China Eastern Airlines Corporation Limited
General Conditions for Transportation of Passenger and Baggage

(January,2026)

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Article 1 General

1.1 Overview

China Eastern Airlines Corporation Limited (hereinafter referred to as China Eastern) has enacted the *General Conditions for Transportation of Passenger and Baggage* (hereinafter referred to as "the Conditions" or "these Conditions") as part of the China Eastern passenger transportation contract to clarify the rights and obligations of the carriers and passengers involved in air transportation.

1.2 Basis of Formulation

These Conditions have been formulated in accordance with the *Civil Aviation Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*, the *Electronic Commerce Law of the People's Republic of China*, the *Provisions on the Administration of Passenger Services in Public Air Transport*, the *Rules on the Certification of Public Air Carriers of Large Aircraft*, the *Regulations on the Administration of the Airworthiness of Civil Aircraft*, the *Provisions on the Transport of Dangerous Cargo by Civil Aviation*, and other relevant laws and regulations.

1.3 Predominance of the Law

The formation, validity, interpretation, performance, and resolution of

disputes and all matters relating to the contract and 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.

If any of the terms of these Conditions conflict with applicable laws or international conventions, the applicable laws or international conventions shall prevail. If any of the terms of these Conditions be deemed invalid due to a conflict with applicable laws or international conventions, the validity of the remaining terms of these Conditions shall remain valid and enforceable.

1.4 Language Versions

These Conditions have been written in Chinese and translated into other languages. In the event of any discrepancy between the Chinese version and versions in other languages, the Chinese version shall prevail.

1.5. Other Regulations

The headings of each term of these Conditions are for convenience only and shall not be used to interpret the content of the provisions.

Article 2 Scope of Application

2.1 General Provisions

2.1.1 Unless otherwise specified in Articles 2.1.3, 2.2 and 2.3 of these Conditions, these Conditions apply to the use by China Eastern of civil aircraft to transport passengers and baggage for a fee. These Conditions constitute part of the contract of carriage between China Eastern and passengers. The rights, obligations, and responsibilities of both parties are governed by these Conditions.

2.1.2 In view of frequent changes to these Conditions, China Eastern has formulated separate the *Voluntary Changes and Refunds for China Eastern Domestic Flights Implementing Rules*, the *Voluntary Changes and Refunds for China Eastern International Flights Implementing Rules*, and the *China Eastern Overbooking Service Plan*, all deemed part of these Conditions. In the event of inconsistencies between the aforementioned and these Conditions, the separate provisions shall take precedence over these Conditions.

2.1.3 **For free and special fare transportation, the corresponding special tariff rules shall apply; in the absence of such special tariff rules or in cases when the special tariff rules have not been specified, part or all of these Conditions shall apply.**

2.2 Charter Transportation

The provisions of charter contracts and ticket terms shall prevail for

transportation provided under China Eastern charter contracts; when such provisions are not stipulated in the charter contracts and ticket terms, part or all of these Conditions shall apply.

2.3 Code Sharing

These Conditions shall also apply to codeshare flights operated by other carriers. The conditions or terms of transportation of the actual carrier may differ from these Conditions. Except for Article 3 and Article 4 of these Conditions, any different terms set by the actual carrier will be considered part of these Conditions for codeshare flights, and will take precedence over corresponding provisions of these Conditions.

Terms and conditions that may vary between China Eastern and the actual carrier of the codeshare flight, include but are not limited to rules of: boarding, refusal and limitation of carriage, baggage transportation, flight overbooking, flight delays, cancellations, and diversions etc.

2.4 Successive Transportation

Transportation performed by China Eastern and other carriers under one contract or a consecutive ticket shall be regarded as a single operation, and the liability of each carrier specified on the ticket shall be governed by their respective transportation conditions, except as specifically provided for by law.

Article 3 Ticket Sales

3.1 General Rules

3.1.1 General Provisions

3.1.1.1 China Eastern is abbreviated as the two-letter airline code "MU" on passenger tickets. When China Eastern is the contracting carrier, the first three digits of the ticket number are "781", which is the China Eastern ticket settlement code.

3.1.1.2 A China Eastern ticket constitutes preliminary proof of the establishment of a passenger transportation contract and its conditions. Unless otherwise specified, the rights and obligations of China Eastern and its passengers stipulated in these Conditions apply only to a single air transportation contract and do not extend to other transportation contracts. The legal effect will differ for the purchase of multiple tickets by a passenger for travel on two or more segments or a single ticket. Passengers should be mindful of this fact and make purchase choices based on their situation.

3.1.1.3 The transportation service may only be provided to the passengers named on the ticket. China Eastern reserves the right to require valid identification.

3.1.1.4 Tickets are non-transferable.

3.1.1.5 Each flight coupon or electronic flight coupon must specify the flight

segment and class. Once the flight date is confirmed and the reservation is completed, China Eastern will provide the requisite transportation. For incomplete flight coupon or electronic flight coupon reservations, China Eastern will reserve seats based on the passenger's application, the tariff rules governing the ticket held by the passenger, and the availability of seats on the requested flight.

3.1.1.6 Flight coupons or electronic flight coupons for domestic segments of international and regional connecting flights may be used directly without being exchanged for domestic tickets. **Tickets for domestic air transportation purchased by passengers overseas (including in the Hong Kong and Macao Special Administrative Regions and Taiwan) and issued in the form of international tickets shall be exchanged for domestic tickets before being used.**

3.1.2 Ticket Validity

3.1.2.1 Passengers should complete all the flight segments specified on the ticket within its validity period.

3.1.2.2 Unless otherwise specified, the validity period of a ticket is calculated from 00:00 (inclusive) on the day following the commencement of travel, purchase, or reissue of the ticket to 24:00 (exclusive) on the day of expiry.

(1) For partially used tickets, the validity period is one year, starting from 00:00 (inclusive) on the day following the commencement of the first travel

segment. The starting date of the ticket validity remains unchanged, regardless of subsequent changes.

(2) For unused tickets:

a) The validity period is one year starting from 00:00 (inclusive) on the day after the ticket purchase.

b) If a passenger applies to change a ticket and a new ticket number is generated, the validity period of the ticket will be calculated from 00:00 (inclusive) on the day after the issue of the new ticket.

3.1.2.3 The validity period of a special fare ticket shall be calculated in accordance with the tariff rules applicable to that special fare.

3.1.3 Ticket Use

3.1.3.1 Order of Ticket Use

Flight coupons must be used in the order specified on the ticket, beginning with the place of departure and proceeding in accordance with the planned itinerary. In the event a passenger has failed to use any or all of the flight coupons in the proper order, China Eastern will not honor the flight coupons, though the passenger may apply for a refund in accordance with Article 4.2.3 of these Conditions.

3.1.3.2 Open Tickets

For open tickets, the passenger is free to apply for seat reservations based on their travel needs and flight seat availability. Within the scope permitted by

the ticket's terms of use and the transportation contract, passengers are exempted from change fees when confirming their seats for the first time. Passengers will need to pay for the difference in fare, taxes, and fuel surcharges between the newly confirmed flight and the original open ticket when the seat is confirmed. If further changes are made after confirmation, or if undetermined terms are subsequently confirmed, such changes will be processed according to the ticket's terms of use.

3.1.4 Air Transport Itineraries/Receipts of E-tickets

3.1.4.1 The air transport itineraries/receipts of e-tickets is a type of reimbursement voucher. When purchasing an electronic ticket, passengers are asked to print a paper itinerary of the air transport itineraries/receipts of e-tickets within 28 days of having used the last flight segment. For reissued tickets, the itinerary must be printed within 28 days of the reissuance. An electronic invoice (air transport itineraries/receipts of e-tickets) can only be issued within 180 days of the use of the last flight segment. Paper-based air transport itineraries/receipts of e-tickets and electronic invoices (air transport itineraries/receipts of e-tickets) cannot be issued repeatedly.

3.1.4.2 If the printed Itinerary is lost, it cannot be reprinted in accordance with the *Measures for the Administration of Air Transport Itineraries/Receipts of E-tickets*. The printed copy of air transport itineraries/receipts of e-tickets should be kept in a safe place and returned

when the ticket is refunded.

3.2 Fares and Taxes

3.2.1 Application of Fares

3.2.1.1 The fare refers to the price of air transportation services for Passengers from the airport of departure to the airport of destination, excluding the cost of ground transport services within the airport area, between terminals, between different airports, or between the airport and the urban area, and excluding other taxes, fees and fuel surcharges.

3.2.1.2 The fare is the price applicable to the flight purchased by the passenger at the time of purchase. In the event China Eastern adjusts a fare after the ticket has been sold, the fare of the ticket purchased by the passenger shall remain unchanged.

3.2.1.3 Different restrictions on changes and refunds apply to different fares. Passengers should choose the fare type suited to their needs and abide by the corresponding rules when changing or refunding.

3.2.2 Payment of Fare

3.2.2.1 Passengers pay for tickets in the currency of the country where they are located and in the manner of payment prescribed by China Eastern. Unless otherwise agreed between China Eastern and the passenger, all tickets shall be paid for immediately.

3.2.2.2 If the fare received differs from the applicable rate or has been calculated incorrectly, the passenger shall cover the amount lacking, or China Eastern will refund the portion of the fare that has been overcharged as the situation requires.

3.2.3 Taxes and Fees

To the extent permitted by laws and regulations, any tax or charge imposed by the government, relevant authorities, or airport operator shall be paid by the passenger and specified separately on the ticket. China Eastern will inform the passenger of any tax or charge not included in the fare when the passenger is purchasing a ticket.

3.3 Seat Reservations and Ticketing

3.3.1 General Provisions

3.3.1.1 Passengers can make reservations and purchase tickets through the official China Eastern website, mobile website, China Eastern App, service hotline, ticket offices, or authorized aviation sales agents and other channels approved by China Eastern.

3.3.1.2 When making reservations and purchasing tickets, passengers must provide valid ID documents, which must be the same as those used during boarding.

3.3.1.3 A reservation may be canceled by China Eastern in the event the

passenger fails to complete payment within the prescribed time limit.

3.3.1.4 The change or cancellation of a reservation by a passenger must comply with tariff rules for the ticket and be made within the time specified by China Eastern. In the event a passenger's ticket is subject to restrictions, only the provisions of such restrictions shall apply to the passenger's change or cancellation of a seat reservation.

3.3.1.5 Passengers should be mindful of the minimum connecting time stipulated by local airports when purchasing connecting flights. If the time of the connecting flight purchased by the passenger is less than the time allowed, China Eastern will not be liable for any subsequent losses incurred.

3.3.1.6 **China Eastern reserves the right to set restrictions on tickets of certain fares to restrict or exclude the rights of passengers who have purchased such tickets to change, refund, or transfer. China Eastern will inform passengers of the conditions for such tickets to be changed, refunded, or transferred.**

3.3.2 Collection and Use of Personal Information

Passengers must ensure the accuracy of the personal information provided to China Eastern and bear all consequences arising from the inaccuracy of the information provided. Such personal information is used for the purposes of implementing these Conditions, including but not limited to reserving seats, purchasing tickets, and arranging related transportation services. By

submitting reservations and purchasing tickets, passengers authorize China Eastern to retain their personal information for the purpose of fulfilling the air transportation contract (including these Conditions) and transmit the personal information to the relevant departments of China Eastern, other relevant carriers, providers of the aforementioned services or agents permitted by law. China Eastern will take all reasonable and feasible security measures to protect passengers' personal information. Passengers can contact China Eastern to learn more about the Privacy Policy. The Privacy Policy is not part of these Conditions.

Article 4 Ticket Change and Refund

4.1 Ticket Change

4.1.1 General Provisions

4.1.1.1 Any changes to a ticket must be made within the validity period of the ticket.

4.1.1.2 The passenger shall contact the contracting carrier or its authorized sales agent for ticket change.

4.1.2 Voluntary Change

4.1.2.1 A voluntary change is when a passenger requests changes to cabin class, flight time, or flight date for personal reasons. If China Eastern has no

flights or seats available for change within the time frame specified by the passenger, the passenger may apply for a refund for the ticket in accordance with Article 4.2.3 of these Conditions.

4.1.2.2 China Eastern or its authorized sales agent will process passenger requests for a voluntary ticket change in accordance with the purchased ticket’s terms of use when seat availability allows. The passenger shall bear any resulting difference in change fees, fares, taxes, and fuel surcharges.

4.1.3 Involuntary Change

4.1.3.1 China Eastern and its authorized sales agents can process a single involuntary change for a passenger free of charge in the following circumstances:

(1) A delay of flight departure, flight cancellation, flights taking off ahead of schedule, itinerary changes, physical cabin class downgrades, or the carrier is unable to operate the original flight.

(2) The passenger's flight fails to arrive at the transfer location within the time specified on the ticket resulting in the actual connecting time being less than the minimum connecting time allowed by the local airport, resulting in the passenger's missing the connecting flight.

4.1.3.2 Involuntary Change of Flight Date and Range

(1) China Eastern will change the passenger to a China Eastern flight acceptable to the passenger within 3 days before or after the original flight

free of charge. If the passenger requests to change to a flight outside the 3-day window before or after the original flight, it shall be handled according to Article 4.1.2 of these Conditions. In the event there is no available seat on a China Eastern flight within 3 days before or after the original flight, it may be changed to the nearest available China Eastern flight free of charge. Only one free change is permitted.

(2) If a passenger is forced to make an involuntary change to a ticket due to circumstances attributable to China Eastern, China Eastern may seek the consent of the passenger and the relevant carrier to arrange an involuntary transfer to transport the passenger to the destination or stopover.

4.1.3.3 In the event the situation specified in Article 4.1.3.1 of these Conditions results in passengers being seated in a physical cabin class for which a lower fare is charged than that of the original ticket, China Eastern will refund the difference to the passengers.

4.1.4 Changes Due to Illness

If a passenger or traveling companion is unable to travel on the flight or date specified on the ticket due to injury, illness, or for other health reasons, the passenger may present supporting documents approved by China Eastern to change the ticket for the unused segments within the validity period of the ticket. The change shall be made voluntarily in accordance with Article 4.1.2 of these Conditions and no change fee shall be charged.

4.2 Ticket Refund

4.2.1 General Provisions

4.2.1.1 In the absence of provisions to the contrary in the tariff rules, China Eastern will accept refund requests of tickets held by passengers for part or all unused segments within the validity period in accordance with the applicable tariff rules . Passengers must apply for a refund for all unused segments on their tickets at one time. It is prohibited to apply for a refund for different segments separately.

4.2.1.2 Passengers are asked to contact the contracting carrier or its sales agent to process ticket refunds and complete the refunds in the original ticket purchasing channel.

4.2.1.3 The ticket coupon for which the passenger requests a refund must be valid and open for use.

4.2.1.4 Passengers may request a refund no later than one month after the expiration of the ticket as specified in Article 3.1.2 of these Conditions. Failure to do so shall be deemed a forfeiture of the passenger‘s right to a refund. China Eastern reserves the right to refuse such requests, i.e. not to refund the unused fare, taxes, and fuel surcharges.

4.2.1.5 Passengers who have printed out the itinerary of the electronic air ticket must return the printed itinerary of the electronic air ticket when refunding the ticket.

4.2.1.6 China Eastern will prioritize refunding the ticket to the original payment account. If it is impossible to refund to the payment account for special reason, the refund may be made to the passenger directly or to an authorized trustee.

4.2.1.7 Passengers must present the original ID documents used to purchase the ticket when refunding the ticket. For passengers who entrust another person to handle the refund procedure, the trustee shall present the power of attorney accepted and approved by China Eastern, the valid ID document of the passenger as specified in the ticket, and the valid ID document of the trustee.

4.2.1.8 China Eastern will refund the ticket price to the party who meets the requirements of Articles 4.2.1.6 and 4.2.1.7 of these Conditions in accordance with the provisions listed in Article 4.2.1, which shall be regarded as a formal refund and immediate termination of the transportation contract between China Eastern and the passenger.

4.2.2 Currency

4.2.2.1 All refunds are subject to laws and other regulations of the country in which the ticket was originally purchased and in which the refund is being issued. Refunds will be prioritized in the original payment currency, though China Eastern may choose to issue the refunds in the currency of the country in which the ticket was originally purchased or in which the refund is being

issued.

4.2.2.2 Passengers may not claim a refund from China Eastern for possible differences resulting from currency exchange rates.

4.2.3 Voluntary Refund

4.2.3.1 A voluntary refund refers to a refund requested by the passenger due to personal reasons. China Eastern or its sales agent will process a passenger request for a voluntary refund according to the corresponding purchased ticket’s term of use .

4.2.3.2 The fare, taxes, and fuel surcharges for a flight will not be refunded if a passenger voluntarily terminates a journey at a stopover.

4.2.4 Involuntary Refund

4.2.4.1 China Eastern and its sales agents shall handle an involuntary refund for a passenger free of charge in the following circumstances:

(1) A delay of flight departure, flight cancellation, flights taking off ahead of schedule, itinerary changes, physical class downgrades, or the carrier is unable to operate the original flight.

(2) The passenger's flight fails to arrive at the transfer location within the time specified on the ticket resulting in the actual connecting time being less than the minimum connection time allowed by the local airport, resulting in the passenger's missing the connecting flight.

4.2.4.2 If a ticket is not used, the ticket fare, refundable taxes, and fuel surcharges shall be refunded, though the change fee already collected and non-refundable taxes(as per government regulations) shall not.

4.2.4.3 If a ticket has been partially used, the corresponding fare for the unused segments, refundable taxes, and fuel surcharges shall be refunded, though the amount shall not exceed the original fare paid. The change fee already collected and non-refundable taxes (as per government regulations) are not refunded.

4.2.5 Refund Due to Illness

If a passenger or traveling companion is unable to travel on the flight or date specified on the ticket due to injury, illness, or for other health reasons, the passenger may present supporting documents approved by China Eastern to request a refund within the validity period of the ticket. The refund shall be made voluntarily in accordance with Article 4.2.3 of these Conditions and no change fee shall be charged.

Article 5 Flight Taking

5.1 Check-in and Boarding

5.1.1 Check-in Procedures

5.1.1.1 Passengers shall verify their tickets, check their Baggage, and get paper or electronic boarding passes before the check-in deadline stipulated by China Eastern using a valid ID document. The valid ID document presented by the passenger must be the same as the one used to purchase the ticket. If necessary, China Eastern may retain a copy of the passenger's valid travel document.

5.1.1.2 The check-in deadline for flights varies by airport. Passengers should familiarize themselves with airport check-in requirements to avoid no-show.

5.1.1.3 No-Show

(1) China Eastern may choose to arrange a voluntary change or refund for a passenger in accordance with Article 4.1.2 or 4.2.3 of these Conditions following a request for reassignment to a subsequent flight or a ticket refund after a no-show that is the fault of the passenger.

(2) If a passenger requests reassignment to a subsequent flight after a no-show attributable to China Eastern, China Eastern will arrange for the passenger to take a subsequent flight subject to availability without charging any fees. Should the passenger choose not to accept the above arrangement and request a refund, the involuntary refund provisions of Article 4.2.4 of these Conditions shall apply.

5.1.2 Accepting Inspection

Before boarding, passengers and their baggage must undergo security

inspection; otherwise, China Eastern reserves the right to refuse to transport the passengers or their baggage.

The methods employed during inspection may include without being limited to the equipment checks, manual inspection, questioning, and other methods prescribed by the local government or security inspection agency. The method of inspection is determined at the discretion of the government and the airport, regardless of whether the passenger is present, consents to, or aware of it. **China Eastern is not liable for any injury to passengers or damage or loss to baggage caused by an inspection, unless the injury, damage, or loss is the result of China Eastern's intentional actions or gross negligence and unless otherwise stipulated by Chinese law and international conventions.**

5.1.3 Entry/Transit

5.1.3.1 Passengers are responsible for obtaining valid travel documents, visas, or health and epidemic prevention policy certificates required for the place of departure, agreed stopover, and destination. They must also be familiar with and comply with all applicable laws, regulations, orders, and travel requirements. Passengers who are unable to board a flight or reach their destination due to failure to comply with relevant regulations shall bear the corresponding responsibilities and losses themselves.

5.1.3.2 The information required under Article 5.1.3.1 of these Conditions is

provided by China Eastern and its authorized agents for convenience and to assist passengers. China Eastern does not assume any responsibility for this. China Eastern assumes no responsibility for the consequences arising from the passenger's failure to obtain such documents or visas or failure to comply with the applicable laws, regulations, orders, and travel requirements.

5.1.3.3 The passenger is responsible for all expenses incurred when China Eastern transports a passenger who is denied transit or entry back to the place of departure or other locations in accordance with government orders. China Eastern will not refund the fees collected for transportation to the place of refusal of entry or repatriation.

5.1.3.4 China Eastern reserves the right to demand reimbursement from a passenger for fees or deposits paid and all expenses incurred should a passenger fail to comply with relevant national laws, regulations, orders, requirements or travel requirements, or fail to produce the required documents, resulting in China Eastern being required to pay or pledge a fine or bear any expenses.

5.1.4 Passenger Boarding

5.1.4.1 General Provisions

The closing time of the boarding gate varies by flight. Passengers should familiarize themselves with airport boarding gate closing times to avoid missing their flights.

5.1.4.2 Missing a Flight

(1) China Eastern may arrange a voluntary change or refund for a passenger missing a flight for their own reasons and requesting a change to a subsequent flight or a refund in accordance with Article 4.1.2 or 4.2.3 of these Conditions.

(2) In the event a passenger misses a flight for reasons attributable to China Eastern, the carrier shall arrange for the passenger to take a subsequent flight as soon as possible or handle the matter in accordance with Article 4.2.4 of these Conditions.

5.1.4.3 Wrong Boarding

(1) No compensation or refund shall be provided for a passenger's wrong boarding for reasons attributable to themselves. China Eastern can arrange for the passenger to take the earliest flight with available seats to the destination specified on the ticket.

(2) In the event of wrong boarding due to reasons attributable to China Eastern, the carrier shall arrange for the passenger to take the earliest flight with available seats to the destination specified on the ticket. Should the passenger choose not to accept the above arrangement and request a refund, the involuntary refund provisions of Article 4.2.4 of these Conditions shall apply.

5.1.4.4 Misconnection

Where there are connecting flights, if the passenger cannot catch the connecting flight booked at the connecting point due to reasons attributable

to China Eastern, as the carrier of the flight before the connecting point, China Eastern will make appropriate arrangements for the passenger at such connecting point.

5.2 In-flight Seat Arrangement

5.2.1 In addition to providing seats in accordance with the flight and class of service that the passenger has reserved, China Eastern will use its best endeavors to meet the passenger's requirements for a seat in the same class of service but does not guarantee to provide the seat specified by the passenger.

5.2.2 To ensure flight safety, China Eastern reserves the right to assign seats by the exits of the aircraft and other necessary locations.

5.2.3 For operational, safety, or security reasons, China Eastern reserves the right to assign or reassign seats on board, even after passengers have boarded or taken their seats.

5.3 Discontinuing a Trip

Passengers may not discontinue a trip after the cabin door has closed except in cases of force majeure or a sudden emergency illness or life-threatening situation. Passengers disrupting order on board resulting therefrom shall bear the corresponding legal consequences.

5.4 In-flight Behavior

5.4.1 Unlawful Interference and Disruptive Behavior

5.4.1.1 Unlawful interference refers to acts or attempted acts that endanger flight safety. These include but are not limited to: hijacking an aircraft; destroying an aircraft in use; taking hostages on aircraft or at airports; forcible entry into aircraft, airports, or aviation facilities; bringing weapons or dangerous devices or materials used for criminal purposes into aircraft or airports for criminal purposes; using aircraft in use to cause death, serious personal injury, or serious damage to property or the environment; spreading false information such as that which endangers the safety of passengers, crew, ground personnel, or the public on aircraft in flight or on the ground, at airports, or civil aviation facilities.

5.4.1.2 Disruptive behavior refers to behavior that disrupts the order of the airport or cabin by failure to abide by the code of conduct at the airport or on the aircraft, or failure to follow the instructions of the airport personnel or the crew. Disruptive behaviors on board an aircraft include but are not limited to:

(1) Occupying seats and baggage racks by force;

(2) Engaging in physical combat and provoking troubles;

(3) Molesting or sexually harassing passengers in the cabin;

(4) Disseminating obscene materials and other illegal printed materials;

(5) Smoking (including electronic cigarettes) or using a fire;

(6) Using mobile phones or other prohibited electronic devices in violation of regulations;

(7) Stealing, intentionally damaging, or moving life-saving items or other aircraft facilities and equipment without authorization, or forcibly opening the emergency door;

(8) Stealing public or private property on board;

(9) Preventing or inciting other passengers to prevent the crew from performing their duties;

(10) Other acts that disrupt order in the cabin.

5.4.1.3 China Eastern will take the necessary measures to stop and subdue a passenger engaging in any of the behaviors listed in Article 5.4.1.1 or 5.4.1.2 of these Conditions on board. Serious cases affecting the safety of flight operations shall be referred to the public security organs for handling in accordance with the law.

If a passenger is refused carriage by China Eastern due to the behaviors listed in Article 5.4.1.1 and Article 5.4.1.2 of these Conditions, no fare, taxes, and fuel surcharges shall be refunded, and the remaining unused segments shall be handled in accordance with the voluntary refund provisions in Article 4.2.3 of these Conditions or the voluntary change provisions in Article 4.1.2 of these Conditions. China Eastern reserves the right to pursue legal action against the passenger according to the

law.

5.4.1.4 China Eastern reserves the right to restrict passengers engaging in any of the behaviors listed in Article 5.4.1.1 or 5.4.1.2 of these Conditions from taking China Eastern flights in the future. China Eastern will refuse any restricted passenger to purchase tickets; if the passenger has purchased a ticket, the involuntary refund regulations in Article 4.2.4 of these Conditions shall apply.

5.4.2 Use and Restrictions of Portable Electronic Devices

5.4.2.1 Portable electronic devices prohibited from use during flight include but are not limited to: portable electronic devices that cannot turn off the cellular mobile communication function, satellite phones, walkie-talkies, remote-controlled toys, and other portable electronic devices with remote control capabilities, and portable electronic devices with wireless transmission functions with a transmission power of 100 mW (inclusive) or above.

5.4.2.2 Portable electronic devices prohibited from use during critical phases such as taxiing, take-off, and descent and landing but allowed during non-critical flight phases include but are not limited to: continuous positive airway pressure machines (CPAP), portable oxygen concentrators (POC) of uncertified brands, and laptop computers.

5.4.2.3 Portable electronic devices permitted throughout the trip include but

are not limited to:

(1) Portable recorders, hearing aids, pacemakers, electric shavers;

(2) Portable oxygen concentrators of certified brands (prior approval from China Eastern required);

(3) Mobile phones, e-books, and PADs (flight mode must be enabled during the flight, i.e. with the cellular communication function turned off);

5.4.2.4 Power banks to charge devices on board are not allowed and neither is charging the power bank itself. Power banks must be kept off at all times while on board.

5.4.3 Non-Smoking Flights

Smoking (including conventional cigarettes, electronic cigarettes, synthetic steam smoking devices, or other forms of smoking) is strictly prohibited on all China Eastern flights and in all areas on board the aircraft.

5.4.4 Restrictions on Alcoholic Beverages

Passengers are not permitted to consume alcoholic beverages in the cabin other than those served on board the aircraft by China Eastern.

5.4.5 Seatbelt

Passengers shall fasten their seatbelts as required and as prompted by the crew during the entire flight.

5.4.6 Restrictions on Filming

In the interests of order, flight safety, and the privacy rights of others, photos or videos (of other passengers, crew members, etc.) may not be taken without consent. Passenger behavior deemed illegal interference or disruption resulting therefrom shall be handled in accordance with Article 5.4.1.3 of these Conditions.

Article 6 Refusal and Limitation of Transportation

6.1 Refusal of Transportation

6.1.1 In the interests of flight safety and order on board, China Eastern reserves the right to exercise reasonable judgment and refuse to transport passengers if the following circumstances or circumstances of a similar nature occur or are likely to occur:

6.1.1.1 Violation of any laws, regulations, orders, or other provisions applicable to any country or region of departure, stopover, destination, or overflight.

6.1.1.2 Passenger behavior, age, mental or physical condition, including under the influence of alcohol or drugs, is deemed unsuitable for air travel or poses a potential threat to the passenger themselves or other persons or property.

6.1.1.3 The passenger has or is suspected of having a contagious disease that poses a direct threat to the health of other passengers or crew members or has special stench or special quirks, which may cause discomfort to other passengers.

6.1.1.4 The passenger fails or is unable to comply with China Eastern orders or regulations regarding safety, security, and public health.

6.1.1.5 The passenger refuses to comply with the security check.

6.1.1.6 The passenger fails to comply with the prohibition on smoking or the use of electronic devices on board.

6.1.1.7 The passenger fails or refuses to comply with the crew's instructions.

6.1.1.8 The passenger fails to pay the applicable fare, taxes, or fees.

6.1.1.9 Passengers may be repatriated on route for failing to present the valid ID and travel documents or failing to book subsequent flights.

6.1.1.10 Passenger baggage may endanger or affect the safety and health of the crew or other passengers.

6.1.1.11 The passenger fails to present a valid ticket.

6.1.1.12 The passenger is restricted from boarding the aircraft in accordance with Article 5.4.1.4 of these Conditions.

6.1.1.13 In the event of other circumstances required by law or these Conditions.

6.1.2 China Eastern reserves the right to refuse to transport a passenger suffering from any of the following diseases or ailments unless the passenger holds a certificate of fitness for air travel issued by a doctor and special arrangements made with China Eastern to preserve the passenger's life:

6.1.2.1 Patients with heart disease in a severe or critical condition, such as those with severe heart failure, having symptoms of cyanosis or myocardial infarction (having had a myocardial infarction within 6 weeks prior to travel).

6.1.2.2 Patients with severe otitis media (accompanied by eustachian tube blockage).

6.1.2.3 Patients with recent spontaneous pneumothorax, or patients with neurological conditions who have recently undergone pneumothorax surgery.

6.1.2.4 Patients with large mediastinal tumor, extra-large hernia, and intestinal obstruction.

6.1.2.5 Patients with head injury, increased intracranial pressure, or skull fractures.

6.1.2.6 Patients having suffered recently from a jawbone fracture with metal wire connections.

6.1.2.7 Patients with poliomyelitis in the past 30 days or patients with bulbar poliomyelitis.

6.1.2.8 Patients with severe hemoptysis, hematemesis, vomiting, or moaning symptoms.

6.1.2.9 Patients with severe trauma treated with major surgery and wounds that have not yet fully healed.

6.1.2.10 Patients whose medical condition suddenly worsens or deteriorates during the check-in or boarding process.

6.1.2.11 Patients with other diseases not suitable for flying, or who cannot take care of themselves during the journey without specialized assistance due to their physical condition.

6.2 Limitation of Transportation

6.2.1 Infants and Children

6.2.1.1 Transport is prohibited for newborns less than 14 days old and premature babies less than 90 days old.

6.2.1.2 Infant passengers who are at least 14 days old and children passengers under 5 years old on the date of travel must be accompanied by an adult with full civil capacity in the same physical class. An adult passenger can travel with a maximum of 2 infant passengers or 3 children passengers under 5 years old (including 1 infant passenger).

When a passenger is traveling with two infant passengers, one of the infants must be held by an adult passenger and fastened with an infant seatbelt. The other infant must occupy a separate seat and must be placed in a child (infant)

restraint device provided by the passenger that is approved by the aviation authorities for use on board.

6.2.1.3 Child passengers who have reached the age of 5 but under 12 years old on the date of travel may only purchase tickets upon China Eastern's approval for unaccompanied minor boarding procedures. Children traveling with an adult passenger in a different physical class will be considered unaccompanied and must apply for the corresponding service.

6.2.1.4 Passengers under 18 years old may not travel alone with infants or children.

6.2.2 Pregnant Passengers

6.2.2.1 Changes in the cabin environment and uncertain air turbulence may have adverse effects on pregnant passengers. It is recommended that pregnant passengers consult a doctor before traveling to confirm whether it is advisable for them to travel by air.

6.2.2.2 Pregnant passengers are required to provide a maternity health handbook (large card), a continuous medical record of pregnancy, a certificate confirming the pregnancy weeks signed (stamped) by a doctor, a B-ultrasound record or other examination documents, or an electronic examination report from the hospital. These documents must be verified by China Eastern before boarding.

6.2.2.3 When purchasing the ticket, pregnant passengers who are between 32

weeks and 36 weeks pregnant at the time of travel must agree to provide a certificate of diagnosis confirming their fitness to fly, stamped by the hospital and signed by a doctor at that hospital within 72 hours prior to the passenger's flight.

6.2.2.4 China Eastern reserves the right to refuse to carry pregnant passengers who are 36 weeks pregnant or less than 4 weeks (inclusive) from their due date, pregnant passengers whose due date is approaching but the exact date cannot be determined, who are known to be giving birth to multiple babies or are expected to experience complications during delivery, who exhibit symptoms of a miscarriage, and who have given birth less than 7 days ago.

6.2.3 Sick Passengers

6.2.3.1 Air transportation may adversely affect the life and health of sick passengers in the following ways:

(1) Low cabin pressure may cause organs to expand, which may trigger asphyxiation due to organ compression, obstruction, or organ dysfunction;

(2) Cabin hypoxia may cause vasospasm and compensation, leading to thrombus detachment, embolism, ischemic infarction, edema, and bleeding;

(3) Changes in the cabin environment and uncertain air turbulence may cause postoperative complications or organ bleeding;

(4) In the enclosed environment of the cabin, patients with claustrophobia

may experience anxiety and fear.

It is recommended that sick passengers, especially those recovering from surgery, consult a doctor before traveling to confirm whether it is advisable for them to travel by air.

6.2.3.2 Except in cases specified in these Conditions where China Eastern has the right to refuse transportation, sick passengers are required to fill out the *Application for Special Passengers* when purchasing tickets, provide other materials required by China Eastern, truthfully state their medical condition, agree to present a certificate of diagnosis issued within 48 hours before travel, and sign the *China Eastern Airlines Risk Notification Confirmation*. China Eastern will assess whether it is advisable for the passenger to travel by air and make arrangements for transportation.

6.2.3.3 Passengers who have recovered well from minor cosmetic surgery (e.g. double eyelid surgery), minor trauma surgery (e.g. cyst drainage, suturing of flesh on limbs, etc.), or a single limb fracture and have recovered well and are fit for air travel and have not applied in advance or are unable to provide a certificate of diagnosis must sign the *China Eastern Airlines Risk Notification Confirmation* before boarding.

6.2.4 Stretcher Passengers

6.2.4.1 Except for the circumstances specified in these Conditions where

China Eastern has the right to refuse carriage, China Eastern may approve stretcher passengers for direct flights where both the departure and destination airports have the capacity to support such passengers. However, when purchasing tickets, the passengers must fill out the *Application for Special Passengers*, provide other materials required by China Eastern, truthfully state their physical condition, agree to present a certificate of diagnosis issued within 48 hours before travel, and sign the *China Eastern Airlines Risk Notification Confirmation*. China Eastern will assess whether it is advisable for the passenger to travel by air and make arrangements for transportation.

6.2.4.2 Stretcher passengers must apply for stretcher transportation 48 hours in advance for domestic direct flights, and 72 hours in advance for international or regional direct flights.

6.2.4.3 Stretcher passengers must be accompanied by at least one medical professional or adult passenger. Medical professionals must show proof of identity and professional credentials.

6.2.5 The certificate of diagnosis mentioned in Articles 6.2.3 and 6.2.4 of these Conditions refers to the medical results provided by a level 2 hospital or higher (including foreign clinics, medical centers, and hospitals). If the certificate is issued by a domestic hospital, it must be stamped by the hospital and signed by the doctor; if the certificate is issued by a foreign hospital or

clinic, only the doctor's signature is required.

6.2.6 Regardless of whether they've already purchased tickets, Passengers listed in Articles 6.2.1 to 6.2.4 of these Conditions shall only be accepted for transportation if they meet the conditions stipulated, receive prior approval and make the necessary arrangements with China Eastern and other relevant carriers. China Eastern reserves the right to assess the passenger's physical condition and actual flight operations on the day of travel and decide whether to carry the passenger during check-in or boarding.

6.3 Disposal of Tickets after Refusal of Carriage

6.3.1 A passenger refused carriage due to Article 6.1.2 or 6.2.3 of these Conditions may, if eligible, be processed in accordance with the involuntary change rules in Article 4.1.3 or the involuntary refund rules in Article 4.2.4.

6.3.2 Unless otherwise provided in these Conditions, other passengers who are refused carriage shall be handled in accordance with the voluntary change rules in Article 4.1.2 or the voluntary refund rules in Article 4.2.3.

6.4 Travel Risks and Liabilities

Passengers should be aware of the potential risks and responsibilities posed by sudden illness during flight. China Eastern will not bear any responsibility

for the physical consequences and reserves the right to pursue legal liability in the case of passengers who know that they are not fit to fly or need to provide relevant certificates to China Eastern before boarding, violate the terms of these Conditions by concealing, deceiving, or misleading to purchase tickets.

Article 7 Baggage Transportation

7.1 Items Prohibited from Being Transported as Baggage

China Eastern may refuse to provide transportation to passengers who place the items described in this Article in their baggage or carry them into the cabin.

7.1.1 Dangerous items. Except for those that comply with the *Regulation on the Transport of Dangerous Goods by Civil Aviation* and those that China Eastern allows passengers to carry as checked or non-checked baggage, passengers are not allowed to carry dangerous items on board. These include: explosives, such as fireworks, firecrackers, ammunition, and confidential-type packages, bags, and boxes containing lithium batteries or pyrotechnic substances; gases, such as flammable gases, nonflammable and nontoxic gases, toxic gases, liquefied gases, tear gas, and pepper spray; flammable liquids, such as alcohol, and paint; flammable solids, substances that are prone to spontaneous combustion, and substances that release flammable

gases when in contact with water, matches, magnesium powder, white phosphorus, yellow phosphorus, etc.; oxidizing substances and organic peroxides, such as bleaching powder, hydrogen peroxide, and peracetic acid; toxic substances and infectious substances, such as raw lacquer, toxic pesticides, heroin, and virus samples; radioactive substances, such as radioactive isotopes and radioactive chemical reagents; corrosive substances, such as acids, alkalis, wet batteries, and mercury; miscellaneous dangerous substances and items, including environmental hazards, substances that can cause irritation, such as items that can easily stain aircraft, lithium batteries with safety defects recalled by manufacturers.

7.1.2 Instruments subject to state oversight, such as knives, weapons, police instruments, and other controlled items stipulated by governmental regulations (including batons, military or police daggers, bayonets, stun guns, defensive devices, crossbows, daggers, triangular knives, triangular scrapers for machining, knives with self-locking devices, and single-edged knives and double-edged knives that are shaped like daggers but longer than daggers, as well as other similar single-edged, double-edged, and triangular pointed knives, etc.); guns and ammunition, various simulation toy guns, gun-shaped lighters and other types of offensive weapons, ammunition, weapons, police instruments (such as electric batons and stun guns) and other similar items and their imitations.

7.1.3 Items that China Eastern deems unsuitable for transportation due to

their weight, volume, shape, or nature.

7.1.4 Live animals, except small animals and service dogs that comply with China Eastern transportation regulations.

7.1.5 Lighters and matches.

7.1.6 Any items carried at the request of a stranger.

7.1.7 Other equipment containing dangerous items, such as lithium battery-driven electric scooters (twist scooters), self-heating packaged foods, and other items that are prohibited from being transported as baggage.

7.1.8 Items the carriage of which is prohibited by any applicable laws, regulations, or orders of any country of departure, destination, transit, or overflight.

7.2 Restricted Baggage

7.2.1 Items as Non-checked Baggage Only

7.2.1.1 High-value items, fragile or easily damaged items, perishable items, out-of-print videos, printed materials and manuscripts, etc., important documents and materials, travel documents and other items that require special care, and medicines that need to be taken during travel;

7.2.1.2 Batteries used in electronic equipment, electronic medical devices, electric wheelchairs, or other mobility aids, including lithium batteries, fuel cells, etc.

7.2.1.3 Lithium battery mobile power supply (power bank);

7.2.1.4 Electronic cigarettes containing batteries (including electronic cigars, electronic pipes, and personal vaporizers).

7.2.1.5 Mercury barometers or mercury thermometers used by official institutions or enterprises.

7.2.1.6 Other items specified by Civil Aviation Administration of China (CAAC).

7.2.2 Items as Checked Baggage Only

7.2.2.1 Sharp and blunt instruments not categorized as controlled and other items that can cause personal injury or pose a significant threat to safety and order on board, including but not limited to kitchen knives, fruit knives, table knives, craft knives, scalpels, scissors, steel files, axes, short sticks, hammers, drills (including drill bits), chisels, awls, saws, bolt guns, nail guns, screwdrivers, crowbars, hammers, pliers, welding guns, wrenches, axes, hatchets (fire axes), vernier calipers, ice picks, ice picks, darts, slingshots, bows, arrows, buzzer self-defense devices, etc.

Such items should be packaged in such a way as to ensure safety and prevent the contents from being easily identified.

7.2.2.2 Baggage transported at the passenger's own risk, baggage with declared value, and oversized baggage.

7.2.2.3 Small animals (household cats and dogs) must be transported in

containers that meet China Eastern requirements.

7.2.2.4 Fruits with strong or distinctive odors must be packaged properly to prevent odors during transportation.

7.2.2.5 Firearms and ammunition for sport (a certificate of permission for transportation issued by the public security department is required).

7.2.2.6 Bicycles, golf equipment, ski or water ski equipment, bowling equipment, fishing equipment, surfboards or windsurfing boats, hockey, diving equipment, horse riding equipment, sleds, kayaks, paragliders, pole vaulting, and other sports equipment.

7.2.2.7 Other items specified by CAAC.

7.2.3 Special Baggage

7.2.3.1 Small Animals

(1) China Eastern accepts only household cats and dogs as small animals for transportation. Cats and dogs with aggressive traits, respiratory problems, short noses, or those unfit for air transportation shall not be accepted for transportation.

(2) Passengers who wish to check in small animals must apply to China Eastern in advance and provide an animal quarantine certificate. If international air transport is involved, all relevant documents or certificates required for exit, entry, or transit must also be provided. The animals may only be transported with the prior approval of China Eastern.

(3) The container for transporting small animals must meet the requirements of China Eastern to be accepted as checked baggage. The weight of small animals, their containers, and the food carried are not included in the passenger's free baggage allowance and can only be transported as excess baggage with a fee.

(4) In the interests of safety and health, China Eastern reserves the right to limit the number of small animals to be transported by each aircraft and to determine the method of transportation.

(5) China Eastern is not liable for the injury, illness, escape, or death of small animals under normal transportation conditions unless otherwise provided for by Chinese laws or international conventions.

(6) China Eastern is not liable, unless otherwise provided for by Chinese laws or international conventions, for the failure of the small animal to arrive on time should it be refused entry or transit by a country during transportation.

(7) Passengers shall bear full responsibility for any personal injury, property loss, or expenses that may be caused by the small animals during transportation. China Eastern reserves the right to claim compensation from passengers afterward.

7.2.3.2 Service Dogs

(1) Service dogs refer to dogs, such as guide dogs and hearing dogs, that have

been specially trained to assist disabled people in daily life and work.

(2) Disabled passengers may apply with the appropriate animal quarantine certificate to China Eastern in advance to bring a service dog into the cabin. All relevant documents or certificates required for exit, entry, or transit should also be provided for international air transportation. Passengers who bring service dogs into the cabin must comply with any seat adjustments and arrangements deemed necessary by China Eastern.

(3) Should China Eastern determine that a service dog brought into the cabin poses a direct threat to the health or safety of others, measures may be taken to mitigate the issue (such as putting a muzzle and a leash on a barking service dog). If the threat persists, China Eastern reserves the right to refuse the dog's transportation.

(4) Passenger service dogs approved by China Eastern may be transported free of charge together with their containers and food and will not be counted toward the free baggage allowance.

(5) Emotional support dogs (including psychiatric comfort dogs) are not considered service dogs and China Eastern does not accept them for transportation as service dogs. However, they may be checked if they meet China Eastern standards for the transportation of small animals.

(6) Service dogs transported in the cargo hold are subject to the regulations for the transportation of small animals.

7.2.3.3 Seat-occupying Baggage

Passengers must inform China Eastern of items not suitable for transportation in the aircraft cargo hold, such as delicate musical instruments and other fragile and valuable items when booking and checking in to obtain permission to bring them into the cabin as seat-occupying baggage.

Seat-occupying baggage must not exceed 40 x 60 x 100 cm (40 x 60 x 140 cm for musical instruments) in size and 75 kg in weight.

Passengers are obligated to pack their baggage properly and securely in suitable containers, with handles on the outer packing.

A passenger can carry a maximum of 1 extra paid seat-occupying baggage item and shall bear full responsibility for its storage and safety in the cabin.

There is no free baggage allowance for seat-occupying baggage.

7.2.3.4 Musical Instruments

Musical instruments can be transported in three ways:

(1) As non-checked baggage

Musical instruments can be brought into the cabin as non-checked baggage. Their size and weight must comply with the relevant requirements for non-checked baggage. Musical instruments brought into the cabin must be taken care of by the passenger at all times. The instrument must be secured in a shock-proof and pressure-resistant case so that it can be stored on its side if necessary.

Musical instruments that exceed regulations but still need to be brought into the cabin must be handled in accordance with the regulations for seat-occupying baggage.

(2) As seat-occupying baggage

For the relevant regulations and charges for transporting musical instruments as seat-occupying baggage, please refer to seat-occupying baggage.

(3) As checked baggage

Musical instruments that cannot be brought into the cabin may be transported as checked baggage. The instruments should be packed in original or professional packaging and placed in special hard-sided or shock-proof and pressure-resistant containers. The containers should be filled with the necessary items to prevent them from shaking during transportation and to avoid unnecessary damage. China Eastern assumes the responsibility for transportation according to the general checked baggage liability limit, and passengers must sign a waiver of liability.

China Eastern reserves the right to evaluate the actual flight operations of the flight on the day of travel and decide whether to carry the item.

7.2.3.5 Wheelchairs

Wheelchairs are not subject to the baggage allowance and can be transported additionally free of charge.

(1) Wheelchairs meeting the necessary requirements can be brought into the

cabin.

Only one wheelchair is allowed per flight. It must be a foldable wheelchair for adults or a manually assembled wheelchair. The dimensions of the wheelchair without wheels or parts removed should not exceed 33 x 91 x 106 cm/13 x 36 x 42 inches.

(2) Free baggage check-in at the boarding gate or during check-in.

Passengers' own portable wheelchairs can be checked in free of charge at the boarding gate or during the check-in process.

(3) Electric wheelchairs/ mobility aids:

Passengers with limited mobility due to disability or a health condition who bring electric wheelchairs or mobility aids must first obtain consent from China Eastern. Electric wheelchairs/mobility aids must comply with the regulations for the transportation of dangerous items and meet the applicable legal requirements for the number of electric wheelchairs or electric mobility aids that can be checked in free of charge.

The batteries of wheelchairs/ mobility aids powered by non-spillable and spillable batteries must comply with the *Dangerous Goods Regulations* of the International Air Transport Association (IATA); the batteries of wheelchairs/ mobility aids powered by lithium batteries must comply with the requirements of each test specified in Section 38.3 of Part III of the United Nations *Manual of Tests and Criteria*.

If the electric wheelchair/ mobility aids is specially designed to allow the

battery to be removed by the user, the wheelchair with the battery removed shall be regarded as an ordinary wheelchair and can be transported as unrestricted checked baggage or carried into the cabin by the passenger under the prescribed conditions; each battery removed from the wheelchair must not exceed 300 Wh.

If the battery cannot be removed, ensure that the design of the electric wheelchair/mobility aid provides adequate protection against damage, the battery is securely fastened to the electric wheelchair/mobility aid, and the circuit is disconnected in accordance with the manufacturer's instructions.

Each passenger may carry one spare battery with a maximum capacity of 300 Wh or two spare batteries with a maximum capacity of 160 Wh each. Spare batteries must be carried as hand baggage and properly protected, such as placing each battery in a separate protective bag.

7.2.3.6 Human Ashes

It is recommended that ashes be transported as cargo by air. Upon request, they may also be checked in as baggage or carried into the cabin by the passenger.

(1) If the ashes are transported as checked baggage, China Eastern will bear the responsibility for general checked baggage;

(2) The ashes may be carried in the cabin upon request providing the outer packaging and the passenger's emotional state do not attract the attention of

other passengers;

(3) When passengers carry ashes in or out of a country, they must comply with the customs and health quarantine regulations of the relevant country.

7.2.3.7 Dry Ice

A passenger may carry dry ice with a net weight not exceeding 2.5 kg to preserve perishable items. Dry ice packages should have ventilation holes. When checked in as baggage, the package must be labeled with the words “solid carbon dioxide” or “dry ice”, and indicate either the net weight of the dry ice or a statement that the net weight does not exceed 2.5 kg.

7.2.3.8 Alcoholic Beverages

(1) There are no restrictions on carry-on/checked baggage for alcoholic beverages with an alcohol content less than 24% (inclusive). A container may not contain more than 5 liters of an alcoholic beverage with an alcohol content between 24% and 70% (inclusive), with a total limit of 5 liters in checked baggage for each passenger. Alcoholic beverages with an alcohol content higher than 70% are prohibited from being carried or checked.

(2) Passengers must check alcoholic beverages as checked baggage but may carry on board those purchased in the passenger terminal. The amount of alcohol carried/checked by passengers must not exceed the limit set forth in these Conditions.

(3) Alcoholic/Alcoholic beverages transported as checked baggage must be fully and clearly labeled in retail packaging. The outer packaging should be strong and sealed to ensure no odor or leakage. China Eastern reserves the right to require passengers to sign a waiver to exempt China Eastern from liability for compensation for damage to such baggage during transportation.
(4) If the laws at the place of departure, transit, or destination are stricter, China Eastern will comply with the applicable local laws.

7.2.3.9 Sports Equipment

In accordance with international practice, China Eastern provides baggage check-in discounts for sports equipment. China Eastern assumes corresponding transportation responsibilities in accordance with applicable ordinary baggage regulations.

Passengers should properly pack their checked sports equipment and use original packaging or professional packaging that is capable to withstand pressure and be safely loaded, unloaded, and transported under normal operating conditions. Inflatable sports equipment should be deflated for transportation.

China Eastern reserves the right to refuse transportation when the type of the aircraft is not deemed suitable.

7.2.3.10 Aquatic Products

Aquatic products brought by passengers that were not purchased in the passenger terminal must be transported as checked baggage, meet the checked baggage packaging requirements, and are limited to domestic air transportation.

After passing the security check, passengers are free to carry on board as non-checked baggage any well-packaged aquatic products purchased in the passenger terminal.

Passengers are permitted to carry aquatic products on China Eastern flights, provided they are securely packaged to prevent damage, odor or leakage. The packaging must ensure that the products do not become detached.

7.2.3.11 Precision Instruments

It is recommended that precision instruments be checked in as cargo. If transported as checked baggage, they must comply with factory packaging or similar packaging standards, be able to withstand pressure and be safely loaded, unloaded, and transported under normal operating conditions.

7.2.3.12 For more information about the transportation of other restricted items, please visit the official China Eastern website, mobile website, MU Mobile, or call the China Eastern hotline.

7.3 Checked Baggage

7.3.1 Acceptance and Packaging Requirements for Checked Baggage

Checked baggage must meet the following packaging requirements:

7.3.1.1 Suitcases, travel bags and handbags must be locked;

7.3.1.2 Two or more packages cannot be bundled into one;

7.3.1.3 No other items can be attached to the baggage;

7.3.1.4 Bamboo baskets, net bags, straw ropes, straw bags, etc. cannot be used as outer packaging;

7.3.1.5 Fragile and easily damaged items should be placed firmly in shock-proof and pressure-resistant packaging boxes, and the containers should be filled as needed to prevent shaking during transportation and unnecessary damage;

7.3.1.6 Foam boxes should be packed with an outer carton or wrapped in a non-breakable plastic bag and secured with sealing tape. Foam boxes must have four sides, a bottom, and a top, with walls that are not too thin (recommended thickness of no less than 2 cm), and must be free from any damage or cracks. The dimensions of the carton and foam boxes must match. Do not use old damp, folded, deformed, or recycled foam boxes;

7.3.1.7 Passengers should affix their names or other personal identification marks before their baggage is accepted for carriage;

7.3.1.8 China Eastern may refuse to accept as checked baggage those that do not meet packaging requirements; if it has been accepted for carriage, China Eastern is not liable for compensation for damage or breakage, unless

otherwise provided by Chinese laws and international conventions;

7.3.1.9 China Eastern reserves the right to require passengers to sign a waiver exempting China Eastern from any liability for damages to baggage during transportation for baggage that may be subject to liability disputes. In the event the passenger refuses, China Eastern reserves the right to refuse to transport the baggage. China Eastern is not liable for compensation for the destruction, loss, or damage of baggage during transportation for which a waiver has been signed, unless otherwise stipulated by Chinese law and international conventions.

7.3.2 Weight and Size Restrictions for Checked Baggage

7.3.2.1 Domestic routes: A piece of baggage must not exceed 50 kg, be not less than 5 x 15 x 20 cm, and no more than 40 x 60 x 100 cm;

7.3.2.2 International or regional routes (involving the United States): A piece of baggage must not exceed 45 kg, the sum of the three sides not exceeding 203 cm.

7.3.2.3 International or regional routes (not involving the United States): A piece of baggage must not exceed 32 kg, the sum of the three sides not exceeding 203 cm.

7.3.2.4 Due to limited flight capacity, China Eastern reserves the right to restrict the maximum amount of checked baggage beyond the free baggage allowance.

7.3.3 Free Baggage Allowance for Checked Baggage

7.3.3.1 China Eastern determines the free baggage allowance in accordance with the cabin class, route distance, etc. The specific details are subject to the plan updated and announced on the official China Eastern website.

7.3.3.2 Passengers involuntarily changing their cabin class shall continue to enjoy the free baggage allowance afforded by the original ticket.

7.3.3.3 Assistive devices for passengers with disabilities (including but not limited to wheelchairs) do not fall under the baggage allowance and may be transported for free.

7.3.4 Charges for Excess Baggage

7.3.4.1 Checked baggage that exceeds the free baggage allowance is known as excess baggage and is subject to an extra charge.

7.3.4.2 China Eastern issues a fee receipt to the passenger when charging for excess baggage.

7.3.4.3 Excess Baggage Fee Standards

(1) Domestic flights

China Eastern uses the weight-based system to calculate free baggage allowance on all domestic routes.

Excess baggage rate: Each kilogram is calculated at 1.5% of the published regular fare for a one-way nonstop adult Economy Class ticket applicable on

that day. Charges are calculated in RMB and rounded to the nearest integer, with fractions rounded off.

(2) International and regional routes

All international and regional China Eastern routes employ the Piece Concept to calculate the free baggage allowance.

The excess baggage rate is based on information published and updated on the official China Eastern website. The amount charged is calculated in the currency of the country or region and rounded to the nearest integer, with fractions rounded off.

7.3.5 Declared Value of Baggage

China Eastern can provide passengers with a checked baggage value declaration service. Passengers can voluntarily apply for a declared value for their checked baggage, but the checked baggage for which the declared value is applied must comply with relevant China Eastern regulations.

7.3.6 Collection and Delivery of Checked Baggage

7.3.6.1 Passengers should collect their checked baggage as soon as it is made available at the destination or stopover airport using the baggage tag identification coupon. China Eastern is not responsible for verifying whether the claimant is the entitled passenger or for any losses or expenses arising from such claims. China Eastern reserves the right to verify passengers and

baggage without being obligated to do so. In the event a passenger is unable to present an identification coupon for baggage collected, the passenger shall be obliged to provide sufficient proof to establish their right to the baggage. If necessary, China Eastern may require the passenger to issue a corresponding letter of commitment, undertaking to bear any liability that China Eastern may incur as a result of the collection of the above-mentioned baggage.

7.3.6.2 Passengers may, with the consent of China Eastern, collect their checked baggage at a stopover location. However, for excess baggage already transported, the charges paid for the unused segments shall not be refunded .

7.3.6.3 Acceptance of baggage by the passenger without a written complaint at the time of collection shall constitute evidence that the baggage has been delivered in good condition and in accordance with the transportation contract unless otherwise specified by law.

7.3.6.4 In the event a passenger fails to collect checked baggage immediately, China Eastern reserves the right to charge the passenger a bonded storage fee from the day following the arrival of the baggage. For reasons of public health, China Eastern reserves the right to dispose of perishable items in passenger baggage 24 hours after the arrival of the baggage without assuming any responsibility for doing so.

7.3.6.5 In the event baggage remains unclaimed for more than 90 days from

the day of its arrival, China Eastern may handle it in accordance with the relevant regulations on undeliverable baggage and shall not be liable for the loss of the baggage.

7.3.6.6 Checked baggage is generally transported on the same flight with the passenger, except when it must be transported on a subsequent flight or the transportation is terminated for operational, safety, or security reasons. If the transportation of the passenger's checked baggage on a subsequent flight results in a delay not attributable to the passenger, China Eastern will deliver the baggage to the passenger free of charge or negotiate a solution with the passenger.

7.3.6.7 If customs at the place of departure and transit support the "one ticket baggage through check-in" service for passengers with domestic-to-international or international-to-domestic connecting flights that are actually operated by China Eastern, the baggage will be carried through to the final destination. Passengers do not need to pick up their checked baggage at the place of transit. Passengers should not place items requiring customs declaration in checked baggage. Passengers themselves shall bear the responsibilities related to customs declaration and inspection.

7.3.6.8 China Eastern will not be liable for any baggage delay or loss caused by customs inspection.

7.3.7 Temporary Living Expenses

If checked baggage fails to arrive on the same flight as the passenger due to reasons attributable to China Eastern, and China Eastern confirms that the checked baggage cannot be delivered on the same day, China Eastern will provide temporary living expenses for passengers whose destination is not their place of residence.

Economy and premium economy class passengers are entitled to RMB 100, premium business and business class passengers are entitled to RMB 200, and first class passengers are entitled to RMB 300 as compensation for temporary living expenses for domestic flights; economy and premium economy class passengers are entitled to RMB 300, premium business and business class passengers are entitled to RMB 400, and first class passengers are entitled to RMB 500 as compensation for temporary living expenses for international and regional flights. China Eastern will not bear any other responsibility beyond this.

If China Eastern has confirmed with the passenger at the departure airport that the checked baggage is late check-in baggage, temporary living expenses shall not be provided.

7.4 Non-checked Baggage

7.4.1 Non-checked Baggage Allowance

Non-checked baggage carried on board must be able to fit under the seat in front of the passenger, on the baggage rack, or in the storage compartment.

First class passengers are entitled to two pieces of non-checked baggage, neither exceeding 10 kg; premium business and business class passengers are entitled to two pieces of non-checked baggage, neither exceeding 8 kg; premium economy and economy class passengers are entitled to one piece of unchecked baggage, not exceeding 8 kg. A piece of non-checked baggage must not exceed 20 cm (8 inches) x 40 cm (16 inches) x 55 cm (22 inches). Items exceeding the aforementioned weight, quantity, or size must be checked.

7.4.2 In addition to the specified non-checked baggage allowance, a passenger may carry one personal item free of charge to be placed under the seat in front. This can be a handbag, briefcase, laptop bag, camera bag, or other similar sized or smaller items.

7.4.3 In addition to the above non-checked baggage allowance, passengers traveling with infants may also carry the following items free of charge: food, diapers, and other baby products required by the infant during the journey; one portable foldable baby stroller that can be brought into the cabin, with folded dimensions not exceeding 55 cm (22 inches) in length, 40 cm (16 inches) in width and 20 cm (8 inches) in height, and baby strollers exceeding the above dimensions must be checked; one baby cradle or child/infant restraint device (to be used in case the child occupies a seat).

7.4.4 To ensure the safety and timely operation of the flight, passengers must check in carry-on baggage that exceeds the prescribed size when checking in.

To exclude the safety hazard posed by lithium batteries and other items that cannot be transported in the cargo hold, oversized baggage intercepted at the boarding gate must be re-checked for security inspection, which may fail to complete the same-flight check-in on time and affect the passenger’s itinerary. Any resulting losses caused shall be borne by the passengers themselves.

Article 8 Flight Overbooking

8.1 China Eastern may practice overbooking on certain flights as appropriate by employing sophisticated forecasting to maximize the use of air transportation resources and avoid seat waste. China Eastern will fully consider routes, flight schedules, times, and connecting flights to control the overbooking of flights to avoid the occurrence of passengers being refused boarding due to overbooking to the greatest extent. When a flight has been overbooked, China Eastern will post "Flight Overbooking Notice" and "Volunteer Search Notice" for the corresponding flights at the check-in area, or telephone, text, and consult the passengers onsite to inform them of overbooked flights, the carrier's compensation plan, and passenger rights, to seek volunteers willing to choose a different class, flight, or itinerary, or to accept endorsement of another flight carrier, or to accept a ticket refund for the compensation offered by the carrier.

8.2 In the event a flight has been overbooked, China Eastern will pay reasonable compensation to passengers willing to relinquish their confirmed reserved space and shall arrange a suitable flight or refund for the passengers upon request. In the absence of a sufficient number of volunteers, other passengers may be denied boarding involuntarily in accordance with separately established and published China Eastern boarding priority rules.

8.3 China Eastern will arrange for passengers voluntarily giving up seats when the flight is overbooked or passengers denied from boarding who decide to continue their journey to be placed on the earliest available flight in their respective class and provide reasonable compensation based on the original flight and the delay caused in accordance with relevant regulations, and will ensure appropriate follow-up service.

8.4 The specific content of the overbooking service shall be subject to the *Overbooking Service Plan* published separately by China Eastern.

Article 9 Flight Delays, Cancellations, and Diversions

9.1 General Provisions

9.1.1 **The flight schedule or aircraft type shown in the flight timetable or elsewhere may change between the date of publication and the date of**

travel. China Eastern does not guarantee the flight schedule or aircraft type. The flight schedule or aircraft type does not constitute part of the transportation contract between China Eastern and the passenger, nor does it constitute a commitment by China Eastern regarding the flight schedule or aircraft type.

9.1.2 **After a ticket is sold, China Eastern may change the flight schedule or aircraft type based on its reasonable judgment or operational needs. China Eastern will use the valid contact information provided by the passengers to notify them of changes to the flight schedule.**

9.1.3 China Eastern will take all reasonably required measures to avoid flight delays, cancellations, and diversions. China Eastern is not liable for any losses caused to passengers if it has taken all reasonable measures or if such measures are deemed impossible to take; China Eastern is not liable for the increase in losses caused by the passengers' failure to take appropriate measures. Unless otherwise provided by Chinese law and international conventions.

9.2 Services after Flight Delays, Cancellations or Diversions

9.2.1 Ticket Services

9.2.1.1 The passenger may apply for an involuntary change or refund in accordance with Article 4.1.3 or Article 4.2.4 of these Conditions if a flight is delayed, canceled, diverted, taken off ahead of schedule, or the

scheduled departure time/scheduled arrival time is delayed more than 15 minutes. If the passenger accepts the alternative flight arranged by China Eastern and requests a change or refund again for personal reasons, the relevant provisions of voluntary change or refund in Article 4.1.2 or 4.2.3 of this Article shall apply.

9.2.1.2 Unless otherwise specified, if a passenger has voluntarily canceled a reservation, no show or missed a flight due to reasons not attributable to the carrier before China Eastern was able to publish flight disruption information such as flight delays, cancellations, etc., the subsequent refund and change procedures for the ticket shall be handled in accordance with the ticket's terms of use. If a passenger has already changed a ticket in accordance with the voluntary refund and change regulations before China Eastern was able to publish flight disruption information such as flight delays, cancellations, etc., fees paid by the passenger for the change and refund shall not be refunded.

9.2.2 Information Services

If a China Eastern flight is delayed in departure, taken off ahead of schedule , canceled, or diverted, China Eastern will provide flight status information in accordance with regulations.

9.2.3 Meals and Accommodation

9.2.3.1 China Eastern will provide passengers with meals, accommodation, and other services in accordance with its regulations in the event a flight is delayed or canceled at the place of departure due to reasons attributable to China Eastern.

9.2.3.2 China Eastern will assist passengers in arranging meals or accommodation, etc., but the expenses shall be borne by the passengers themselves in the event a flight is delayed or canceled at the place of departure due to reasons not attributable to China Eastern.

9.2.3.3 China Eastern will make arrangements to provide passengers with necessary food, accommodation, and other services in the event a flight has been diverted, delayed, or canceled at the place of stopover, regardless of the reason.

9.2.4 Delayed/Canceled Flight Certificate

China Eastern will provide corresponding delay or cancellation certificates to passengers upon request. The written certificate may not be used as the basis for China Eastern to process involuntary ticket changes, involuntary ticket refunds, or to provide related services and compensation to passengers.

9.2.5 Flight Delay Compensation

9.2.5.1 In the event a flight has been delayed or canceled due to reasons attributable to China Eastern, China Eastern will provide one-time

compensation to passengers for the resulting losses incurred. For flight delays of 4 hours (inclusive) to 8 hours, the compensation rate is RMB 200; for flight delays of 8 hours (inclusive) or more, the compensation rate is RMB 400; passengers holding infant tickets will be compensated at 10% of the above rate.

9.2.5.2 China Eastern will negotiate with the passenger to provide compensation in a mutually acceptable manner by cash , vouchers, travel expense certificates, or Eastern Miles points of corresponding value.

9.2.6 China Eastern will provide services in case of flight delay, cancellation, or diversion in accordance with Article 9.2 of these Conditions. Beyond this, China Eastern will not bear any additional liability. China Eastern will provide services in accordance with the mandatory provisions of the applicable international conventions, laws, and administrative regulations should they exist.

Article 10 Additional Services

10.1 Third-Party Services

10.1.1 In the event China Eastern provide third-party services beyond air transportation or issues a ticket or voucher for third-party services beyond air transportation such as ground transportation, hotel reservations, sightseeing

or car rentals. China Eastern acts solely as an agent for the passenger and/or the third party. China Eastern will not be responsible for the services or the quality thereof. The terms and conditions governing the activities of the third parties shall govern such services.

10.1.2 These Conditions shall only apply to the air transportation portion of a combined transport journey from the place of departure to the destination. However, if other modes of transportation are explicitly considered part of the air transportation contract, these Conditions shall likewise apply to the other modes of transportation, unless proven otherwise.

10.1.3 Provided that the air transportation complies with these Conditions, nothing herein prevents the parties involved in combined transportation from including terms related to other modes of transportation in the air transport voucher .

10.2 Other Services

10.2.1 China Eastern will provide passengers with free drinks or meals during the flight in accordance with its regulations and standards.

10.2.2 Unless otherwise specified, passenger shall bear the expenses for ground accommodation and transportation at the connecting point.

10.2.3 China Eastern provide value-added differentiated services in addition to transportation services.

Passengers may voluntarily pay for value-added services such as preferred

seats and prepaid baggage, and make changes or cancellations in accordance with the corresponding service rules.

10.2.4 China Eastern reserves the right to adjust in-flight services and related procedures in the event of turbulence that may endanger the safety of passengers.

Article 11 Liability for Damages

11.1 General Rules

11.1.1 China Eastern's liability for damages incurred by passengers during domestic air transportation is subject to Chinese law and these Conditions. For damages incurred by passengers during international air transportation defined in international conventions, China Eastern's liability is subject to the applicable international conventions. For international air transportation not defined in international conventions, liability shall be determined in accordance with the applicable laws and these Conditions. China Eastern will only be liable for actual damages incurred by passengers during air transportation services performed by China Eastern, in accordance with the conditions and limits of liability stipulated in applicable laws or international conventions. If there are no such provisions exist in applicable laws or international conventions, these Conditions shall apply. The transportation liability of other carriers related to the passenger's journey is subject to the

laws of the country where the carrier is located and the carrier’s conditions of carriage .

11.1.2 China Eastern will not be liable for damage incurred due to its compliance with the law, government regulations, and requirements, nor damage incurred by passengers' failure to comply with the same.

11.1.3 If the damage is caused or contributed to by the fault of the passenger or claimant, China Eastern’s liability shall be mitigated in accordance with the applicable laws or international conventions.

11.1.4 China Eastern will be liable for compensation based on actual loss within the limits specified by applicable laws or international conventions. China Eastern will not under any circumstances be liable to passengers (including baggage) for any indirect, punitive, disciplinary, or other non-compensatory damages.

11.1.5 China Eastern will be liable for damages only for its own performance of the contract of transportation in accordance with the law. Unless otherwise specified in applicable laws and international conventions, China Eastern will act only as a carrier agent when issuing passenger tickets or checking baggage for the transportation of the flights of other carriers.

11.1.6 Any liability or limitation related to China Eastern in these Conditions shall also apply to the agents, employees, and representatives of China Eastern and any person, agent, employee, or representative of China Eastern using its aircraft. The total amount recoverable from China Eastern and the

above-mentioned agents, employees, representatives and others shall not exceed the limit of liability assumed by China Eastern.

11.1.7 These Conditions allow China Eastern the benefit of any provision of applicable law or international convention that excludes or limits its liability.

11.2 Bodily Injury or Death of Passengers

11.2.1 In the event a passenger suffers injury or death due to an accident/incident occurring on an aircraft, during boarding, or disembarking: in domestic air transportation, China Eastern will bear liability in accordance with the *Civil Aviation Law of the People's Republic of China* and relevant provisions on the limit of liability for carriers of domestic air transportation; in international air transportation defined in international conventions, China Eastern will bear liability in accordance with applicable international conventions; if the transportation does not fall within the scope of *Warsaw Convention*, *Hague Protocol*, or *Montreal Convention*, China Eastern will bear liability in accordance with applicable laws and regulations. However, China Eastern will not be liable for any death, bodily injury, or aggravation of a passenger's condition caused or contributed to beyond China Eastern's control, such as the passenger's age, mental or physical condition during transportation.

11.2.2 In the event that a third party files a claim for compensation for

the injury or death of a passenger, and China Eastern is able to prove that the damage was caused or contributed to by the passenger's negligence, wrongful action or omission, China Eastern will be wholly or partially exempted from its liability to the extent of the negligence, wrongful action, or omission caused or contributed to the damage.

11.3 Loss of Baggage

11.3.1 China Eastern is not liable for the destruction or loss of, or damage to the passenger's baggage caused solely by the natural attributes, quality, or defects of the baggage.

11.3.2 China Eastern is not liable for any damage to the passenger's unchecked baggage or the seat-occupying baggage except to the extent of the loss caused by the negligence of China Eastern.

11.3.3 If the passenger has declared the value of the baggage and paid the relevant surcharge, China Eastern will bear the liability within the amount of the declared value. In the event the declared value of the baggage is greater than the actual value at the time of delivery at the destination, compensation shall be based on the actual value.

11.3.4 China Eastern is not liable for any injury to the passenger or damage to the passenger's baggage caused by such passenger's baggage or the items contained therein. Passengers whose items have caused injury to others or damage to the property of China Eastern will be liable

for all losses and expenses incurred thereby to China Eastern or others.

11.3.5 For losses resulting from the destruction, loss, or damage to checked baggage, provided that the accident/incident causing the destruction, loss, or damage has occurred on the aircraft or during any period when the checked baggage is under the control of China Eastern: in domestic air transportation, China Eastern will bear liability in accordance with the *Civil Aviation Law of the People's Republic of China* and relevant national provisions on the limit of liability for carriers of domestic air transportation; in international air transportation, China Eastern will bear liability in accordance with applicable international conventions; if the transportation does not fall within the scope of *Warsaw Convention*, *Hague Protocol*, or *Montreal Convention*, China Eastern will bear liability in accordance with applicable laws and regulations.

11.3.6 In the event that China Eastern is liable for compensation to passengers in accordance with these Conditions, China Eastern will bear the liability according to the actual damage within the limit stipulated below: in domestic air transportation, the compensation for checked baggage is RMB 100 per kilogram, with the actual value of the baggage to be applied when it is less than this limit; compensation for unchecked baggage shall not exceed RMB 3,000; in international air transportation, China Eastern will be liable for the loss of checked and unchecked

baggage in accordance with the liability limit stipulated in applicable *Montreal Convention*, *Hague Protocol*, or *Warsaw Convention*. If the transportation does not fall within the scope of the *Warsaw Convention*, *Hague Protocol*, or *Montreal Convention*, China Eastern will bear liability in accordance with applicable laws and regulations.

11.3.7 If the weight of baggage has not been labeled on the baggage ticket, the total weight of checked baggage shall be deemed not to exceed the free baggage allowance for the corresponding cabin class specified by China Eastern.

11.3.8 China Eastern will not be liable for any loss, unless otherwise specified by Chinese laws and international conventions, for items prohibited from being transported as baggage as specified in Article 7.1 of these Conditions and/or any items that can only be transported as unchecked baggage as specified in Article 7.2.1 of these Conditions. This includes any loss, damage, or confiscation of such items, or any damage caused to other baggage by these items.

11.3.9 In the event of compensation being issued for baggage, the excess baggage fee charged for the baggage will be refunded, but the surcharge for the declared value will not be refunded.

11.3.10 The acceptance by the passenger of the checked baggage without objection shall constitute prima facie evidence that the checked baggage has been delivered in good condition and in conformity with the

transportation certificate. In case of any damage to the checked baggage, the passenger shall immediately file an objection with China Eastern upon discovering such damage, the objection shall be made no later than 7 days from the date of receipt of the checked baggage. In case of delay of the checked baggage, the objection shall be made within 21 days from the date of delivery of checked baggage to the passenger.

All objections shall be written on the transportation certificate or submitted in writing to China Eastern within the time frame specified above. Unless China Eastern has committed fraud, passengers shall not be entitled to file a claim against China Eastern if they have failed to raise any objection within the time frame specified above.

11.4 China Eastern will provide reasonable compensation for any loss caused by delays in air transportation of passengers or baggage in accordance with applicable laws, international conventions, or provisions specified in these Conditions. However, China Eastern is not liable for any damage caused by delays due to factors beyond its control, or if China Eastern is able to show that its employees or agents took all measures that could reasonably be required to avoid the damage or that such measures are impossible to take. If a passenger fails to take appropriate measures after a flight is delayed or canceled which results in greater losses, China Eastern shall not be required to pay

compensation for the increased losses.

Article 12 Passenger Complaints

12.1 The complaint hotline: please call 95530 in China and +86 2120695530 from overseas.

12.2 E-mail address for complaint acceptance: customercare@ceair.com

Article 13 Definitions

Unless otherwise specified or expressly provided herein, the following terms used in these Conditions shall have the meanings ascribed below:

13.1 China Eastern: The abbreviated title of China Eastern Airlines Corporation Limited. The IATA designator is "MU".

13.2 Passenger**:** Any person, other than a member of the crew, expressly named in a passenger ticket or other transportation document that China Eastern has approved for carriage on an aircraft.

13.3 Domestic air transportation (domestic transportation): Air transportation whose place of departure, stopover, and destination are located within the territory of the People's Republic of China in accordance with the passenger transportation contract. Regional transportation by air is not included.

13.4 International air transportation (international transportation): Air

transportation under the passenger's air transportation contract, where the place of departure, stopover, or destination is located outside the territory of the People's Republic of China regardless of whether the transportation is successive or involves transfer.

13.5 Regional transportation: Air transportation involving particular locations within the territory of the People's Republic of China, including: the Hong Kong Special Administrative Region, the Macao Special Administrative Region, and the Taiwan region.

13.6 Convention: The following documents applicable to the transportation:

The *Convention for the Unification of Certain Rules Relating to International Carriage by Air*, signed at Warsaw on October 12, 1929 (hereinafter referred to as the Warsaw Convention);

The *Protocol to Amend the Convention for the Unification of Certain Rules Relating to International Carriage by Air Signed in Warsaw on October 12, 1929*, signed in Hague on September 28, 1955 (hereinafter referred to as the Hague Protocol);

The *Convention for the Unification of Certain Rules for International Carriage by Air* signed in Montreal on May 28, 1999 (hereinafter referred to as the Montreal Convention).

13.7 Carrier: A public air transportation enterprise that transports passengers and baggage on civil aircraft for profit.

13.8 Contracting carrier: A carrier who uses the enterprise ticket and ticket

number to conclude an air transportation contract with passengers.

13.9 Actual carrier: A carrier who performs transportation under the authorization of a contracting carrier.

13.10 Flight: The flight of an aircraft along a specified route on a particular date, and at a specific time.

13.11 Connecting flights: Two or more flights specified in a single transportation contract.

13.12 Codeshare flight: A flight operated by China Eastern for another carrier under its own airline designator by agreement or a flight operated by multiple air transportation enterprises, each using their own flight numbers on the same flight.

13.13 Ticket: The document sold or accepted by China Eastern or its sales agent as preliminary proof of the establishment of a passenger transportation contract and its conditions, including paper tickets and electronic tickets.

13.14 Flight coupon: The part of a paper ticket marked "valid for transportation". In regards to an e-ticket, this refers to the flight information displayed and stored in the database of an air transportation enterprise indicating that the passenger specified in the coupon is entitled to take the flight between the locations specified in the coupon.

13.15 Physical class: The class of service based on the aircraft cabin layout, including First Class, Premium Business Class, Business Class, Premium Economy Class, and Economy Class.

13.16 Class level: The class code specified on the passenger ticket.

13.17 Tariff: The fares, fees, and conditions of use announced by China Eastern.

13.18 Fare: The price of air transportation services provided by a carrier using civil aircraft to transport passengers from the departure airport to the destination airport, excluding taxes and fuel surcharges collected in accordance with national regulations.

13.19 Regular fare: The highest adult fare for a single physical cabin during the Fare Applicable Period, including applicable child and infant fares.

13.20 Special fare: A fare that is not the regular fare and is subject to restrictions upon usage.

13.21 Valid ID document: A valid document required by the government authorities to prove the identity of a passenger when purchasing a ticket and check-in:

Examples in domestic transportation include but not limited to: resident ID card, residence permit for Hong Kong, Macao, and Taiwan, valid passport that can be used in accordance with the regulations, military ID card, conscript certificate, police officer certificate, armed police soldier certificate, household certificate for minors under 16 years of age, etc.

Examples in international or regional transportation include but not limited to: valid (visa) passport, travel documents for residents of Hong Kong, Macao and Taiwan, seaman's book, etc.

13.22 Valid travel document: Valid ID documents and all other documents required by the laws, regulations, orders or other provisions of relevant countries or regions for exit, arrival, transit, health and other purposes.

13.23 Seat reservation: A reservation made by a passenger for a particular class or for a given weight/volume of baggage (not for a specific seat number).

13.24 Ticketing: Entering an air transportation contract with a passenger using the carrier's ticket and ticket number.

13.25 Electronic air ticket itinerary: Itinerary provided by China Eastern or its sales agents to passengers as proof of payment for the purchase of electronic tickets which also provides the passenger with detailed flight information.

13.26 China Eastern sales agent: An enterprise established in accordance with the law that has entered into a sales agency agreement with China Eastern to act as an agent of China Eastern in business pertaining to public air transportation sales as specified in the agreement.

13.27 China Eastern Provisions: Regulations issued by China Eastern in addition to these Conditions and effective on the issue date of the passenger ticket for the purpose of transporting passengers and their baggage, including special fares and tariff rules.

13.28 Day: A Day shall be understood to mean a calendar day rather than a working day, with seven days making up a week. However, for the purpose

of determining the period of validity, the date of ticket issuance and the date of commencement shall not be counted; furthermore, the date on which the passenger is notified shall not be counted either.

13.29 Voluntary change of ticket: When a passenger requests a ticket change for reasons of his/her own.

13.30 Involuntary change of ticket: A change made to a passenger's ticket due to flight cancellation, delay, a take-off ahead of schedule, a change to itinerary or class, or China Eastern's inability to operate the original flight.

13.31 Voluntary refund: When a passenger requests a ticket refund for personal reasons.

13.32 Involuntary refund: A refund issued to a passenger's ticket due to flight cancelation, delay, a take-off ahead of schedule, a change to itinerary or class, or China Eastern's inability to operate the original flight.

13.33 Endorsement: When the carrier designated on the ticket is changed to another.

13.34 Reasons attributable to China Eastern: Occurrences resulting from China Eastern internal management, including maintenance, flight deployment, and crew assignment etc.

13.35 Reasons not attributable to China Eastern: Occurrences not resulting from China Eastern internal management, including weather, emergency, air traffic control, security, and passengers etc.

13.36 Stopover: A break in the journey at a certain place between the place

of departure and the place of destination intentionally arranged by the passenger when traveling, with the prior consent of China Eastern.

13.37 Layover or layover point: A point apart from the departure and destination points where the flight is scheduled to stop en route.

13.38 Check-in deadline: The latest possible time for passengers to check-in stipulated by China Eastern.

13.39 No-show: When a passenger does not board a flight as a result of a failure to complete check-in procedures within the allotted time or because an ID document failed to comply with specific regulations.

13.40 Missing a flight: When a passenger fails to board a flight after having successfully completed check-in or transferring at a layover.

13.41 Wrong boarding: When a passenger takes a flight different from the one specified on the ticket.

13.42 Misconnection: A situation where a passenger is unable to catch a reserved connecting flight at the connecting location due to a delay or cancellation of an earlier flight in a contract of carriage that includes a connecting flight.

13.43 X years old: The year, month, and day calculated according to the Gregorian calendar, starting from the day of birth.

13.44 Child passenger: A passenger who has reached the age of 2 years but has not yet reached the age of 12 years on the date of commencement of air transport.

13.45 Unaccompanied minor: A child who is at least 5 years old but under 12 years old and is not accompanied by a passenger who is at least 18 years old and has full civil capacity and the ability to accompany the child in the same cabin class.

13.46 Infant passenger: A passenger who has reached the age of 14 days but has not yet reached the age of 2 years on the date of commencement of air transport.

13.47 Baggage: Passenger articles that a carrier agrees to transport during travel, including checked and unchecked passenger baggage.

13.48 Checked baggage: Baggage entrusted by a passenger to the care of China Eastern for transportation and issued the corresponding transportation certificate.

13.49 Unchecked baggage: Baggage under the care of a passenger.

13.50 Free baggage allowance: The amount of baggage that passengers can check free of charge under China Eastern regulations.

13.51 Baggage ticket: A document included in or used in combination with a ticket, serving as preliminary evidence of the conditions of the baggage check-in and transportation contract.

13.52 Assistive devices for passengers with disabilities: Devices that provide disabled passengers with support for auditory, visual, verbal, and mobility-related impairments.

13.53 Small animals: Small-sized animals checked in by passengers, limited

to household cats and dogs.

13.54 Force majeure: An objective situation that cannot be foreseen, avoided, or overcome, the consequences of which cannot be averted even though all reasonable measures are taken.

13.55 Overbooking: The situation wherein a carrier sells tickets in excess of the number of seats available on a flight to avoid being left with empty seats.

13.56 Volunteer: A passenger who responds to the carrier’s request, agrees to accept the compensation offered by the carrier, and gives up a seat booked on the flight.

13.57 Scheduled departure time: The departure time approved by the flight schedule management authority.

13.58 Scheduled arrival time: The arrival time approved by the flight schedule management authority.

13.59 Flight take-off ahead of schedule: The situation when a flight's scheduled departure is earlier than the scheduled departure time specified on the ticket.

13.60 Flight departure delay: The situation when a flight's actual departure time is more than 15 minutes later than the scheduled departure time.

13.61 Flight delay or flight arrival delay: The situation where the actual on-block time of a flight is more than 15 minutes later than the scheduled arrival time.

13.62 Flight cancellation: When a flight plan is canceled due to an actual or

expected flight delay.

Article 14 Validity and Amendment

14.1 Effective Date

These Conditions shall come into effect on January 20, 2026 and the *Domestic Transportation Conditions of China Eastern Airlines* implemented on December 31, 2024 shall be repealed simultaneously.

14.2 Changes and Amendments

14.2.1 China Eastern may amend these Conditions without notice in accordance with the procedures prescribed by the Civil Aviation Administration of China, but such amendments shall not apply to tickets purchased prior to the amendment.

14.2.2 None of the agents, employees, or representatives of China Eastern may modify or violate any of the provisions of these Conditions.