

Dear travel agent:

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

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

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

2. In regards to those flights on schedule, re-validation or refund will not incur any extra charge before 23:59 on 6<sup>th</sup> April. Any re-validation or refund occurs afterward (from the 0:00 on 7<sup>th</sup> April), the change fees or the fare difference between different sub-classes and between seasonality should be collected according to the fare loaded in GDS.

3. As required by CAAC, please ensure the valid contact information of each passenger is updated in the system with the booking.

4. Agents should make sure their sales related activities are in line with the fare rules and relevant regulations issued by China Southern Airlines. It is not allowed for illegal markup on any published fare. The tickets must be issued with the actual amount of fare price collected. For any violation to the relevant regulations and fare rules, spoil of interests of any CZ passenger, or any damage to the CZ reputation, China Southern Airlines shall immediately terminate the sales authorization as well as any business relationships with the fault agent . China Southern Airlines will still reserve the right to take further legal actions.

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

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

China Southern Airlines