in its sole discretion, regardless of whether the passenger is

present, consented or knowledgeable. Tibet Airlines shall not be liable for any bodily injury, damage to or loss of items caused by such check, unless such injury, damage or loss is caused by the intent or gross negligence of Tibet Airlines, unless otherwise provided by Chinese laws and international conventions.

- 5.1.2 When the holder with non-Chinese resident identity pass and the holder with non-Chinese passport proceed with the flight involved with Tibet, they also need to provide the “Tibet Travel Permit” (TTP). The damage caused by the passenger for his/her failure to board on the aircraft due to the absence of “Tibet Travel Permit” (TTP) shall be personally borne by the passenger. If the passenger needs to refund the ticket, Tibet Airlines shall assist the passenger to proceed with the formality according to the provision of “Involuntary Ticket Refund” in this condition.

5.2 Check-in Procedures

- 5.2.1 Before the flight stops check-in, the passenger shall check the ticket, check in the baggage, and obtain a paper or electronic boarding voucher with his or her real name and with a valid identity document, and the valid identity document presented by the passenger shall be the same as the valid identity document provided at the time of ticket purchase. If necessary, Tibet Airlines will make a copy of the passenger's travel documents.
- 5.2.2 After the seat has been reserved, the passenger shall take the flight on the ticket for which the seat is reserved and shall be limited to carriage between the two places specified on the relevant flight coupon for which the seat has been reserved on the ticket.
- 5.2.3 The check-in deadline varies from airport to airport, and if the passenger is on a Tibet Airlines flight, Tibet Airlines will inform the passenger of the check-in deadline. Passengers should check with the relevant carrier for the deadline for check-in by other carriers during the passenger's travel. For the smooth travel of passengers, passengers are advised to allow sufficient time for check-in.
- 5.2.4 If a passenger fails to arrive at the check-in counter on time, or fails to arrive at the boarding gate before the prescribed gate closing time, or fails

to present his or her valid identity document and transportation certificate, or is not ready to travel, Tibet Airlines may cancel the passenger's reserved seat in order not to delay the flight. Tibet Airlines shall not be liable for any losses and expenses incurred by passengers as a result. If the passenger requests a refund, Tibet Airlines will assist the passenger to handle the ticket in accordance with the provisions of "voluntary refund" of these Conditions.

5.2.5 Tibet Airlines will meet the passengers' requirements for seats on board as much as possible according to the service class of the passenger's ticket, but does not guarantee that the seats designated by the passengers will be provided. If the passenger involuntarily lowers the class of service due to reasons attributable to Tibet Airlines, Tibet Airlines will refund part of the passenger's fare and compensate the passenger. The compensation criteria are detailed in the "Overbooking" provisions of these Conditions. If the passenger is unwilling to reduce the class of service, the passenger can refuse to take this flight, and Tibet Airlines will assist the passenger to handle the "involuntary change" or "involuntary refund" in accordance with the provisions of these Conditions.

5.2.6 Prior to travel, passengers shall be responsible for obtaining valid travel documents, visas or documents required for health and epidemic prevention policies at the place of departure, agreed stopping place to the point of destination, and shall understand and comply with all applicable laws, regulations, orders and travel regulations. The information provided by Tibet Airlines and its authorized agents to passengers is for the purpose of providing convenience and assistance to passengers, and Tibet Airlines shall not be liable for this. Tibet Airlines shall not be liable for the consequences of the passenger's failure to obtain the above documents or visas or for the failure to comply with the above applicable laws, regulations, orders and travel regulations.

5.2.7 No-show

(1) If the passenger's no show is due to reasons other than those attributable to Tibet Airlines, Tibet Airlines will assist the passenger to handle the

"voluntary change" or "voluntary refund" in accordance with the provisions of these Conditions.

- (2) If the passenger's no show is due to reasons attributable to Tibet Airlines, Tibet Airlines will assist the passenger to handle the "involuntary change" or "involuntary refund" in accordance with the provisions of these Conditions

5.3 Boarding

5.3.1 Tibet Airlines has different boarding gate closing times at different airports, so passengers are requested to comply with Tibet Airlines' requirements for boarding gate closing times at each airport. If the passenger does not board the aircraft before the boarding gate closing time, he will not be able to take this flight, and Tibet Airlines will handle the follow-up matters according to missing the flight.

5.3.2 In occurrence of certain change of boarding gate and boarding time, Tibet Airlines or ground service agent authorized by Tibet Airlines shall timely notify such change to the passenger.

5.3.3 Missing a flight

- (1) If the passenger misses the flight due to reasons other than those attributable to Tibet Airlines, Tibet Airlines will assist the passenger to handle the "voluntary change" or "voluntary refund" in accordance with the provisions of these Conditions.
- (2) If the passenger misses the flight due to reasons attributable to Tibet Airlines, Tibet Airlines will assist the passenger to handle the "involuntary change" or "involuntary refund" in accordance with the provisions of these Conditions.

5.3.4 Taking a wrong flight

When a passenger takes a wrong flight, and arrives at a place other than the destination stated on the ticket, Tibet Airlines will take the following measures for the passenger to choose:

- (1) If there is a subsequent flight to the destination listed on the passenger's ticket at the arrival station of the wrong flight, Tibet Airlines will arrange

for the passenger to fly directly from the wrong arrival station to the destination free of charge, or take ground transportation to the passenger to the destination free of charge, and the fare will not be replenished or refunded.

- (2) The passenger will be transported back to the departure station, and the departure station will arrange for the passenger to take the subsequent flight to the destination listed on the passenger ticket as soon as possible, and the fare will not be supplemented or refunded.
- (3) If the passenger requests to terminate the trip at the wrong arrival station, Tibet Airlines will refund the passenger's original flight segment.

5.4 Seating Arrangements on Board

5.4.1 Tibet Airlines will try its best to meet the requirements of passengers applying for seats on board in advance. However, due to the need of operation, safety or security, for the needs of operation, safety or security, Tibet Airlines cannot guarantee to provide any seats designated by the passengers. At the same time, it always reserves the right to reassign the seats on board, even after the passengers are seated.

5.4.2 In order to ensure flight safety, seats at the exit of the airplane will be arranged by Tibet Airlines.

5.5 Conduct During the Flight

5.5.1 The handling of on-board unlawful interference act and disturbance act

- (1) Unlawful interference act: It refers to, for example, the act or attempt that infringes the civil aviation safety, which includes but does not limit to: Unlawful aircraft hi-jack; damage the in-service aircraft, detain the hostage inside the aircraft or airport, intrude into the aircraft, airport or aviation facility site, carry the weapon or dangerous device or material into the aircraft or the airport for the purpose of crime, use the in-service aircraft to cause into the death or serious personal injury, or seriously damage the property or environment, propagate the fake information that, for example, detracts the aircraft in the flight or on the ground, or the safety of passenger, flight crew, ground personnel or the public inside

the airport or civil aviation facility site.

- (2) Unruly passengers: Passengers who do the following things on civil aircraft from the time when the cabin doors are closed before departure till the cabin doors are opened after landing:
- 1) Attack, intimidate, threat, or intentionally act absurdly and endanger the order or safety of persons and properties.
 - 2) Attack, intimidate, threat, or interrupt the crew members on-duty, or reduce the crew members' ability to carry out duties.
 - 3) Intentionally act absurdly or damage the aircraft, equipment or structure that endanger the order and the safety of the aircraft or people onboard
 - 4) Spread known false information and endanger the safety of the in-flight aircraft.
 - 5) Do not obey reasonable command or instruction which is given to ensure safe, orderly or efficient operations.
- (3) Disruptive passenger: A passenger who fails to respect the rules of conduct at an airport or on board an aircraft or to follow the instructions of the airport staff or crew members and thereby disturbs the good order and discipline at an airport or on board the aircraft.
- (4) According to the judgment of Tibet Airlines, if the passenger's unlawful interference, disturbance or other behavior on board the aircraft endangers the safety of the aircraft or any person or property on board, or obstructs the crew in performing their duties, or does not comply with the instructions of the crew, including but not limited to smoking, alcohol or drug consumption, and acts that cause or may cause discomfort, inconvenience, damage or injury to the crew or other passengers, Tibet Airlines may take such measures as it deems reasonable, such as implementation of discipline to prevent the behavior from continuing. Passengers may be required to disembark at any location and be refused onward carriage, or be handed over to the relevant government authorities in accordance with applicable laws or international conventions.

5.5.2 Use and Restrictions of Portable Electronic Devices

- (1) At no time during the flight is it permitted to use lithium battery mobile power supply (power bank) to charge portable electronic devices, nor to charge lithium battery mobile power supply (power bank) via the onboard power supply or USB ports.
- (2) From the time the airplane begins to move on the ground until the seat belt sign is turned off after landing, the use of mobile phones and watches without flight mode capability (specifically referring to devices equipped only with cellular communication functions (voice and data)), walkie-talkies, and remote control devices (remote control toys and other electronic devices with remote control features) is strictly prohibited.
- (3) Large electronic equipment (with the sum of length, width and height greater than 31cm) that is prohibited in key flight stages such as taxiing, take-off, descent and landing, but allowed to be used in aircraft cruising stage, such as portable computers or tablet computers, e-books, video/audio players, and electronic game machines.
- (4) From the time the airplane enters the runway for takeoff until it leaves the runway after landing and enters the taxiway, small electronic devices (with the sum of length, width and height less than 31 cm), such as passengers' handheld mobile phones and watches, e-readers, audio/video players, game consoles, etc., may be used but must be kept in flight mode. During critical phases of flight, accessories such as headphones and charging cables must not be connected, and voice communication is not permitted.
- (5) Electronic equipment that is not restricted in the whole process, including but not limited to portable electronic equipment such as portable recorders, hearing aids, pacemakers and electric razors, which will not affect the navigation and communication system of airplane.
- (6) Tibet Airlines has the right to request passengers to turn off portable electronic equipment in order to prevent interference with aircraft communication and precision navigation equipment when crew members find that there is electronic interference and suspect that the interference comes from portable electronic equipment used by passengers, and when low visibility operation procedures are implemented and emergency

evacuation is started.

5.5.3 Smoking prohibition

All Tibet Airlines' flights are non-smoking, and smoking is not allowed in all areas on board, including smoking electronic cigarettes and synthetic steam smoking devices.

5.5.4 Alcohol restrictions

Except for alcoholic beverages provided by Tibet Airlines, no other alcoholic beverages shall be consumed on board.

5.5.5 Safety belt

Passengers should wear seat belts at all times when seated on board.

5.6 Entry/Transit

5.6.1 Passengers should understand and comply with the relevant exit, entry or transit regulations of the country or region they are travelling from, to or through before traveling. Tibet Airlines shall not be liable for any loss or adverse consequences suffered by passengers who violate the above regulations during travel.

5.6.2 If a passenger is refused entry/transit, the passenger shall bear the cost of transportation leaving the country or region. Tibet Airlines will not refund the fare for which Tibet Airlines has already transported passengers to the place of refusal of entry/transit.

5.6.3 If Tibet Airlines is required to pay fines or penalties or bear any expenses due to the passenger's failure to comply with the laws, regulations, orders or other travel regulations of the relevant country or region, or the passenger's failure to present the required documents, or the refusal of exit, entry or transit for any reason, the passenger shall reimburse Tibet Airlines for any payment or any expenses incurred.

Article 6 Refusal of Carriage and Restriction of Carriage

6.1 Refusal of Carriage

6.1.1 Tibet Airlines has the right to refuse to transport passengers and their

baggage for safety or based on its own reasonable judgment when it is determined that one of the following conditions applies, and Tibet Airlines shall not be liable for the losses caused to passengers:

- (1) Passengers or articles prohibited from transportation in accordance with relevant national regulations.
- (2) Passengers who refuse to submit to security checks.
- (3) Baggage that has not been through security check.
- (4) Passengers who fail to present a valid ID at check-in, or whose identity document is inconsistent with the identity document at the time of ticket purchase.
- (5) Other circumstances stipulated by the state.

6.1.2 Except as stipulated in Article 6.1.1 of these Conditions, if the passenger's behavior may endanger flight safety or public order, Tibet Airlines has the right to refuse transportation:

- (1) Failure to comply with the laws and other relevant regulations of the country of origin, stopover, destination or overflight.
- (2) The passenger or his/her baggage may endanger or affect the safety and health of other passengers or crew or may cause discomfort to other passengers.
- (3) The passenger has had bad behavior when taking a Tibet Airlines flight, and the relevant departments of Tibet Airlines have confirmed that similar behaviors will occur again.
- (4) The passenger fails to follow applicable Tibet Airlines provisions. It includes but does not limit to Tibet Airlines provisions on the use of ticket coupons in sequence, or the flight ticket shown by this passenger is not issued or changed by Tibet Airlines or the sales agent authorized by Tibet Airlines, or this flight ticket has been damaged, or the ticket has been already damaged;
- (5) The passenger does not present a valid ticket, or the ticket presented is a lost ticket, a stolen ticket, or a forged ticket.

- (6) The passenger cannot prove that he or she is the person listed in the "Passenger Name" column of the ticket.
- (7) The passenger fails to pay the applicable fare, taxes, or related fees as required.
- (8) The passenger may seek entry in his or her transit country, or the passenger may destroy his or her documents during the flight, or the passenger may refuse to hand over his/her travel documents or copies to the cabin crew in accordance with the requirements of Tibet Airlines.
- (9) The passenger did not comply with the safety or security regulations of Tibet Airlines.
- (10) Passengers fail to comply with the rules on smoking prohibition or the use of electronic devices on board.
- (11) The passenger fails or refuses to comply with the instructions of the crew.

6.1.3 Passengers who do not meet the relevant boarding requirements of Tibet Airlines, including but not limited to:

- (1) The passenger's mental or physical condition, including the passenger's influence of alcohol or drugs, may cause danger or harm to the passenger, other passengers, crew or property.
- (2) The passenger that his/her physical actions are restricted and no other personnel can assist him/her to rapidly leave from the seat under the emergency condition, and the only suitable seat is exit seat.;
- (3) Sick passengers who cannot provide supporting documents stipulated by Tibet Airlines.
- (4) All kinds of sick passengers who are not suitable for air travel, etc.

6.2 Restriction of Carriage

6.2.1 General rules

- (1) Before purchasing tickets, special passengers must learn about the flight standards, restrictions and declaration items of Tibet Airlines, actively and truthfully declare their health status, provide medical certificates or diagnostic certificates recognized by Tibet Airlines and necessary test

reports (if necessary), and be responsible for the authenticity. They can only be carried after they meet the company's prescribed conditions, submit them to Tibet Airlines in advance, obtain the prior consent of Tibet Airlines and other relevant carriers making arrangements when necessary. (For more restrictions on the application of special passengers, please refer to the relevant regulations on various special passengers.)

- (2) Special passengers refer to passengers who need special courtesy or special care due to their physical and mental conditions, or who can only be transported under certain conditions, including: very important passengers, sick and disabled passengers (including disabled passengers, stretcher passengers, oxygen passengers on board, wheelchair passengers, sick infant passengers who were born less than 14 days ago but need to go to the plain area for emergency assistance, and other sick passengers), unaccompanied children, infant passengers, pregnant/maternal passengers, criminal suspects, repatriated passengers, confidential passengers, passengers carrying human organs for transplant or passengers requiring special services.
- (3) Passengers with special status should present corresponding certificates. When they meet the transport requirements of Tibet Airlines, Tibet Airlines will jointly open a green channel with ground service agents and airport management agencies to provide them with special security procedures. Otherwise, air transport services will be provided according to the ordinary passenger security procedures. Such passengers include confidential personnel, and OPO personnel carrying human organs for transplant.
- (4) The maximum number of infants and children each adult passenger can carry is: two infants; or an infant and two children; or three children; or a sick infant; or a disabled infant.

6.2.2 Carriage of infants

- (1) Infant passengers should be accompanied by adults who have reached the age of 18 and have full capacity for civil conduct. Each adult passenger can carry up to two infants. One of the infants can be held by an adult

passenger or sit on the leg of an adult passenger, with the infant seat belt fastened. The other infant should occupy the seat alone. Infants occupying seats alone must ride in the child (infant) restraint device approved by CAAC, which can be equipped by Tibet Airlines or carried by parents or guardians of children (infants), but the child (infant) restraint device should be properly fixed on the approved forward seat and the child (infant) can be properly fastened in the restraint device.

- (2) Infants carried by Tibet Airlines refer to infants who have been born for 14 days on the date of travel (the 14th day starts from the day after birth) but are under 2 years old (including birthday).
- (3) Tibet Airlines does not provide air transportation services for infants born less than 14 days old and premature infants born less than 90 days old.
- (4) The number of infant passengers that can be carried by each flight is limited, so the infant ticket must be applied in advance. If the infant reservation application is not made in advance or the infant ticket is temporarily purchased before the flight takes off, the infant may be refused to be transported because it exceeds the limit on the number of infants in the safe operation of the flight. If the ticket held by accompanying passenger requires needs to be changed or refunded, it will be handled by voluntary change or voluntary refund.

6.2.3 Carriage of children

- (1) Children who have reached the age of 2 on the date of travel (counting from the day after birthday) but are under the age of 12 (including the birthday) shall be accompanied by an adult who has reached the age of 18 and has full capacity for civil conduct. Children should purchase a ticket in the same class of service as their accompanying person.
- (2) If a child passenger who has reached the age of 5 on the date of travel (counting from the day after birthday) but is under the age of 12 (including the birthday) shall apply to Tibet Airlines in advance for the unaccompanied minor service with the consent of Tibet Airlines, and purchase a ticket in accordance with the regulations of Tibet Airlines. There is a limit to the number of unaccompanied minors carried on each

flight, and Tibet Airlines has the right to refuse carriage accordingly.

- (3) Young passengers between the ages of 12 and 18 travelling alone may voluntarily apply for the unaccompanied minor service.
- (4) Regarding the operation regulations and service fee charging standards for unaccompanied minors, passengers may inquire with Tibet Airlines, Tibet Airlines' authorized air sales agents or authorized ground handling agents.

6.2.4 Carriage of persons with disabilities

Tibet Airlines provides air transportation services for disabled persons who meet the conditions for boarding in accordance with the relevant laws and regulations on air transport for the disabled, refer to Tibet Airlines Co., Ltd. Air Transport Service Program for the Disabled for details.

6.2.5 Carriage of pregnant women

- (1) Due to changes in cabin environment and unpredictable air turbulence, which may have adverse effects on pregnant women, Tibet Airlines strongly recommends that pregnant women consult a doctor before traveling to confirm whether they are fit to take public air transportation.
- (2) Pregnant passengers who are pregnant under 32 weeks (excluded) shall be transported as regular passengers, except for those who are judged by a doctor to be unfit for flight.
- (3) Pregnant women who have reached 32 weeks (inclusive) and less than 36 weeks of pregnancy shall provide a medical certificate or diagnosis certificate issued by a county-level or second-class A or above medical unit and sign the Risk Notice, and obtain the verification by Tibet Airlines before taking a flight.
- (4) Tibet Airlines does not provide air transportation services to: pregnant women who are at or beyond 36 weeks of gestation (inclusive); those whose expected date of delivery is within 4 weeks (inclusive); those whose expected delivery date is approaching but cannot be precisely determined and are known to be carrying multiple fetuses or are expected to experience delivery complications; women within seven days postpartum; or those exhibiting signs of threatened miscarriage.

- (5) Even if the passenger has met the requirements of Clauses 6.2.5(2) and 6.2.5(3) above, Tibet Airlines still has the right to refuse carriage if the passenger develops obvious symptoms of discomfort during the flight, or if Tibet Airlines reasonably judges that the passenger's continued boarding will bring danger to the passenger's personal safety.

6.2.6 Carriage of injured or sick passengers

- (1) For injured or sick passengers, for the safety and health of the passenger or other passengers or crew members, passengers with any of the following conditions should consult a doctor before planning to travel and present a medical certificate or diagnosis certificate recognized by Tibet Airlines:

- 1) Those who need to use an incubator for premature infants.
- 2) Sick infants (including infants who are less than 14 days old but need to travel from highland areas to plain areas for emergency assistance).
- 3) Those who require the use of medical oxygen in the air.
- 4) People who may be life-threatening in the air or require medical care.
- 5) Those who are known to have a contagious disease but can be prevented by taking measures.
- 6) Stretcher passenger.
- 7) Elderly passengers who travel alone with a history of cardiovascular, diabetes, hypertension, etc.
- 8) Seriously ill passengers, or sick passengers who cannot safely complete air travel during the flight without additional medical assistance.

Even if the passenger provides these certificates, Tibet Airlines still has the right to decide whether to carry the passenger based on the passenger's physical condition and the actual operation of the flight when checking in for the passenger.

- (2) If the standard seat of the aircraft cannot be used for any reason (such as knee/hip rigidity and cannot do bending activities), or the seat backrest of the aircraft cannot be maintained in an upright posture during takeoff or

landing and no satisfactory alternative method can be found, the passenger needs to apply for stretcher transportation service, and Tibet Airlines agrees and makes corresponding arrangements before carriage.

- (3) Tibet Airlines does not provide air transportation services for injured or sick passengers suffering from the following diseases, except for the purpose of saving lives and making special arrangements with the consent of Tibet:
- 1) People with heart disease in a very severe or critical state, such as severe heart failure, cyanosis, or myocardial infarction (those who have had an infarction within six weeks before travel).
 - 2) Severe otitis media, accompanied by patients with occlusion of the Eustachian tube.
 - 3) Patients with recent spontaneous pneumothorax or neurological conditions that have recently had a pneumothorax.
 - 4) Patients with large mediastinal tumors, extra-large hernias and intestinal obstruction; Head injury, increased intracranial pressure and skull fracture; Mandibular fractures recently connected using metal wires.
 - 5) Patients who have had polio in the past 30 days; Patients with medullary poliomyelitis.
 - 6) Patients with severe hemoptysis, vomiting, bleeding, vomiting, and moaning.
 - 7) Those who have recently undergone surgery and whose wound has not healed completely.
 - 8) The passengers who become suddenly intensified or experience an intensification or a deterioration in their disease conditions during the period when they are proceeding with the boarding formality or are boarding on the aircraft;
 - 9) Other patient that suffers from certain disease that is not suitable for air travel

6.3 Ticket Processing after Refusal of Carriage

- 6.3.1 If a person is refused carriage in accordance with Article 6 of these Conditions and a written explanation is requested, unless otherwise stipulated by the State, Tibet Airlines will promptly issue the relevant certificate of failure to board the passenger.
- 6.3.2 If a passenger who meets the circumstances of paragraphs 6.1.1 and 6.1.2 of these Conditions requests a change or refund of the ticket, Tibet Airlines will assist the passenger in handling the ticket in accordance with the provisions of "voluntary change" or "voluntary refund" of these Conditions.
- 6.3.3 Passengers who meet the circumstances of paragraphs 6.1.3 and 6.2 of these Conditions may apply for the "change or refund due to illness" of these Conditions.

Article 7 Transportation of Baggage

7.1 Items that Cannot be Transported as Baggage

Passengers are not allowed to carry the following items in their baggage (including checked and unchecked baggage) or carry them into the cabin:

- 7.1.1 Items that may endanger the safety of the aircraft, persons or property on board, such as the following prohibited items (including but not limited to) listed in the International Civil Aviation Organization (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air, the International Air Transport Association (IATA) Regulations on the Transport of Dangerous Goods, and Tibet Airlines' Dangerous Goods Transport Manual: explosives; Gases (including flammable gases, non-flammable and non-toxic gases, toxic gases); flammable liquids; Flammable solids, substances prone to spontaneous combustion, substances that release flammable gases when exposed to water; oxidants and organic peroxides; toxic and infectious substances; radioactive substances; corrosive substances; Miscellaneous dangerous goods.
- 7.1.2 Items prohibited from carriage by laws, regulations or orders of the People's Republic of China or items prohibited of export, entry or transit

by laws, regulations or orders of countries.

- 7.1.3 Firearms and their main parts and components comply with the provisions of paragraph 7.3.7 of these Conditions include military, civilian, official firearms and other firearms prohibited by the state: Such as pistols, rifles, submachine guns, machine guns, riot guns, air guns, anesthesia injection guns, sample guns, prop guns, steel ball guns, tear gas guns, stun guns, and imitations of the above items.
- 7.1.4 Ammunition (except as provided for in paragraph 7.3.7 of these Conditions), ordnance, police equipment and its main parts and components (batons, military or police daggers, bayonets, etc.); Prohibited equipment (electric shock apparatus, defense equipment, etc.) prohibited by the state, imitation of the above items.
- 7.1.5 State-controlled knives (daggers, three-sided knives, three-sided scrapers for machining, knives with self-locking devices, single-edged knives shaped like daggers but longer than daggers, double-edged knives and other similar single-edged, double-edged, three-edged knives, etc.), and other controlled instruments that are regulated by the State, such as crossbows.
- 7.1.6 Other items:
- (1) Items that are unsuitable for transport because of their danger, insecurity, or because of their weight, volume, packaging, shape or nature, and other prohibited items prescribed by the State.
 - (2) Infectious disease pathogens.
 - (3) Tinder (including all types of ignition devices) such as lighters, matches, cigarette lighters, magnesium rods (flints).
 - (4) Lithium battery electronic equipment with rated energy exceeding 160Wh or lithium metal content exceeding 8g, spare lithium batteries (including mobile power supply), portable chargers and lithium batteries with safety defects or unclear labels recalled by manufacturers, with no clear manufacturer or unable to confirm the rated energy/lithium metal content (the transportation standard of lithium batteries for battery-powered

- wheelchairs should be handled in accordance with Tibet Airlines' regulations on passengers and crew carrying dangerous baggage);
- (5) Alcoholic beverage not contained inside standard retail packaging; alcohol drink that its alcohol content exceeds 70% or its ethanol content reaches to 75%, medical alcohol, alcohol spray (used for disinfection or cleaning), alcohol-free hand sanitizing gels, wash-free bacteriostatic liquid (disinfection gel), wash-free hand sanitizer(disinfection gel), and sterilization product;
 - (6) Live animals (Except for service dogs specified in paragraph 7.3.1 of these Conditions).
 - (7) Wildlife and its products:
 - 1) Wild animals and their products prohibited by relevant laws and regulations shall not be collected and transported, and terrestrial wild animals that naturally grow and reproduce in the wild environment for the purpose of food shall not be accepted and transported.
 - 2) Where it is really necessary to transport wild animals by air due to special circumstances such as scientific research, medicinal use, and display, relevant supporting documents must be strictly verified, and those that do not meet the requirements shall not be accepted for transportation.
 - (8) Small-size medical gaseous oxygen bottle, air bottle or oxygen bag, liquidized oxygen device and chemically-generated oxygen (such as Young Leda), including the used empty air bottle;
 - (9) Fragile, perishable items and fresh items with obvious odor (such as seafood, durian, etc.).
 - (10) Substances with strong magnetization, items with a strong pungent odor or easy to cause panic among passengers, and items that cannot be identified as potentially dangerous in nature.
 - (11) Spontaneous-heating instant food, spontaneous-heating beverage, etc. (including the spontaneous-heating bag)

7.1.7 Any item requested for carriage by a stranger for the passenger travelling on board.

7.2 Items not Recommended for Carriage as Checked Baggage

7.2.1 Tibet Airlines strongly recommends that passengers do not carry the following items as checked baggage or in checked baggage, and passengers can take care of them in the cabin on the premise that they meet the requirements of unchecked baggage.

- (1) Important documents, business documents and information, currency, negotiable instruments, securities, bills of exchange.
- (2) Jewelry, precious metals and their products, gold and silver products, valuables, precious medicinal materials, antique calligraphy and paintings, out-of-print prints or manuscripts.
- (3) Fragile or vulnerable article, perishable article, sample, electrical device (that spare battery is not contained);
- (4) The article that needs the cares of special personnel, such as the travel pass, etc.;
- (5) Medications that need to be taken regularly.

7.2.2 Tibet Airlines shall be liable for the loss or damage of the above-mentioned items placed or carried in the checked baggage, and the liability for damage shall refer to paragraph 7.9 of these Conditions.

7.3 Items Restricted for Carriage

Due to special characteristics in shape, length, weight, or its inherent nature, as well as the restrictions imposed by applicable laws, regulations, and orders, its transportation is restricted. Such baggage cannot be accepted for air transport until those limitation conditions, quantities, and packaging requirements set forth by Tibet Airlines have been satisfied and with the consent of Tibet Airlines.

Unless otherwise specified, if the special baggage meets the consignment requirements, its size and weight limit are the same as those of ordinary checked baggage. Tibet Airlines will charge corresponding fees according to the airline of the passenger's ticket and the category and weight of the special baggage checked by the passenger.

For more information about restricted transport articles, please refer to Tibet Airlines' regulations on passengers and crew carrying dangerous baggage, or inquire with Tibet Airlines and its authorized sales agent and authorized ground service agent.

7.3.1 Small animal, service dog

- (1) The pet refers to the small dog, cat, bird tamed by the family or other pet animal. Except for small dog and cat, other ornamental pet, wild animal and the animal that has monstrous physical shape or can easily hurt the human being, such as snake, etc., which is not the small animal. Tibet Airlines has the right to decide whether such small animal belongs to the range of the animals the can be carried and decide the transportation method of pet animal, and has the right to restrict the number of pet animal carried in one aircraft.

Service dog refers to a special type of dog that provides assistance to persons with disabilities in daily life and work, including service dogs, hearing dogs, and guide dogs.

- (2) Tibet Airlines does not accept the small animal as the checked baggage or non-checked baggage for the time being.
- (3) Tibet Airlines shall provide transportation services for eligible passengers and their service dogs in accordance with the relevant laws and regulations of the civil aviation authority on air transportation for persons with disabilities. When traveling with a service dog, passengers shall present valid Animal Quarantine Certificate, Dog Work Permit or Animal Training Certificate, Vaccination Certificate, as well as the passenger's own identification document, disability certificate, and other relevant documents.
- (4) The disabled passenger who individually carries the service dog and boards on the aircraft must reach to 16 years old.
- (5) If the disabled passenger who meets the boarding condition intends to board on the aircraft with a service dog, he must propose the application no later than 48 hours prior to the scheduled departure time of the flight. After this passenger meets the transportation condition of Tibet Airlines

and the approval by Tibet Airlines, the disabled passenger can personally take the service dog into the cabin for air transport, provided that the dog must wear a muzzle and a harness and must not occupy a seat or move freely. Meanwhile, the passenger shall provide valid identification and a health quarantine certificate of service dog to relevant authority.

- (6) The service dog can be taken into the cabin for free transportation. Only 1 service dog can be received for each flight. If such service dog is placed in the cargo compartment for air transport, it must be loaded into the appropriate container.
- (7) The service dog and its container and food can be transported on the basis of free of charge, and shall not be calculated into free baggage allowance.
- (8) Due to the refusal of entry or transit by relevant countries during the transportation process, the service dog failed to be delivered on time, or under normal transportation conditions, the service dog is injured, sick, escaped, or died, Tibet Airlines shall bear the responsibility, except as otherwise provided by Chinese laws or international conventions.
- (9) The passenger shall bear full responsibility for any personal injury, property damage, or expenses incurred that may arise from the presence of service animals during transportation. Tibet Airlines reserves the right to claim compensation from passengers after this event.
- (10) Search and rescue dogs, police dogs and other such dogs on official duty shall be transported in the same manner as service dogs for passengers with disabilities, upon presentation of an official duty certificate issued by their affiliated units (e.g., fire detachments or public security bureaus).

7.3.2 Seat-Occupying Baggage, Seat-Occupying Instrument

- (1) If the passenger needs to proceed with the service for seat-occupying baggage/seat-occupying instrument, the passenger shall propose the application during the seat reservation and pay off relevant fees. The seat-occupying baggage/seat-occupying instrument is not included into the free baggage allowance. The fee is calculated as per the adult sales fare of the passenger, and keeps identical to the cabin service level of the ticket hold by the passenger.

- (2) The seat-occupying baggage/seat-occupying instrument that carried into the cabin by the passenger is personally governed by the passenger, and the weight of the baggage that occupies each seat must not exceed 75KG; The volume of seat-occupying baggage must not exceed 100×60×40 CM. In order to guarantee the flight safety, the seats of the passenger and the seat to be occupied by his/her baggage shall be assigned by Tibet Airlines. In whole course of flight, this baggage shall be secured with seat belt. When necessary, this baggage shall be securely fastened with fastening article.
- (3) Musical instruments can be transported as checked baggage. Passengers should apply to Tibet Airlines in advance, and musical instruments can only be transported after approval. Piano, harp, timpani and other musical instruments that exceed the size or weight limit of ordinary checked baggage cannot be transported as baggage.
- Passengers should pack their musical instruments properly and completely in original factory or professional packaging, which shall be properly locked and firmly bound, can withstand certain pressure and facilitate the safe loading, unloading and transportation of baggage personnel.
- (4) On the premise of meeting the requirements of carry-on baggage, passengers can take musical instruments into the cabin to take care of them by themselves.
- (5) When the musical instrument is considered as seat-occupying baggage, the volume of the seat-occupying musical instrument including the package shall not exceed 140×50×40 cm. In order to ensure flight safety, musical instruments occupying seats will usually be placed on the floor of window seats, which shall not hinder the emergency evacuation of passengers and other passengers, affect the observation of external conditions through cabin portholes, and shall not block any passenger notification and exit signs.
- (6) If this transport is handled by conjunction air carrier, the approval from conjunction air carrier must be obtained.

7.3.3 Electrical appliances, instruments, media equipment and fragile and

valuable baggage

- (1) Small electrical appliances, instruments and media equipment refer to small electrical appliances, instruments and media equipment that are used for work and life and meet the size requirements of ordinary checked baggage.
- (2) If small electrical appliances, instruments and media equipment are consigned, they should be properly packaged in the original factory or professional packaging as far as possible, which can withstand certain pressure and be safely loaded, unloaded and transported under normal operating conditions. On the premise of meeting the requirements of carry-on baggage, passengers can take these equipment into the cabin to take care of them by themselves.
- (3) Items such as precision instruments and large electrical appliances should be consigned as goods. If transported as checked baggage, they must be properly packed, and the weight of such items should not be counted in the free baggage allowance.
- (4) If the fragile or precious baggage need to occupy the seat, take the handling actions according to the provision of “Seat-Occupying Baggage” of this condition.

7.3.4 Diplomatic Pouch

- (1) Diplomat pouch shall be personally carried by diplomatic courier and shall be personally governed. In general, its three edges must not respectively exceed 20×40×55 CM. In accordance with the requirement of diplomatic courier, such material can be also handled by Tibet Airlines as checked baggage. However, Tibet Airlines only bears general transportation responsibility of checked baggage.
- (2) The diplomatic envelope and baggage carried by diplomatic courier can be combined for the calculation of the weight or the number of baggage. Any baggage weight or number in excess of free baggage allowance is subject to the provision of "The Charge of Excess Consignment Baggage".
- (3) If the diplomatic pouch needs to occupy the seat, take the handling actions

according to the provision of "Seat-Occupying Baggage" of this condition.

7.3.5 Live Perishable Article

(1) Live perishable article refers to the article that, in general transport condition can be easily dead or deteriorated due to such circumstance as the change of temperature, humidity, and pressure or ground transportation time, etc. For example, aquatic product (fish, shrimp, crab, etc.); animal and animal product (e.g., meat, lobworm, live ark shell, dairy product, etc.); plant and plant product (for example, flower, fruit, and vegetable, etc.); frozen food; medicine, etc. For such article, they shall request the passenger to take special protection measures to such kind of article, for example, refrigeration (Dry ice or ice is used as the coolant), heat preservation, etc., in order to keep such article fresh & live or far from deterioration.

(2) Tibet Airlines flights do not carry fresh and perishable items with bad odors (e.g. seafood and durian).

(3) Requirements for acceptance

1) Transport documents:

Fresh and perishable items (e.g. seeds, seedlings and other plant propagation materials) that need quarantine according to government regulations shall be issued with quarantine certificates from relevant departments. International and regional transportation should also comply with the regulations of countries and regions related to transportation on the import, export and transit of such goods.

2) Packaging requirements:

Fresh and perishable items must be properly packaged, and the packaging must not be filled with oxygen or liquid substances such as water, so as to ensure that passengers' baggage, aircraft facilities, equipment or other loads will not be defiled due to damaged packaging or liquid overflow during transportation. For fragile items, the outer packaging should be firm and pressure-resistant, and should be able to withstand sudden changes in temperature and air pressure. Items that need ventilation should

have ventilation holes on the package. Items that need to be refrigerated and frozen should be kept in tight containers, and the coolant should meet the transportation regulations of Tibet Airlines. Old foam boxes and old cartons that are damp, folded, deformed or recycled shall not be used as transportation packaging for aquatic products.

The checked fresh and perishable items (including packaging) are included in the passenger's free baggage allowance and combined with other baggage (the fresh and perishable items that can be carried into the cabin by hand should comply with the relevant regulations of the local airport security check).

(4) Consignment and storage

- 1) When fresh and perishable items are transported as baggage, transshipment is generally not carried out. If transshipment is needed, the written permission of the transshipment airline is required;
- 2) Passengers should sign the "Limited Release Baggage Tag" when handling the checked baggage.
- 3) In the process of transportation and storage, the expenses incurred by taking protective measures shall be paid by the passengers;
- 4) Tibet Airlines will not be responsible for the decay, deterioration and invalidation of such items during transportation, except for the reasons of Tibet Airlines.

7.3.6 Biological products and living tissues

- (1) Biological products refer to products made from microorganisms, cells, animal or human tissues and body fluids by using traditional technology or modern biotechnology.

Living tissue refers to microorganisms, cells, animal or human tissues and body fluids with biological activity, such as human organs for transplant.

- (2) Without the special approval of CAAC, Tibet Airlines does not carry biological products and living tissues such as bacterial strains, viruses, toxins, and bacteria-carrying culture media that are harmful to human body, animals and plants.

- (3) Where the biological products such as vaccines, bacterins, antibiotics, serum, human globulin and placental globulin are artificially manufactured and refined for aseptic treatment, the shipper shall provide proof of sterility and non-toxicity. For living tissues used for scientific research or medical purposes, the shipper shall provide proof of sterility, non-toxicity or non-infectivity.
- (4) Biological products and living tissues should be refrigerated and insulated, and their packaging and coolant use should comply with the provisions of air transportation.

7.3.7 Sport Apparatus and Tools

- (1) The sport apparatus, including the guns and bullets used for the sport can be transported as the checked baggage in accordance with the approval certification letter of the border exit and entry authority or the passing country/region, but cannot be carried into the cabin as non-checked baggage. The bullets of sports firearms must be unloaded, safety catches must be engaged, and must be properly packed in accordance with the regulations set forth by Tibet Airlines. The transportation of such firearms and ammunition shall comply with applicable laws, regulations, and the provisions established by Tibet Airlines.
- (2) The sports apparatus including the golf club/skiing apparatus/fishing tool, etc.
 - 1) Whether it is a complete set of apparatus (golf bag) or a single piece of apparatus, such sports apparatus must be transported as checked baggage and is not allowed to be carried into the cabin. Furthermore, no single piece of apparatus should be strapped onto the baggage suitcase;
 - 2) Each passenger is limited to check one set of sporting equipment. Passengers shall properly pack sporting equipment for check-in, using the original manufacturer's packaging or professional packaging as much as possible, so that it can withstand a certain amount of pressure and be safely loaded, unloaded, and transported under normal operating conditions. Any inflatable sporting equipment must be deflated before transportation.
- (3) The weight of checked sports apparatus and other checked passenger

baggage are combined and included into free baggage allowance of applicable cabin class;

- (4) Excess baggage shall be calculated as per the charge standard of excess baggage of applicable cabin class.

7.3.8 Bicycle

- (1) Bicycles, referring to single-seat touring or racing vehicles, non-electric in nature, must have their front tires deflated prior to shipment. Non-foldable bicycles should have their handlebars rotated 90 degrees and secured in place, with pedals removed, and when necessary, the wheels should be detached and firmly fastened to the body of the bicycle. Foldable bicycles should be folded and securely fastened.
- (2) The bicycle can be only transported as the checked baggage. For each passenger, only one bicycle can be calculated into free baggage allowance. Excessive weight shall be charged as per general oversize baggage.

7.3.9 The sharp item or blunt item other than the controlled knife and its similar articles

- (1) The sharp item or blunt item other than the controlled knife and its similar articles include but do not limit to: Kitchen knives, dining knives, fruit knives, craft knives, surgical scalpels, and scissors, etc. This also includes weapons used for martial arts and artistic performances such as swords, spears, sabers, halberds, clubs (including extendable batons, nun chucks), baseball bats, cue sticks, cricket bats, hockey sticks, golf clubs, trekking poles, ski poles, brass knuckles, as well as steel files, iron spikes, axes, clubs, hammers, etc.
- (2) Such article is only restricted to be carried as the checked baggage. Its size limitation is same as general checked baggage. During the individual consignment, the package shall ensure the safety and internal article cannot be easily identified.

7.3.10 Liquid Article

For the liquid article in excess of following provision, it is prohibited for the passenger to personally carry with such article. However, the

passenger can proceed with the consignment formality of this article. Its package must meet the civil aviation transportation provision:

- (1) The passenger who takes the domestic flight of Tibet Airlines can personally carry a small amount of liquid items for personal use during the travel (only limited to cosmetics, toothpaste, and shaving cream, etc.). Only one piece of each type of liquid item can be carried. The capacity of its container must not exceed 100 ml and should be placed in a separate bag. It is subject to the bottle-opening inspection.
- (2) For the passenger who takes international or regional flight originating from China domestic airport, the volume of each liquid article personally carried by this passenger must not exceed 100ML, and is placed into a transparent plastic bag that its maximum capacity does not exceed 1L and can be re-sealed. Each passenger is allowed to carry one transparent plastic bag for each flight and excessive part shall be handled as the checked baggage. Transparent plastic bag loaded with liquid article shall individually accept the safety check.
- (3) The passenger from foreign country and needs to transfer to domestic flight in China domestic airport:
 - 1) Inside the same airport isolation zone, during the transfer from international/regional flight to domestic flight, their toll-free liquid articles carried into China by them shall be placed inside transparent plastic bag that its bag body remains intact and free from any damage and its openness is closed, and these passengers need to show the shopping voucher and this bag is acceptable in safety check and no doubt is arisen before this bag can be carried by the passenger;
 - 2) If the passenger leaves from the airport isolation zone during the transfer to domestic flight, he must consign the toll-free liquid article personally carried into the border as the baggage.
- (4) The liquid article purchased or obtained by the passenger inside the airport isolation zone or inside the aircraft can be personally carried by the passenger before this passenger leaves the airport isolation zone.
- (5) For infant's dairy product to be used on board and the liquid medicines

required by the diabetes patient or other patients, after the confirmation by the safety check, the passenger can personally carry appropriate amount of them on board.

7.3.11 Alcoholic Liquid Drink

- (1) It can be only carried as the checked baggage. The labeling should be clear and comprehensive, and placed within the retail packaging. Each container's volume must not exceed 5 liters. The outer packaging should be solid and sealed. Ensure that no odor and no leakage of liquid is arisen.
- (2) When the volume percentage of alcohol product is at or below 24%, the quantity of checked alcohol is not limited. However, it must comply with the liquid transportation requirements of originating airport. If the volume percentage of alcohol product is above 24% but at or below 70%, total volume of checked alcohol of each passenger must not exceed 5 liters. If the alcohol product is not in the retail package and its alcohol volume percentage greater than 70%, such alcohol product will not be accepted by Tibet Airlines for air transport.
- (3) Tibet Airlines only carries the alcoholic beverages that are commercially packaged, and does not accept bulk or homemade alcoholic beverages.
- (4) The alcoholic beverage purchased inside the isolation zone of terminal building shall be clearly and fully labeled and placed inside the retail package. The presentation of purchase receipt is required. After no doubt is arisen after the security inspection, it may be transported as carry-on baggage.

7.3.12 Bone Ash

The bone ash shall be carried as special-purpose cargo. Provided that the passenger meets the applicable provision of Tibet Airlines, it can be carried as the checked baggage, and can be also personally carried by the passenger into the cabin.

- (1) It is carried as the checked baggage:

The passenger must provide the death certification letter issued by the hospital above county level and the cremation certification letter issued by

funeral administration authority. It shall be appropriately packaged.

- (2) It is carried as the carry-on baggage:

The feeling of the passenger who carries the bone ash do not cause into negative perception and resentment of other passenger in the same aircraft, this bone ash box can be personally carried by the passenger, and it is placed inside the overhead baggage compartment. Exterior package of bone ash box shall be sealed properly to ensure the internal substance cannot be easily identified. The size must not exceed 20×40×55 CM and its weight must not exceed 7 KG.

- (3) If the passenger needs to proceed with the seat-occupying service for the passenger, they shall follow the applicable provision of “seat-occupying baggage”.
- (4) For international and regional flight route, the passenger shall handle the formality in accordance with relevant provision of local customs and health inspection & quarantine authority.

7.3.13 Lithium Battery & Mobile Power Pack

- (1) Spare batteries for portable electronic devices (including lithium batteries, nickel-metal hydride batteries, and all types of dry batteries), as well as mobile power supplies (including power banks and other mobile charging devices), are only permitted to be transported as carry-on baggage. They must not be transported as checked baggage or placed inside checked baggage.
- (2) The transport of personal-use electronic devices, portable electronic medical device, spare batteries (including power banks), and battery-powered wheelchairs or other similar mobility aids equipped with sealed wet batteries, nickel-metal hydride batteries, or dry batteries (limited to use by passengers with restricted mobility due to disability, health, age or other reasons during travel) must comply with limits on rated energy or lithium content, quantity restrictions, relevant approval requirements, and is permitted only for personal use.

As for the detailed provision, refer to the transportation provision on Tibet

Airlines lithium battery and relevant equipment.

7.4 Non-checked baggage (i.e. personal article, carry-on baggage)

7.4.1 The limitation of weight, size, and the number of pieces of non-checked baggage

Each business-class cabin passenger can carry two pieces of non-checked baggage. The weight of each baggage must not exceed 7G;

Each economy-class cabin passenger can carry one piece of non-checked baggage. Its weight must not exceed 7G;

The volume of each non-checked baggage must not exceed 20×40×55 CM (including the wheels and the handle), and it can be placed inside the overhead baggage compartment on the upper part of the cabin;

The non-checked baggage in excess of above-mentioned weight, piece or volume limitation should be transported as the checked baggage.

In addition, the passenger can also carry one personal article that can be placed under the front seat free of charge, for example, the handbag, briefcase, laptop bag, camera bag, or other item of similar or smaller size.

7.4.2 Other articles that can be carried into the cabin

(1) Baby stroller

The passenger carrying with an infant is also allowed to bring one fully foldable light-weight stroller into the cabin free of charge. After it is folded, its volume must not exceed 20×40×55 cm (including wheels and handles), and its weight does not exceed 7 kg. The stroller in excess of these sizes or weight limits should be transported as the checked baggage.

(2) Mobility Aids

Except for the safety reason, small-size auxiliary aid that shall be used at any time during the travel including the crutches, prosthetics, cochlear implants, hearing aids, white canes, magnifying devices, and manually foldable wheelchairs (its volume does not exceed 20x40x55 cm, including wheels and handles), etc. of such mobility-impaired passenger as the disabled, the injured, and the sick, etc. can be carried into the cabin. In

case that there is no storage facility or space available in the cabin, these items may be checked on free of charge.

7.5 Checked Baggage

7.5.1 General provisions

- (1) Passengers are not allowed to check in and carry baggage other than their own.
- (2) For baggage that is fragile, inconsistent in packaging, perishable, late delivery of baggage by passengers, exceeding the size and weight of checked baggage and damaged at the time of delivery, the baggage tag exempted from liability shall be attached to the baggage exempted from liability, and passengers shall read the items exempted from liability and sign in the "Passenger Signature" column.

7.5.2 Packing of checked baggage

- (1) Passengers' checked baggage shall be well packed, properly locked, securely bundled, able to withstand certain pressure, and able to be safely loaded, unloaded and transported under normal operation conditions. For baggage whose packaging does not meet the requirements, Tibet Airlines will refuse to accept and accept it or not bear the liability for damage or damage. Checked baggage shall meet the following conditions:
 - 1) Suitcases, travel bags and handbags must be locked.
 - 2) Two or more packages cannot be bundled into one piece.
 - 3) No other items can be attached to the baggage.
 - 4) Bamboo baskets, net pockets, straw ropes, straw bags, etc. cannot be used as outer packaging for luggage.
- (2) The passenger shall mark the passenger's name or other personal identification marks inside or outside the baggage.
- (3) After receiving the passenger's checked baggage, Tibet Airlines will issue a baggage identification tag for each piece of checked baggage of the passenger.

7.5.3 Restrictions on the weight, size and number of checked baggage

- (1) The piece concept is implemented for domestic flights
 - 1) The maximum weight of each piece of checked baggage shall not exceed 50 kg and the volume shall not exceed 100×60×40 cm; Baggage exceeding the above provisions shall be transported as cargo and cannot be transported as baggage.
 - 2) The minimum weight of each piece of checked baggage shall not be less than 2 kg and the volume shall not be less than 30×10×20 cm; Baggage that does not comply with the above regulations cannot be transported separately as checked baggage.
- (2) The piece concept applies to international and regional flights
 - 1) Unless otherwise specified, the maximum weight of each piece of checked baggage shall not exceed 32 kg, and the sum of the length, width and height of each piece of baggage shall not exceed 203 cm. Baggage exceeding the above provisions shall be transported as cargo.
 - 2) Each piece of checked baggage weighing less than 2 kg or the sum of its length, width and height is less than 60 cm shall not be transported as checked baggage alone.
- (3) If any station has stricter restrictions on the weight and volume of passengers' checked baggage, Tibet Airlines will follow the specific standards of the station.

7.5.4 Free baggage allowance for checked baggage

- (1) General provisions
 - 1) If two or more passengers travelling on the same aircraft to the same destination or stopover check in baggage at the same time and at the same place, their free baggage allowance may be combined according to the standards specified in the respective fare class.
 - 2) The free baggage allowance for group passengers is the same as that for individual passengers.
 - 3) For domestic segments constituting international and regional transportation, the free baggage allowance per passenger is calculated

according to the applicable free baggage allowance for international and regional flights.

- 4) If the passenger involuntarily changes the service class of the ticket, the passenger's free baggage allowance shall be calculated according to the service class standard of the original ticket class.
 - 5) In the event of a halfway journey, the baggage allowance for the entire journey shall be based on the higher free baggage allowance available.
 - 6) When the flight on the main segment is a Tibet Airlines codeshare flight, the free baggage allowance shall be implemented in accordance with the rules of the carrier.
 - 7) The mobility aid of disabled passenger (which includes but does not limit to the wheel chair) is not included into the free baggage allowance, and can be additionally transported free of charge.
- (2) Free baggage allowance per passenger on domestic flights:
- 1) 30 kg for passengers holding an adult or child business class ticket.
 - 2) 20 kg for passengers holding an adult or child economy class ticket.
 - 3) Passengers with infant tickets do not have a free checked baggage allowance.
- (3) Free baggage allowance for each passenger on international and regional flights
- 1) The free baggage allowance for passengers holding business class tickets for adults or children is 2 pieces, with the weight of each piece not exceeding 32kg, the sum of three sides of each piece of baggage not exceeding 158cm, and the sum of three sides of two pieces of baggage not exceeding 273cm;
 - 2) The free baggage allowance for passengers holding economy class tickets for adults or children is 1 piece, with the weight not exceeding 23kg and the sum of three sides not exceeding 158cm.
 - 3) For passengers holding infant tickets, the free baggage allowance is 10 kg, and the sum of the three dimensions must not be larger than 115 cm.

- 4) The free baggage allowance standard for some international and regional routes may change according to the class of service and route distance of the ticket held by the passenger, Tibet Airlines will remind passengers at the time of ticket purchase, and passengers can also check the specific charging standards with Tibet Airlines, its authorized air sales agents or authorized ground handling agents.

7.5.5 Excess checked baggage charges

- (1) The part of checked passenger baggage in excess of free baggage allowance is called the excess baggage. The passenger needs to pay off excess baggage fee for excessive part.
- (2) The excess baggage rate for domestic flights is 1.5% of the applicable Economy Class normal fare on the day the excess baggage ticket is filled in the excess baggage allowance per kilogram of baggage weight, measured in RMB and the mantissa is rounded.
- (3) For the excess baggage rate for international and regional flights, Tibet Airlines will determine the excess baggage fee for passengers based on the route of the ticket held by the passenger and the weight, size and number of pieces of excess baggage checked by the passenger. Passengers can check the specific charging standards from Tibet Airlines and its authorized air sales agents or authorized ground handling agents.
- (4) Excess baggage can only be carried after the passenger pays the excess baggage fee and Tibet Airlines fills in the charging voucher.
- (5) The default currency of the charging standard is RMB, and when the passenger's destination currency is charged under special circumstances, the baggage from the destination shall be applied according to the charging standard.
- (6) With the consent of Tibet Airlines, passengers can collect checked baggage at the stopover of the flight, and the excess baggage fee paid for the unused segment of the flight will not be refunded.

7.6 Declare Value

Tibet Airlines does not provide baggage declare value service for the time

being.

7.7 Collection and Carriage of Baggage

7.7.1 Right to refuse carriage

According to the judgment of Tibet Airlines, Tibet Airlines may refuse to carry passengers or passengers' baggage after notifying passengers. In this case, the passenger has the right to a refund. Tibet Airlines also has the right to refuse to carry passengers or passengers' baggage due to one of the following reasons:

- (1) Tibet Airlines has the right to refuse carriage of the items listed in paragraphs 7.1 and 7.2 of these Conditions that cannot be transported as baggage, or refuse to continue transportation after discovery.
- (2) If the passenger's checked baggage belongs to or contains the items listed in paragraph 7.2 of these conditions, Tibet Airlines has the right to refuse to accept the baggage for carriage as checked baggage.
- (3) If the passenger fails to comply with or refuses to comply with the restricted conditions of carriage of Tibet Airlines for items listed in paragraph 7.3 of these Conditions, Tibet Airlines has the right to refuse the carriage of such baggage.
- (4) If the outer packaging or contents of the passenger's checked baggage do not meet the transportation requirements, Tibet Airlines has the right to refuse to accept the carriage of the baggage.
- (5) Excess baggage that has not been arranged with Tibet Airlines in advance may not be transported as random baggage with passengers, but can be transported on subsequent flights.
- (6) The carriage of a passenger or the passenger's baggage violates the applicable laws, regulations or orders of any country of origin, destination, stopping over or overflight.
- (7) The carriage of passengers or the passengers' baggage may endanger or affect the safety, health, convenience or comfort of other passengers or crew.

7.7.2 Right to check

For safety and security reasons, passengers shall undergo security check, scanning or X-ray inspection of passengers and passengers' baggage by Tibet Airlines. When necessary, inspections may be carried out in conjunction with relevant departments. If the passenger is not at the scene, Tibet Airlines can also check the passenger's baggage. If a passenger refuses to inspect or fails to comply with the security check regulations, Tibet Airlines has the right to refuse to carry the passenger and the passenger's baggage.

7.7.3 The acceptance & delivery of checked baggage

- (1) The passenger shall proceed with the formality of consigned baggage with valid ticket at the designated location and time by Tibet Airlines. If the passenger requests for the earlier consignment, it is required to obtain the approval from Tibet Airlines in advance.
- (2) During the handling of formality of checked baggage at the ground handling counter, Tibet Airlines shall hung the baggage tag on each baggage checked by the passenger. The connection flight baggage tag shall be hung on the checked baggage of connection flight, and the ID coupon of baggage tag shall be delivered to the passenger as the evidence to claim the checked baggage.
- (3) The checked baggage of the passenger that may lead to certain dispute over transportation liability, such as the fragile item, improperly packaged item, perishable goods, late check-in of baggage by passengers, the baggage in excess of the size, weight limits, or the baggage damage at the time of check-in, Tibet Airlines reserves the right to request passengers to sign a liability release form. This form waives Tibet Airlines' responsibility for compensation in the event of damage to such baggage during transportation. If the passenger refuses to sign, Tibet Airlines has the right to decline the transport of the said baggage. Once the passenger has signed the declaration statement, Tibet Airlines will not be liable for any destruction, loss, or damage that occurs to the baggage during transportation.

- (4) The passengers shall promptly check and collect their checked baggage at the destination or stopover airport by presenting the baggage identification tags. When necessary, they shall provide the ticket for the inspection by Tibet Airlines or its authorized ground handling agents. Only the holder of the baggage identification tag is entitled to claim the checked baggage. Passengers are advised to keep their baggage identification tags properly. Tibet Airlines does not verify whether the person who claims the baggage is indeed the passenger themselves and will not assume responsibility for any loss or expense incurred as a result.
- (5) In the event that the person claiming the checked baggage is unable to present the baggage ticket and the baggage identification tag, they must provide the proof accepted by Tibet Airlines. If necessary, in accordance with Tibet Airlines' requirements, they should declare their agreement to compensate for any potential loss or expense incurred by Tibet Airlines due to this situation before they are allowed to claim their baggage.
- (6) The checked baggage of the passenger shall be carried in the same aircraft of the passenger as much as possible. Unless otherwise due to the circumstance of operation, safety or security, the baggage may be carried in the subsequent flight or may be terminated from the air carriage.
- (7) If the passenger does not file a written objection upon claiming the checked baggage, the baggage shall be deemed to have been delivered in good condition in accordance with the transportation contract.
- (8) For the baggage not immediately claimed by the passenger, particularly the perishable article inside the baggage, Tibet Airlines is authorized to dispose such article at 24 hours after the arrival of such baggage.
- (9) If the baggage remains unclaimed for more than five days from the day of arrival and no notification is received regarding the transportation or disposal of this baggage, Tibet Airlines is authorized to return this baggage to the baggage inquiry center via express baggage service. Tibet Airlines shall not be held liable for any loss or damage to the articles of the baggage caused by such return. Those articles that are perishable or alive within the passengers' baggage are exempt from the aforementioned time

constraints.

- (10) When permitted by the loading capacity of the aircraft taken by the passenger, excess baggage of this passenger shall be carried in the same aircraft. If it is not permitted by loading capacity to carry such baggage in the same aircraft, if the passenger rejects to use subsequent but available flight to carry the baggage, the acceptance of excess baggage of the passenger can be rejected by Tibet Airlines.

7.7.4 The baggage in the violation against the regulation

For the checked baggage and personal carry-on article of the passenger, whenever any article forbidden from air transport as defined by the state or limited carry-on article or dangerous article is secretly carried, and corresponding baggage in whole piece is called the baggage in the violation against the regulation. For such baggage, Tibet Airlines shall proceed with following provisions:

- (1) If any illegal baggage is observed at originating station, Tibet Airlines is authorized to reject this baggage from air transport as per the provision stated in 7.7.1 of this condition. If this baggage has been carried, Tibet Airlines is authorized to cancel such air transport, or to remove the secretly-carried illegal article before this baggage can be transported again. The received excess baggage fee shall not be refunded.
- (2) If any illegal baggage is observed at stop-over station, air transport of such baggage shall be immediately terminated. The received excess baggage fee shall not be refunded.
- (3) Any forbidden article or limited article or dangerous article secretly carried in the baggage in violation against the regulation (as defined by the State) shall be forwarded to relevant authorities to take further disposal actions.
- (4) The passenger is not authorized to propose any right or claim to Tibet Airlines for any baggage in the violation against the regulation.

7.7.5 Baggage Returned from the Air Transport

- (1) If the passenger requests to return the checked baggage at the originating

airport, he/she must propose such request before the baggage is loaded into the aircraft. In the event of a ticket refund, any checked baggage that has already been accepted for carriage must also be returned accordingly. For all such returns, any excess baggage fee that has been paid shall be returned.

- (2) When the passenger returns the baggage at the stop-over station, unless the time does not permit, this baggage can be handled, but the received excess baggage fee for unused flight leg would not be refunded.
- (3) Due to the reasons related to Tibet Airlines, if it is required to arrange the passenger to change to another flight, the transportation of their baggage should be correspondingly changed. Any excess baggage fees charged beyond the limit will be refunded in full, but no additional charges will be incurred for the reduced amount.

7.8 Handling of Irregular Carriage of Baggage

7.8.1 Unless otherwise stipulated by the state, if the arrival of the checked baggage is delayed due to reasons other than the passenger, the passenger requests direct delivery, and the checked baggage shall be delivered directly to the passenger free of charge or negotiate a solution with the passenger.

7.8.2 In the event of certain delay, loss, or damage during the transportation of baggage, Tibet Airlines or its authorized ground handling agents will joint with the passenger to fill out the "Baggage Transportation Accident Record", promptly investigate the circumstances and causes, and provide the investigation results to the passenger and relevant entities. If certain baggage compensation is arisen, they can handle this formality at the event occurrence site.

7.9 Baggage Compensation

7.9.1 Compensation Principle

- (1) The weight of the lost baggage shall be calculated based on the weight of the checked-in baggage recorded in the departure system. If the weight of the lost baggage cannot be determined, the weight used for compensation calculation shall not exceed the free baggage allowance applicable to the

corresponding cabin class of the passenger.

- (2) Due to the circumstance of Tibetan Airlines, if a checked baggage of passenger is delayed and suffers certain loss, which has been proven, in case that the amount exceeds the limit of the one-time temporary living allowance, after relevant assessment by Tibet Airlines, they can provide the compensation in accordance with the baggage compensation limitation standard.
- (3) Due to the circumstance of Tibet Airlines, if the baggage is partially damaged or some articles within are lost or damaged, which affects its operational value, after the evaluation by Tibet Airlines, the compensation may be provided to the passenger based on the extent of the luggage damage, or the compensation may be provided as per the reduced value of the baggage or relevant repair fee is borne. In the case of a damaged suitcase, the empty suitcase will be weighed, and the compensation will be given to passenger according to the standard limit per kilogram.
- (4) For the domestic flight leg that constitutes the international and regional transportation, the baggage compensation is handled according to the applicable international and regional transportation baggage compensation provision.
- (5) If the value of baggage loss is below the compensation standard of limit amount, the compensation is given as per actual damage value of the baggage.
- (6) In the event of certain compensation for the baggage invested in the baggage insurance of a commercial insurance company, Tibet Airlines shall only assume the liability for compensation for general baggage during civil aviation transportation. For the remaining portion, Tibet Airlines will issue a certificate to the passenger after which the passenger shall independently file a claim with the insurance company.
- (7) In the event of baggage compensation, any excess baggage fee collected for the compensated baggage should be refunded.
- (8) After the lost baggage has been found for the passenger who has been properly compensated, Tibet Airlines shall notify the passenger as soon as

possible. The passenger can take his/her baggage back and return all the compensation fees, but the fee for temporary life articles would not be returned. If it is observed that the passenger has any obvious fraud conduct, Tibet Airlines reserves the right to withdraw all the compensation fees.

7.9.2 The compensation of one-time temporary life fee

- (1) If, due to reasons attributable to Tibet Airlines, a passenger's checked baggage does not arrive on the same flight, and it is confirmed by Tibet Airlines that the checked baggage cannot be delivered on the same day, Tibet Airlines will provide the one-time compensation fee for temporary daily necessities to passengers whose travel destination is not their place of residence.

At the departure airport, if Tibet Airlines has already confirmed with the passengers that their checked baggage is late-tendered baggage, and the limited release baggage tag is attached, no compensation of allowance for interim expenses will be provided.

- (2) Compensation standards

When the destination is a domestic waypoint: RMB 100 (regardless of cabin class).

When the destination is international and regional waypoint:

Business class: RMB 400 or equivalent currency.

Economy class: RMB 300 or equivalent currency

7.9.3 The standard of limit amount for the compensation on the damage or loss of checked baggage or the loss of internal article

- (1) Domestic route: 100 Yuan CNY per KG

- (2) International and regional Route:

- 1) Conform to the conditions of contracting countries of Warsaw Convention.

In the absence of sufficient evidence such as a shopping invoice, maximum limit for the checked and unchecked baggage of each passenger is 20 US dollars per kilogram. Maximum limit for business class is 600 US dollars, while maximum limit for economy class is 400 US dollars.

- 2) Conform to the conditions of contracting countries of Montreal Convention.

In the absence of sufficient evidence such as a shopping invoice, maximum limit for the checked and unchecked baggage of each passenger is 26 Special Drawing Rights per kilogram.

If the evidence is sufficient, the maximum amount of checked baggage and carry-on baggage per passenger is 1,519 SDRs.

- 7.9.4 For losses arising from the destruction, loss or damage of checked baggage, as long as the event causing destruction, loss or damage occurs on board the aircraft or during any period of time when the checked baggage is under the control of Tibet Airlines:

- (1) In domestic air transportation, it shall be handled in accordance with the Civil Aviation Law of the People's Republic of China and the provisions of the State on the limitation of liability of domestic air transport carriers.
- (2) In international and regional air transportation, if there is no sufficient evidence such as purchase invoices, if it belongs to international air transportation as defined by international conventions, it shall be handled with reference to the liability rules applicable to the corresponding international conventions. If it does not belong to international air transportation as defined by the Warsaw Convention, the Hague Protocol or the Montreal Convention, it shall be handled in accordance with the relevant provisions of the Montreal Convention.

- (3) Maximum compensation for unchecked baggage damage:

Domestic routes: Maximum limit of 2000 RMB.

International and regional routes: USD 400 per passenger eligible for contracting states of the Warsaw Convention.

To qualify as a Contracting State of the Montreal Convention, the maximum allowance for checked and unchecked baggage per passenger is 1,519 SDRs.

- 7.9.5 Claims and Litigation

- (1) Time limit for filing an objection
 - 1) If checked baggage is lost or damaged, passengers shall report and file a record at the baggage claim area immediately upon discovering the loss or damage when collecting the checked baggage. If checked baggage is lost or damaged, a claim shall be filed no later than seven days from the date the checked baggage is received by the passenger. If checked baggage is delayed, a claim shall be filed no later than twenty-one days from the date the checked baggage is delivered to the passenger.
 - 2) Any objection must be made in writing within the time limit specified above, otherwise no claims and lawsuits can be filed against Tibet Airlines.
- (2) Tibet Airlines will not accept claims from persons other than the passenger, unless the claimant has obtained a letter of authorization signed by the passenger himself.
- (3) Baggage claims can be made at the point of origin or destination of the baggage. However, the departure station will consult the destination station or confirm that the passenger has not been compensated at the destination station when handling the compensation.
- (4) If the passenger disagrees with the compensation of Tibet Airlines, he or she may file a lawsuit at the place of acceptance, the place of handling or the place of legal registration of Tibet Airlines.
- (5) The limitation period for liability is two years, and claims shall be commenced from the date on which the aircraft arrives at the point of destination, or from the date on which the aircraft should have arrived at the point of destination, or from the date on which the carriage is terminated, otherwise the right of action for loss of baggage shall be lost.

Article 8 Schedules, Cancellation and Change of Flights

8.1 General Provisions

- 8.1.1 The flight time or model displayed in the flight schedule or other places is only the expected time and model, not the definite time and model, which may change between the date of its announcement and the date when the

passengers actually start to travel. Tibet Airlines does not guarantee the time or model of the flight plan adjustment, and the flight time or model does not constitute an integral part of the transportation contract between Tibet Airlines and the passengers.

- 8.1.2 Tibet Airlines will inform passengers of the current valid flight schedule before accepting their ticket reservations, and this information will be clearly stated on the passenger's paper ticket or e-ticket. After the ticket is sold, Tibet Airlines may change the flight schedule. Tibet Airlines will notify passengers of the schedule change based on the valid contact information provided by the passengers. After the passenger has purchased the ticket, in case of significant change to the flight schedule by Tibet Airlines, the passenger cannot accept such change, and when Tibet Airlines is unable to arrange the passenger with an alternative flight acceptable for the passenger, Tibet Airlines can assist the passenger to proceed with the formality of ticket refund in accordance with the provisions for "Involuntary Ticket Refund" in this condition.
- 8.1.3 Tibet Airlines will timely correct any error or omission in the flight schedule or other published itineraries, but will not assume any liability for certain compensation arising therefrom. The statement made by Tibet Airlines or its authorized agent regarding the departure or arrival time, date, or any detail of the flight only serves as the reference to the passenger, and corresponding information shall be subject to the information specified in the ticket.
- 8.1.4 Tibet Airlines will take all reasonably and necessary measures to avoid the delay, cancellation, or diversion arisen from the passenger flight. Should Tibet Airlines have taken all reasonably and necessary measures or it is impossible to take such measures, certain loss has been caused to the passenger. Tibet airline shall not be liable for such loss, except as otherwise defined by Chinese laws and international conventions.
- 8.1.5 Unless otherwise specified, if a passenger has voluntarily cancelled the seat reservation, or due to certain reason not attributable to Tibet Airlines, has missed the flight before Tibet Airlines releases the information on the

irregular flight such as the flight delay or cancellation, etc., when the passenger subsequently proceeds with the ticket change formality, follow the provisions for "voluntary changes" or "voluntary refunds" in this condition. Before Tibet Airlines releases the information on the irregular flight such as the flight delay or cancellation, etc., if a passenger has already handled the ticket change formality in accordance with the provisions for "voluntary changes" or "voluntary refund", the commission fee of ticket change or ticket refund paid by the passenger shall not be refunded.

8.1.6 In case of one of following conditions, Tibet Airlines can change the aircraft type or flight route, or cancel, discontinue, postpone, or delay the flight without previous notification, and would not bear any compensation responsibility:

- (1) Aim to follow the national law, government provision, order and requirement;
- (2) Aim to guarantee the flight safety;
- (3) Other circumstances uncontrollable or unpredictable by Tibet Airlines

8.2 Services after Flight Delay, Cancellation and Alternate Landing

8.2.1 Ticket service

Unless otherwise specified by law, if Tibet Airlines cancels a flight, fails to fly reasonably in accordance with the flight schedule, fails to land at the passenger's destination or stopping place, or causes the passenger to miss a connecting flight with a seat reserved, Tibet Airlines will take the following measures for the passenger to choose:

- (1) Arrange regular flights with seats available to Tibet Airlines at the earliest without extra charge, or extend the validity period of passengers' tickets if necessary.
- (2) Tibet Airlines may, within a reasonable period of time, transport the passenger to the destination stated on the ticket without additional charge by other modes of transportation agreed by both parties.
- (3) After the flight is cancelled, the passenger can choose to refund the ticket,

even if the applicable conditions of the passenger's ticket are restricted. Tibet Airlines will assist the passenger in applying for refunds in accordance with the provisions of "involuntary refund" of these Conditions.

8.2.2 Information service

Tibet Airlines shall, within 30 minutes after learning of the change in flight dynamics, promptly and accurately release flight departure delay or cancellation information to passengers through public information platforms, websites, customer service centers, text messages, broadcasts, etc., including the reasons for flight departure delay or cancellation and flight dynamics.

8.2.3 Meal & Accommodation Service

- (1) Due to the circumstance of Tibet Airlines, if certain departure delay or cancellation is caused at the originating airport of the passenger flight, Tibet Airlines will provide meals or accommodation services to the passengers as stipulated.
- (2) If the departure of the flight of the passenger is delayed or cancelled at originating airport due to other circumstance than Tibet Airlines circumstance, such as the weather, emergency event, ATC, security check, airport and the passengers, etc. Tibet Airlines would assist the passenger to arrange the meal and accommodation, and corresponding fee shall be personally borne by the passenger.
- (3) No matter what matters that cause into the delay, cancellation, or diversion to the alternate airport of the passenger flight at the stop-over station, Tibet Airlines will provide the meals or accommodation services to the passengers as stipulated.
- (4) If such requirement is available in local law of the country or region involved with the flight, Tibet Airlines will provide the services to the passengers according to applicable law and provision.

8.2.4 Proof of flight delay or cancellation

If requested by the passenger, Tibet Airlines shall promptly provide a

written certificate of flight delay or cancellation. If the information has been corrected, Tibet Airlines shall provide a supplementary certificate to the passenger based on the updated information.

8.2.5 In case of flight departure delay, cancellation or diversion, Tibet Airlines and Tibet Airlines' authorized air sales agents or ground handling agents will give priority to providing services to passengers requiring special care such as the disabled, the elderly, pregnant women, and unaccompanied minors.

8.3 Compensation for flight delay

8.3.1 The Principle of Compensation

- (1) Compensation shall apply only when a flight is delayed or subsequently cancelled due to reasons attributable to Tibet Airlines. Tibet Airlines or its authorized ground service agent shall provide passengers with a one-time financial compensation based on the actual circumstances of the delay.
- (2) If applicable international convention or local law and regulation is applicable, the compensation standard shall be followed and implemented in priority.
- (3) If the flight is delayed, cancelled or diverted, and the passenger ticket has been involuntarily changed or changed to an airline flight with which Tibet Airlines has a mutual sale and abnormal endorsement agreement, it will not be compensated.
- (4) If the passenger has not collected the compensation fund issued on the site, and applies to collect such fund subsequently, Tibet Airlines shall make the confirmation and then provide the compensation as per applicable provision.
- (5) The passenger who is refused to be carried by air transportation due to national law and regulation or company policy; and the passenger who exceeds the original boarding check-in time and voluntarily gives up the boarding check-in process will not be compensated.
- (6) The passenger who holds with the company employee free ticket and company business travel ticket would not be compensated.

8.3.2 The Standard of Compensation

Except as otherwise provided by applicable laws: Delay of 0-4 hours, no compensation; Delay of 4 hours (inclusive) to 8 hours, a compensation of RMB 200 or equivalent currency per passenger; Delay of 8 hours (inclusive) or more, a compensation of RMB 400 or equivalent currency per passenger; Children and infants occupying a seat shall receive half of the compensation, while infants not occupying a seat shall receive no compensation.

8.3.3 Compensation method

Tibet Airlines will compensate passengers in cash or a corresponding proportion of the transport letter of credit.

Article 9 Flight Overbooking, Load Reduction and Capacity Adjustment

9.1 Reasons for flight overbooking, load reduction and capacity adjustment

9.1.1 Flight overbooking. In order to meet the travel needs of more passengers to the greatest extent and reduce the shortage of seats on flights caused by the temporary cancellation of travel plans by some passengers, Tibet Airlines may take appropriate overbooking on some flights to ensure that more passengers take the ideal flight.

9.1.2 Load reduction at high-altitude airports. The conditions of high-altitude airports are complex, and weather conditions such as low clouds, high temperatures, low temperatures, rainfall, tailwind exceeding standards, and wind direction will lead to a decrease in the actual load of the flight, and the load will be reduced to ensure flight safety.

9.1.3 Capacity adjustment

- (1) Reasons not attributable to carrier means other reasons not related to the internal management of Tibet Airlines, including weather, unforeseen events, air traffic control, security checks, and passengers.
- (2) Reasons attributable to carrier refer to reasons related to the internal management of Tibet Airlines, such as maintenance, flight deployment and crew deployment.

9.2 Notification and Volunteer Calling Process

9.2.1 Tibet Airlines will fully consider the route, flight frequency, time, type of aircraft and connecting flights, reasonably control the proportion of overbooking of flights, and avoid the occurrence of passengers being denied boarding due to overbooking to the greatest extent.

9.2.2 If the actual number of passengers on the flight exceeds the actual number of available seats or the business class passengers involuntarily downgrade due to overbooking, load reduction and capacity adjustment, Tibet Airlines will release the overbooking information by telephone, SMS, notification or live broadcast before the flight takes off, and consult the passengers who voluntarily give up the trip or downgrade and inform them of relevant compensation and service standards.

9.2.3 Tibet Airlines will refuse some passengers to take this flight if it fails to collect enough passengers who voluntarily give up their trips or downgrade. For passengers who fail to make the trip according to the original flight, Tibet Airlines will compensate them according to the "overbooking compensation standard" and arrange the earliest flight with available seats for passengers to make the trip as soon as possible or refund the ticket free of charge. When required by passengers, it will issue a certificate of failure to board the flight due to overbooking.

9.2.4 The rules of aircraft boarding in the priority

Provided that sufficient amount of volunteers are not collected, Tibet Airlines should adhere to the principles of public order and good morals, and should consider the needs of special passengers in full aspects, such as the senior, the disabled, the sick, and the pregnant, as well as such circumstance as the connections with their subsequent flights. With reference to the following sequence, determine those passengers who have the priority for the boarding:

- (1) The passenger who performs national emergency business;
- (2) The working personnel (OPO) of human organ acquisition authority who carry the donated human organ;

- (3) Special passenger, such as the senior, the weak, the sick, the disabled, or the pregnant as well as the UM by the adult, who has been approved by Tibet Airlines and special service demand has been preliminarily arranged;
- (4) Active on-duty military personnel, police officers, and fire-fighters who hold with valid personal ID certificate;
- (5) Business-class cabin passenger;
- (6) The passenger who has settled down the seat of connection flight but the connection time of transfer flight is quite short;
- (7) The passenger who has been certified that he/she has special difficulty and is hasty for his/her air travel (If his/her visa will be expired immediately);
- (8) "Phoenix Miles" Platinum Card & Golden Card Member;
- (9) Group passenger, and other passenger that has properly reserved the seat.

9.2.5 The sequence of the passengers who are rejected for aircraft boarding after the over-booking

- (1) The passenger without booking record;
- (2) The personnel who hold the privileged or free ticket of Tibet Airlines;
- (3) The economy-class cabin passenger without any connection flight leg;
- (4) Other passenger in economy-class cabin

9.3 Overbooking Compensation

9.3.1 Compensation principles

- (1) Tibet Airlines will determine the compensation amount according to the class of the passenger's ticket, the route distance and the planned takeoff time difference between the changed follow-up flight and the original flight. If the passenger does not fully comply with the relevant requirements of the General Conditions on ticket, flight and transportation restriction, or if the passenger is refused for transport in the General Conditions, he/she will not be able to be compensated for being refused to board the plane;
- (2) When the capacity adjustment of Tibet Airlines has caused passenger to

overflow and be unable to take the original space due to the weather, administrative orders, user activities, national needs and other force majeure reasons, Tibet Airlines will arrange the nearest direct flight or transit as soon as possible without compensation;

- (3) When the capacity adjustment of Tibet Airlines has caused passenger to overflow and be unable to take the original space due to flight overbooking and other reasons attributable to Tibet Airlines, Tibet Airlines will arrange the earliest flight with available seats as soon as possible for passengers to make a trip as soon as possible or refund tickets free of charge, and make economic compensation to passengers according to the "overbooking compensation standard";
- (4) The compensation standard for child passengers is the same as that for adult passengers of the same class, and the compensation standard for oversold and refused boarding for infant passengers is 50% of that for adult passengers in the same situation;
- (5) If there are applicable international conventions or local laws and regulations, the compensation standard shall be implemented first.

9.3.2 Way of compensation

Cash compensation, Tibet Airlines online payment system and other ways, to pay passengers in one lump sum.

9.3.3 Overbooking compensation standard

Tibet Airlines will determine the compensation amount according to the class of the passenger's ticket and the planned takeoff time difference between the changed follow-up flight and the original flight:

- (1) If the waiting time for the follow-up flight is less than 4 hours, the business class passengers will be compensated RMB 600; and economy class passengers will be compensated RMB 300.
- (2) If the waiting time for the follow-up flight is more than 4 hours, the business class passengers will be compensated RMB 800; and economy class passengers will be compensated RMB 400.

9.3.4 Ticketing processing

- (1) Refund: Refund fee is exempted. The business class passengers will be compensated RMB 600; and economy class passengers will be compensated RMB 300.
- (2) Change: Passengers can change to the follow-up flight (the flight within seven days (inclusive) from the overbooking flight) for free, and be compensated according to the "overbooking compensation standard".
- (3) Please contact the official service hotline of Tibet Airlines for the refund of the difference in business class passengers' fares due to involuntary downgrade.

9.4 Follow-up services

Tibet Airlines will provide the following services for passengers who change to follow-up flights as appropriate:

- 9.4.1 Arrange the earliest flight with available seats as soon as possible for passengers to make a trip as soon as possible or refund tickets free of charge;
- 9.4.2 Provide free meals when the time difference between the follow-up flight arranged for passengers and the original flight is more than 2 hours (inclusive) and it is during the meal time;
- 9.4.3 When the time difference between the follow-up flight and the original flight is more than 4 hours (inclusive) and the passenger requires accommodation, provide free accommodation and transportation to the passenger. The arrangement method and fee standard shall be handled in accordance with the service standards of Tibet Airlines after flight delays, cancellations or diversions.

Article 10 Additional Service Arrangement

- 10.1 If Tibet Airlines provides ground transportation to passengers, these Conditions shall not apply to such ground transportation.
- 10.2 The passenger's ground accommodation expenses at the connecting point of the connecting flight shall be borne by the passenger.

- 10.3 During the flight, Tibet Airlines provides drinks or meals to passengers in accordance with regulations. If the passenger requests other services in excess of the regulations, Tibet Airlines will charge the corresponding fee.
- 10.4 In course of air transportation, if certain disease is arisen from the passenger, Tibet Airlines would actively take relevant measures to try maximum efforts to assist for medical rescue actions.

Article 11 Complaint Acceptance Channels

Tibet Airlines' channels for accepting complaints include:

E-mail address: fwts@tibetairlines.com.cn

Contact information for passenger complaints: 956096

Tibet Airlines official service hotline: 956096

Tibet Airlines official website: <https://www.tibetairlines.com.cn>

Article 12 Liability for Damages

12.1 General Provisions

12.1.1 Tibet Airlines' liability for damages incurred by passengers in air transportation shall be subject to the laws of China, applicable international conventions and these Conditions. Tibet Airlines shall only be liable for compensation for the actual damages caused by the actual air transportation activities of Tibet Airlines in accordance with the conditions and limits of liability stipulated in Chinese laws or applicable international conventions, and if there are no provisions in Chinese laws or applicable international conventions, the provisions of these Conditions shall apply. The liability of other carriers for the carriage of passengers in connection with the passenger's journey is governed by the laws of the country in which they are located and the conditions of carriage of such carrier.

12.1.2 For flights not operated by Tibet Airlines (including codeshare flights),

the actual carrier shall bear the corresponding compensation for flight changes, delays, cancellations, overbooking, damage or loss of baggage, personal injury, etc., and Tibet Airlines will assist passengers in contacting the actual carrier.

- 12.1.3 Tibet Airlines shall not be liable for any loss arising from Tibet Airlines' compliance with applicable laws or international conventions or passengers' failure to comply with such applicable laws or international conventions.
- 12.1.4 Except as otherwise provided in these Conditions, in accordance with applicable laws or conventions, Tibet Airlines' liability to passengers is limited to direct losses and expenses proved by the passengers. Tibet Airlines shall not be liable for any indirect, punitive, exemplary or other non-compensatory losses.
- 12.1.5 If the damage is caused or contributed to by the fault of the passenger or the claimant, Tibet Airlines' liability shall be exempted or reduced accordingly in accordance with the provisions of applicable law or international conventions.
- 12.1.6 Unless expressly stipulated, these Conditions shall not waive any provision of applicable law or international conventions that exempt or limit the liability of Tibet Airlines.
- 12.1.7 Tibet Airlines' contract of carriage, including these Conditions and clauses for exemption or limitation of liability, also applies to Tibet Airlines' agents and employees. In any case, the total amount of compensation obtained from Tibet Airlines and its agents and employees shall not exceed the limit of liability of Tibet Airlines under applicable laws or international conventions.

12.2 Liability for Administrative Formalities

- 12.2.1 Passengers must comply with all laws, regulations, orders, requirements, travel conditions of the country of departure, transit and arrival and the relevant regulations of Tibet Airlines. Tibet Airlines shall not be liable for any assistance or information provided by any agent or employee of Tibet Airlines to passengers in order to obtain necessary documents and

visas or to comply with the above laws, regulations, orders, requirements and conditions of travel. Tibet Airlines shall not be liable for the passenger's failure to obtain the necessary documents or visas, or for the passenger's failure to comply with relevant laws, regulations, orders, requirements, conditions or rules.

- 12.2.2 Passengers shall present exit, transit, entry, health and other necessary documents required by relevant national laws, regulations, orders, requirements or conditions, and allow Tibet Airlines to possess and retain copies. For those who fail to comply with applicable laws, rules, orders, demands or conditions; or the documents held by whom do not meet the requirements; or do not allow Tibet Airlines to possess and retain copies, Tibet Airlines reserves the right to refuse carriage.
- 12.2.3 When Tibet Airlines transports a passenger who has been denied transit or entry to the place of departure or other places in accordance with the order of the government, the passenger shall pay the expenses incurred. Tibet Airlines may use the unused segment of the ticket paid to Tibet Airlines or any funds paid by the passenger to Tibet Airlines to cover this fee. Tibet Airlines will not issue a refund if the fee has been charged for transportation to the point of refusal of entry or repatriation.
- 12.2.4 If Tibet Airlines is required to pay or mortgage a penalty or bear any expenses due to the passenger's failure to comply with the laws, regulations, orders, requirements and travel conditions of the relevant countries or to produce the required documents, the passenger shall reimburse Tibet Airlines for the fees or deposits paid by Tibet Airlines and all the expenses incurred thereby. In order to pay these fees, Tibet Airlines may use the unused segment fare paid by the passenger to Tibet Airlines or any funds paid by the passenger to Tibet Airlines.
- 12.2.5 Passengers shall be present when customs and other government officials request inspection of their checked or unchecked baggage. Tibet Airlines shall not be liable for any loss suffered by the passenger as a result of the passenger's failure to comply with this requirement.
- 12.2.6 Passengers and their baggage must undergo any security checks by

government or airport officials or Tibet Airlines.

- 12.2.7 Tibet Airlines shall not be liable if it refuses or has refused to provide transportation services to passengers based on its reasonable judgment of applicable laws, government regulations, directives, orders or requirements.

12.3 Liability for Personal Injury

Tibet Airlines shall be liable for losses caused by personal injury or death of passengers caused by accidents occurring on or during boarding and disembarking flights of Tibet Airlines: If it is domestic air transportation, Tibet Airlines shall be liable in accordance with the Civil Aviation Law of the People's Republic of China and the provisions on the limitation of liability of domestic air transport carriers. If it falls under international air transportation as defined by international conventions, Tibet Airlines shall be liable in accordance with applicable international conventions. If it does not belong to international air transport as defined by the Warsaw Convention, the Hague Protocol and the Montreal Convention, Tibet Air shall be liable for compensation with reference to the relevant provisions of the Montreal Convention. However, Tibet Airlines shall not be liable for any illness, injury, disability, death or other injury caused or aggravated by the passenger's physical conditions.

12.4 Liability for Baggage Damage

- 12.4.1 Tibet Airlines shall not be liable for any loss of baggage caused solely by the natural properties, inherent defects, quality or defects of the baggage itself. Passengers should ensure that the outer packaging and contents of their baggage are in good condition. Tibet Airlines shall not be liable for any loss caused by improper packaging of passengers' baggage.
- 12.4.2 Tibet Airlines shall be liable for damages for the destruction, loss or damage of checked baggage that occurs on board a Tibet Airlines' flight or is under the control of Tibet Airlines for any period. For unchecked baggage, including passengers' carry-on items, Tibet Airlines shall be liable for losses caused by its fault or the fault of its servants or agents. In domestic air transportation, Tibet Airlines shall be liable in accordance

with the Civil Aviation Law of the People's Republic of China and the relevant national regulations on the limitation of liability of domestic air transport carriers. In international air transport, if it falls under international air transport as defined by international conventions, the liability rules of the corresponding international conventions shall apply; If it does not belong to international air transport as defined by the Warsaw Convention, the Hague Protocol and the Montreal Convention, Tibet Air shall be liable for compensation with reference to the relevant provisions of the Montreal Convention.

- 12.4.3 Tibet Airlines shall be liable for direct losses caused by delays of Tibet Airlines in the air transportation of passengers or baggage. However, Tibet Airlines shall not be liable if Tibet Airlines or its servants or agents have taken all necessary measures in order to avoid losses or if it is impossible to take such measures. Passengers must declare the loss of baggage and provide corresponding documents within the time specified by Tibet Airlines, otherwise Tibet Airlines will not be liable.
- 12.4.4 Tibet Airlines shall not be liable for any damage caused by passengers' baggage or contents. If a passenger's baggage or contents cause damage to others or others' property, including other baggage or its contents, and the property of Tibet Airlines, the passenger shall be liable.
- 12.4.5 If a passenger carries items that cannot be transported as baggage as stipulated in paragraph 7.1 of these Conditions in his baggage, Tibet Airlines shall not be liable for any loss, damage or confiscation of such items, except as otherwise provided by Chinese laws and international conventions.

12.5 Liability for Third Party Services

If Tibet Airlines arranges services other than air transportation provided by a third party for passengers, or if Tibet Airlines issues tickets or receipts for transportation or services provided by a third party such as ground transportation, hotel reservation or vehicle leasing, Tibet Airlines only acts as an agent for passengers and is not responsible for whether passengers can obtain such services or the quality of such services. The

terms and conditions of the third-party service provider apply to that service.

12.6 Successive Carrier

12.6.1 Carriage that is carried out jointly by several successive carriers on the basis of one ticket or consecutive tickets is considered as a single carriage.

12.6.2 In the case of damage to passengers, unless it is expressly agreed that the first carrier shall be liable for the entire carriage, the passenger or any person exercising his right to claim may only bring it against the carrier that performed the carriage in the event of an accident or delay.

12.6.3 With regard to the loss of checked baggage, the passenger has the right to claim against the first carrier, the passenger who is entitled to accept delivery has the right to claim against the final carrier, and the passenger may also claim against the carrier for the segment of the carriage in which destruction, loss, damage or delay occurred. The above-mentioned carriers shall be jointly and severally liable to the passengers.

Article 13 Other Regulations

13.1 The short headings under each article of these Conditions are for convenience only and are not intended to explain the content of the terms.

13.2 These Condition is written in Chinese and translated into other language versions. When the Chinese version is inconsistent with other language versions, the Chinese version shall prevail.

13.3 Due to frequent changes in the conditions for the use of domestic and international ticket fares and special passenger transportation requirements, Tibet Airlines has separately formulated relevant regulations, specifically the Tibet Airlines Co., Ltd. Domestic Fare Use Conditions, the Tibet Airlines Co., Ltd. International and Regional Ticket Voluntary Refund and Voluntary Change Implementation Rules, and the Special Passenger Ticket Sales and Transportation Regulations. The above provisions are part of the General Conditions.

Article 14 Effective and Modification

- 14.1 These Conditions shall take effect on February 1, 2026. As of the effective date, the *General Conditions for Passenger and Baggage Transportation of Tibet Airlines Co., Ltd.* promulgated and implemented by Tibet Airlines on April 30, 2025, shall be simultaneously repealed. For tickets purchased before February 1, 2026, the General Conditions for Passenger and Baggage Transportation in effect at the time of purchase shall continue to apply.
- 14.2 Tibet Airlines reserves the right to modify these Conditions and other documents as part of these Conditions without prior notice in accordance with the procedures prescribed by the Civil Aviation Administration of China, but such modifications do not apply to tickets that have been transported or purchased before the modifications.
- 14.3 None of Tibet Airlines' employees or agents has the right to change, modify or waive any clause of these Conditions.
- 14.4 Tibet Airlines Co., Ltd. retains the right to explain these Conditions.