

## **Regulation on the Management of Public Air Transportation Services for Passengers**

### **Chapter 1 General Principles**

**Article 1** In order to strengthen the management of public air transport services for passengers, protect the legitimate rights and interests of passengers and maintain the order of air transport, *Regulation on the Management of Public Air Transportation Services for Passengers* (hereinafter referred to as the Regulation) are developed 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 *E-commerce Law of the People's Republic of China* and other laws and administrative regulations.

**Article 2** The Regulation shall apply to the carriers, airport management authorities, ground handling agents, ticket sales agents, online travel platform operators and aviation information service providers, established in accordance with the laws of the People's Republic of China, and engaging public air transport services for passengers.

The Provisions shall also apply to the foreign carriers and the carriers from Hong Kong, Macao and Taiwan involving in the aforementioned activities and whose flights originate from or transit in the territory of the People's Republic of China (excluding Hong Kong, Macao and Taiwan, the same below).

**Article 3** The Civil Aviation Administration of China (hereinafter referred to as CAAC) shall be responsible for the overall supervision and administration over the public air transport services for passengers.

The Regional Administrations of Civil Aviation Administration of China (hereinafter referred to as CAAC Regional Administrations) shall be responsible for the supervision and administration over the public air transport services for passengers within their respective jurisdictions.

**Article 4** Carriers and airport management authorities established in accordance with the laws of the People's Republic of China shall establish quality control management systems for the public air transport services for passengers and ensure the continuous and effectiveness of the management systems.

**Article 5** Carriers and airport management authorities are encouraged to and given

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support in developing service commitments higher than those contained in the Regulation.

Carriers and airport management authorities shall publicize important information relating to passenger rights and accept public supervision, such information includes ticket purchase, embarkation and security inspection.

## **Chapter 2    General Provisions**

**Article 6**    Carriers shall develop and publicize general conditions of carriage in accordance with the Regulation and develop more detailed provisions on services scopes for passengers.

Carriers' general conditions of carriage shall not contradict with the relevant requirements of laws and regulations of the State and civil aviation administrative regulations of the State.

**Article 7**    Where a carrier amends its general conditions of carriage, it shall specify the effective date.

The amendment to general conditions of carriage, which will restrict passenger rights or impose additional passenger obligations, shall not apply to the passengers who have purchased tickets before the amendment, except as otherwise stipulated by the State.

**Article 8**    General conditions of carriage shall at least include the following:

- (1) detailed rules governing air ticket sales, refund and change;
- (2) relevant passenger carriage provisions, including those on the carriage of special passengers, such as infants, pregnant women, unaccompanied minor and seriously ill patients;
- (3) specific requirements on the transportation of baggage;
- (4) provisions dealing with oversold flights;
- (5) e-mail address and telephone number for complaints acceptance.

Where the items listed above are subject to frequent change, separate provisions can be developed, but such provisions shall be deemed as part of general conditions of carriage and publicized conspicuously in the same place as general conditions of carriage.

**Article 9**    Carriers shall conclude sales agency agreements with their ticket sales

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agents with the objective to clarify the service standards for public air transport, and take effective measures to ensure the compliance by their ticket sales agents with relevant requirements of the Regulation.

A carrier shall provide its ticket sales agents with accurate provisions on such services as ticket sales, ticket reissuance and refund, and baggage transportation; and the ticket sales agents shall not make arbitrary change to the carrier's relevant service provisions.

**Article 10** Online travel platform operators shall authenticate the ticket sales agents using the platform and shall not allow the ticket sales agents which have not signed agreements with carriers to undertake ticket sales activities via the platform.

Online travel platform operators shall handle the complaints and disputes between passengers and the ticket sales agents using the platform, and take effective measures to ensure compliance by their ticket sales agents on the platform with relevant requirements of the Regulation.

**Article 11** Carriers shall sign ground handling service agreements with their ground handling agents, to specify standards for public air transport services, and take effective measures to ensure compliance by their ground handling agents with relevant requirements of the Regulation.

**Article 12** Airport management authorities shall develop management regime with the ground handling agents and business tenants in the terminal area, and take effective measures to ensure their compliance with relevant requirements of the Regulation.

**Article 13** Aviation information service providers shall improve functions of the passenger reservation system and passenger check-in system to ensure that carriers, airport management authorities, ground handling agents, ticket sales agents and online travel platform operators can effectively provide the services as required in the Regulation.

**Article 14** Carriers, airport management authorities, ground handling agents, ticket sales agents, online travel platform operators and aviation information service providers shall abide by the provisions of the state on the protection of personal information, and shall not disclose, sell, illegally use or provide others with personal information of passengers.

### **Chapter 3 Ticket Sales**

**Article 15** Where a carrier or its ticket sales agent sells air tickets online, the ticket purchasers should be clearly informed about the main service information of the

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selected flights. It shall include but not limited to the following:

- (1) name of the carriers, including the contracting carrier and the actual carrier;
- (2) airports and terminals at the point of origin, transit and destination of the flight(s);
- (3) flight number(s), flight date(s), cabin class(es), scheduled time of departure and scheduled time of arrival;
- (4) specify whether there are connecting flights when two or more flights are booked at the same time;
- (5) the applicable ticket fares for the flight(s) and the conditions for the use of air tickets, including the rules for ticket reissuance and refund;
- (6) whether meals are provided in-flight;
- (7) taxes and fees levied in accordance with state regulations;
- (8) the applicable baggage carriage provisions for the flight(s), including baggage size, weight and free baggage allowance.

If a carrier or its ticket sales agent sells air tickets through other means such as ticketing offices or by phone, it shall inform the purchasers of the aforementioned information or how to obtain such information.

**Article 16** Where a carrier or its ticket sales agent sells air tickets online, it shall include the entire content of the general conditions of carriage as a mandatory item for the purchasers to read and acknowledge before completion of the ticket purchase.

If a carrier or its ticket sales agent sells air tickets through other means such as ticketing offices or by phone it shall remind the purchasers to read the general conditions of carriage and inform them on where to find the general conditions of carriage.

**Article 17** When selling international air tickets, a carrier or its ticket sales agent shall remind passengers to check by themselves the relevant entry and exit regulations of the points of origin, transit and destination.

**Article 18** A ticket purchaser shall provide the carrier or its ticket sales agent with the necessary personal information as required by state regulations, authentic and effective personal contact information of the passengers.

**Article 19** When selling an air ticket, a carrier or its ticket sales agent shall accurately input the required personal information of the passenger(s) into the passenger reservation system, such as contact information as provided by the ticket purchasers.

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**Article 20** After ticket issuance, a carrier or its ticket sales agent shall inform the passenger in writing, either digitally or on paper, of the important content associated with the itinerary. It shall include but not limited to:

- (1) the information listed in paragraph 1 of Article 15 of the Regulation;
- (2) passenger name;
- (3) ticket number or contract number, and the ticket validity;
- (4) travel reminder, including check-in closure time at the point of origin, and items prohibited or restricted for carriage;
- (5) way(s) of obtaining the applicable general conditions of carriage free of charge.

**Article 21** Carriers, ticket sales agents, online travel platform operators and aviation information service providers shall keep ticket sales related information and ensure the integrity, confidentiality and availability of such information.

Such information shall be kept for at least 3 years from the date of completion of the transaction, or for a period otherwise stipulated by laws or administrative regulations.

## **Chapter 4 Change and Refund of Air Tickets**

**Article 22** Air ticket reissuance includes voluntary and involuntary change.

Refund also includes voluntary and involuntary refund.

**Article 23** If a passenger voluntarily requests for a ticket reissuance or refund, the carrier concerned or its ticket sales agent shall handle the matter in accordance with the applicable general conditions of carriage and the conditions for the use of the ticket.

**Article 24** In the case of a ticket reissuance made on an involuntary basis for reasons attributable to a carrier, the carrier or its ticket sales agent shall reissue the ticket if there is seat available on the alternate flight or endorse the passenger's ticket to another carrier with the consent of the receiving carrier, without charging fees for the change.

In the case of an involuntary ticket reissuance made for reasons not attributable to a carrier, the carrier or its ticket sales agent shall handle the matter in accordance with the applicable general conditions of carriage and the terms and conditions of the ticket.

**Article 25** In the case of an involuntary ticket refund, the carrier concerned or its

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ticket sales agent shall not charge any fee for the refund.

**Article 26** A carrier or its ticket sales agent shall complete the refund process within 7 working days from the date of receipt of the passenger's valid refund request. It does not include the processing time at financial institutions.

**Article 27** In the case of a connecting flight, if a passenger is unable to complete the entire journey within the agreed timeline due to the change in one or several segments, the contracting carrier concerned or its ticket sales agent shall assist the passenger in arriving at the final destination or the airport for a stopover.

In the case of a connecting flights, involuntary ticket reissuance shall be handled in accordance with Article 24; involuntary ticket refund shall be dealt with in accordance with Article 25 of the Regulation.

## **Chapter 5 Check-in and Boarding**

**Article 28** Airport management authorities shall ensure clear and accurate signage available in key areas of passengers boarding procedures, such as passenger and baggage check-in facilities, security screening areas, customs inspection areas, border control areas, boarding gates, and transfer areas.

**Article 29** Passengers shall, before check in deadline designated by the carrier or its ground handling agent, complete the ticket and baggage check-in and obtain paper or electronic boarding passes by presenting valid identity documents used at the time of ticket purchase.

**Article 30** At the time of passenger check-in, the carrier concerned or its ground handling agent shall accurately and clearly display the passenger's name, flight number, boarding date, boarding time, boarding gate, itinerary and other available information on the paper or electronic boarding pass.

In the event of boarding gate and / or boarding time change, the carrier and / or its ground handling agent and the airport management authority shall notify passengers in a timely manner.

**Article 31** A carrier shall reject to transport:

- (1) passengers or articles prohibited from transport in accordance with the relevant provisions of the State;
- (2) passengers who refuse to accept security inspection;
- (3) baggage that have not undergone security inspection;

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(4) passengers whose identity documents shown during check-in is inconsistent with those presented during ticket purchase;

(5) if other circumstances prescribed by the State arise.

In addition, a carrier shall have the right to refuse carriage of passengers whose behavior is likely to endanger flight safety or disturb public order.

**Article 32** In the event of carriage refusal as per Article 31, where passenger requests a written statement of facts, the carrier concerned shall provide such in a timely manner unless otherwise stipulated by the State; in case passenger requests a ticket revalidation or refund, the carrier may handle in accordance with the applicable general conditions of carriage and conditions for the use of air tickets..

**Article 33** Carriers and airport management authorities shall develop emergency response plans to handle the occurrences which have a significant impact on the health of the passengers, such as the sudden onset of illness and accidental injuries to passengers.

**Article 34** Where a passenger misses a flight, boards a wrong flight or fails to board a flight for reasons attributable to a carrier, the carrier or its ticket sales agent shall change or refund the ticket in accordance with paragraph 1 of Article 24 and Article 25 of the Regulation.

If the above mentioned circumstances are not at the carrier's fault, the carrier or its ticket agent may change or refund the ticket in accordance with Article 23 of the Regulation.

## **Chapter 6 Baggage Transportation**

**Article 35** Carriers, ground handling agents and airport management authorities shall establish a checked baggage monitoring system to prevent delay, damage and loss of baggage in the course of transportation.

Carriers and airport management authorities should actively explore the application of new technologies on baggage tracking and establish a whole-process tracking mechanism for checked baggage.

**Article 36** Checked and unchecked baggage shall not violate relevant national prohibitions or restrictions on carriage of baggage.

If it is found during baggage acceptance or in the course of transportation that a baggage contains any articles must not be transported as baggage, the carrier concerned shall refuse to accept the baggage or cease its transportation and notify the

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passenger concerned.

**Article 37** Carriers shall specify relevant provisions on the carriage of baggage in the general conditions of carriage, including at least the following:

- (1) size, weight and quantity for checked and unchecked baggage;
- (2) free baggage allowance;
- (3) excess baggage fees;
- (4) availability of declare baggage value for carriage, or the relevant requirements for providing passengers with such services;
- (5) availability of the carriage of small animals and related requirements for the transportation of such including types of animal allowed;
- (6) relevant provisions on special baggage;
- (7) compensation standard for damaged, lost or delayed baggage or applicable relevant national regulations and international conventions.

**Article 38** Carriers or their ground handling agents shall provide passengers with paper or electronic baggage claim tags after acceptance of their checked baggage.

**Article 39** Carriers shall transport passenger's checked baggage on the same flight with the passenger.

Unless otherwise stipulated by the State, if the baggage cannot be transported on the same flight, the carrier concerned shall make an arrangement to prioritize the carriage of the baggage on the subsequent flight and notify the passenger in a timely manner.

**Article 40** Where the arrival of a passenger's checked baggage is delayed, the carrier concerned shall timely notify the passenger.

Unless otherwise stipulated by the state, if a passenger requests direct delivery of the checked baggage, which is delayed for reasons not attributable to the passenger, the carrier concerned shall deliver the checked baggage directly to the passenger free of charge or negotiate a solution with the passenger.

**Article 41** In the event of checked baggage delayed, lost or damaged in the course of transportation, a statement of facts to the baggage transportation irregularity shall be available from the carrier concerned or its ground handling agent in a timely manner if requested by the passenger.



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## Chapter 7 Oversales

**Article 42** Carrier shall fully consider the route, flight frequencies, schedule, aircraft type and connecting flights before overselling, so as to avoid, to the greatest extent possible, passengers being denied boarding on an oversold flight.

**Article 43** A carrier shall specify relevant provisions on the handling of oversold flights in the general conditions of carriage, including at least the following:

- (1) provisions on the notification of oversales;
- (2) procedures for volunteers solicitation;
- (3) rules of boarding priority;
- (4) amount and form of compensation and relevant service standards to passengers who have been denied boarding.

**Article 44** If number of passengers of a flight exceed the seats available due to overselling, the carrier concerned or its ground handling agent shall, in accordance with the procedures for volunteers' solicitation, look for passengers who voluntarily give up their itineraries.

Prior to applying the procedures for volunteers solicitation, a carrier shall not use its rules of boarding priority to determine the passengers who will be denied boarding.

**Article 45** When soliciting volunteers, a carrier or its ground handling agent shall negotiate with passengers the conditions for voluntarily giving up their itineraries.

**Article 46** The boarding priority rules established by carriers shall be based on the principle of public order and generally accepted custom. A carrier shall at least consider the special needs of senior, young, sick passengers, those with disabilities and pregnant passengers, as well as passengers' connecting flights.

A carrier or its ground handling agent can only determine the passengers who will be denied boarding in accordance with the rules of boarding priority after failure in finding enough volunteers through the procedures for volunteers solicitation.

**Article 47** A carrier or its ground handling agent shall provide passengers who are denied boarding with compensation and relevant services in accordance with the provisions on the handling of oversold flights.

**Article 48** A statement of facts to the denied boarding should be provided by the carrier concerned or its ground handling agent, upon request of the passenger, who voluntarily gives up his/her itinerary or is denied boarding due to overselling.

**Article 49** In the events of both voluntarily and involuntarily denied boarding due

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to overselling, the carrier concerned shall change or refund the ticket in accordance with paragraph 1 of Article 24 and Article 25 of the Regulation.

## **Chapter 8 Passenger Complaints**

**Article 50** Where a dispute arises over public air transport services for passengers, a passenger may lodge complaint with the carrier, the airport management authority, the ground handling agent, the ticket sales agent or the online travel platform operator, or to the civil aviation administrative authorities concerned.

**Article 51** Carriers, airport management authorities, ground handling agents, ticket sales agents and online travel platform operators shall provide complaint channels, including e-mail addresses and telephone numbers for accepting complaints filed within the territory of the People's Republic of China, and make them known to the public.

Carriers, airport management authorities, ground handling agents, ticket sales agents and online travel platform operators shall set up a special agency or designate special persons responsible for accepting complaints.

Carriers in Hong Kong, Macao and Taiwan and foreign carriers shall be capable of accepting and handling complaints in Chinese.

**Article 52** Carriers, airport management authorities, ground handling agents, ticket sales agents and online travel platform operators shall handle the passenger complaints in a timely manner once received; and if a complaint is not accepted and handled, reasons shall be provided.

Carriers, airport management authorities, ground handling agents, ticket sales agents and online travel platform operators shall offer their solution within 10 working days from the date of receipt of the complaints.

Carriers, airport management authorities, ground handling agents, ticket sales agents and online travel platform operators shall keep the written record of passenger complaints and solutions, and the complaint records shall be kept for at least 3 years.

**Article 53** CAAC Consumer Affairs Center is entrusted by CAAC to accept all of the passengers complaints filed to civil aviation administrative organs.

CAAC Consumer Affairs Center shall establish and operate smoothly such complaint channels as civil aviation service quality supervision platform and civil aviation service quality supervision telephone, and achieve a nationwide integration of complaint information.

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If a passenger lodges a complaint with civil aviation administrative authorities, CAAC Consumer Affairs Center, the carrier, the airport management authority, the ground handling agent, the ticket sales agent and the online travel platform operator concerned shall handle the complaint via the civil aviation service quality supervision platform.

## **Chapter 9 Information Reporting**

**Article 54** Carriers shall register the general conditions of carriage on the civil aviation service quality supervision platform.

If there is a change in the general conditions of carriage, the change shall be updated on the civil aviation service quality supervision platform within 5 working days from the date of the change.

The general conditions of carriage filed shall be consistent with the general conditions of carriage made publicly available.

**Article 55** Carriers shall register the information of its ground handling agents and ticket sales agents on the civil aviation service quality supervision platform.

If there is a change of the information stipulated above, it shall be updated on the civil aviation service quality supervision platform within 5 working days from the date of the change.

**Article 56** Carriers, airport management authorities, ground handling agents, ticket sales agents and online travel platform operators register such information as the telephone number, e-mail address and organization for accepting complaints on the civil aviation service quality supervision platform.

If there is a change on the information mentioned above, such change shall be updated on the civil aviation service quality supervision platform within 5 working days from the date of the change.

**Article 57** Carriers, airport management authorities, ground handling agents, ticket sales agents, online travel platform operators, aviation information service providers and other relevant entities, shall submit data and information on passenger transport as required by civil aviation administrative authorities, and shall be responsible for their authenticity.

## **Chapter 10 Supervision, Management and Legal Liability**

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**Article 58** Whenever any of the following events occur, civil aviation administrative authorities shall instruct relevant parties involved to rectify within the limited timeline; and if they fail to rectify within the timeline, the events shall be legally recorded in the civil aviation credit system as a serious discredit:

- (1) a carrier fails to establish, modify, apply or publicize the general conditions of carriage as stipulated in articles 6, 7 and 8 of the Regulation;
- (2) in the case of an oversold flight, a carrier or its ground handling agent fails to provide passengers with relevant services as stipulated in articles 44, 45, paragraph 2 of Article 46 and Article 47 of the Regulation;
- (3) carriers, airport management authorities, ground handling agents, ticket sales agents and online travel platform operators fail to accept or handle complaints as stipulated in paragraphs 1 and 2 of Article 51 and paragraphs 1 and 2 of Article 52 of the Regulation.

**Article 59** Whenever any of the following circumstances arise, civil aviation administrative authorities shall instruct relevant parties involved to rectify within the limited timeline; if they fail to rectify within the timeline, a fine no more than 10 000 yuan shall be imposed; if the circumstances are serious, a fine no less than 20 000 yuan but no more than 30 000 yuan shall be imposed:

- (1) carriers, online travel platform operators or airport management authorities fail to take effective supervision measures, constituting a violation of paragraph 1 of Article 9, paragraph 2 of Article 10, Article 11 and Article 12 of the Regulation;
- (2) carriers fail to provide their ticket sales agents with accurate service provisions or ticket sales agents make arbitrary change to the service provisions of the carriers, constituting a violation of the requirements in paragraph 2 of Article 9 of the Regulation;
- (3) aviation information service providers fail to improve the functions of the information system as stipulated in Article 13 of the Regulation;
- (4) carriers or their ticket sales agents fail to enter passenger information as stipulated in Article 19 of the Regulation;
- (5) carriers, ticket sales agents or aviation information service providers fail to keep relevant information as stipulated in Article 21 of the Regulation;
- (6) carriers fail to issue a written explanation for their denial of carriage as stipulated in Article 32 of the Regulation;
- (7) carriers or airport management authorities fail to develop an emergency response plan in accordance with the requirements in Article 33 of the Regulation;

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(8) carriers, ground handling agents or airport management authorities fail to establish a checked baggage monitoring system in accordance with the requirements in paragraph 1 of Article 35 of the Regulation;

(9) carriers or their ground handling agents fail to provide proof for the baggage irregularity in accordance with the requirements in Article 41 of the Regulation;

(10) carriers or their ground handling agents fail to provide relevant proof in accordance with the requirements in Article 48 of the Regulation;

(11) carriers in Hong Kong, Macao and Taiwan and foreign carriers do not accept and handle complaints in Chinese, constituting a violation of the requirements in paragraph 3 of Article 51 of the Regulation;

(12) carriers, airport management authorities, ground handling agents, ticket sales agents or online travel platform operators fail to keep complaint records in accordance with the requirements in paragraph 3 of Article 52 of the Regulation;

(13) carriers, airport management authorities, ground handling agents, ticket sales agents or online travel platform operators fail to handle the complaints via the civil aviation service quality supervision platform in accordance with the requirements in paragraph 3 of Article 53 of the Regulation;

(14) carriers fail to register relevant information on the general conditions of carriage, ground handling agents and ticket sales agents in accordance with the requirements in articles 54 and 55 of the Regulation;

(15) carriers, airport management authorities, ground handling agents, ticket sales agents or online travel platform operators fail to register the information of complaint channels as stipulated in Article 56 of the Regulation;

(16) carriers, airport management authorities, ground handling agents, ticket sales agents or online travel platform operators fail to submit relevant data and information as stipulated in Article 57 of the Regulation.

**Article 60** Where online travel platform operators fail to fulfill their authentication obligations stipulated in the *E-Commerce Law of the People's Republic of China* in accordance with the requirements in paragraph 1 of Article 10 of the Regulation, such a failure shall be dealt with pursuant to the *E-Commerce Law of the People's Republic of China*.

**Article 61** Where carriers, airport management authorities, ground handling agents, ticket sales agents, online travel platform operators or aviation information service providers, in violation of Article 14 of the Regulation, infringe passengers' personal information, which constitutes an infringement of consumers' rights to have their personal information legally protected, as laid down in the *Law of the People's*

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*Republic of China on the Protection of Consumer Rights and Interests*, such a violation shall be dealt with pursuant to the provisions of the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*.

Where carriers or their ticket sales agents fail to proceed with air ticket reissuance or refund or fail to provide assistance as stipulated in articles 23, 24, 25, 26 and 27 of the Regulation, which constitutes a deliberate delay or unreasonable refusal of consumers' request for a change or refund of service fees as stipulated in the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*, such a failure shall be dealt with pursuant to the provisions of the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*.

**Article 62** Where airport management authorities fail to install signs and marks as stipulated in Article 28 of the Regulation, constituting a failure as described in the *Regulations on the Administration of Civil Airports* to install corresponding facilities and equipment in accordance with the national standards, such a failure shall be dealt with pursuant to the provisions of the *Regulations on the Administration of Civil Airports*.

## **Chapter 11 Supplementary Provisions**

**Article 63** For the purpose of the Regulation, unless the context otherwise requires:

- (1) “carrier” refers to a public air transport enterprise that uses civil aircraft to transport passengers and baggage for the purpose of making remunerations;
- (2) “contracting carrier” refers to the carrier which concludes an air transport contract with passengers using its own vouchers and ticket number with IATA code;
- (3) “actual carrier” refers to the carrier that performs relevant carriage by virtue of authority from the contracting carrier;
- (4) “airport management authority” refers to a legal person organization established according to law or entrusted to be responsible for airport safety and operational management;
- (5) “ground handling agent” refers to an enterprise established in accordance with the laws of the People's Republic of China, which concludes a ground handling agreement with a carrier to provide ground handling agent service for public air transport at airports within the territory of the People's Republic of China;
- (6) “ticket sales agent” refers to an enterprise established in accordance with the laws of the People's Republic of China, which signs a sales agency agreement with a carrier to engage in the sales of public air transport services for passengers;

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(7) “online travel platform operator ” refers to an enterprise established in accordance with the laws of the People’s Republic of China, which provides, via E-Commerce, online business venues, deal-making, information release and other services for carriers or ticket sales agents, allowing them to independently engage in the sales of public air transport services for passengers;

(8) “aviation information service provider” refers to an enterprise that provides passenger reservation system, passenger check-in system and other related systems for public air transport;

(9) “civil aviation administrative authorities” refers to the Civil Aviation Administration of China (CAAC) and CAAC Regional Administrations;

(10) “public air transport services for passengers” refers to the service in which a carrier provides transportation service with civil aircraft to transport passengers from an origin airport to a destination airport;

(11) “air ticket” refers to prima facie evidence of the contract of carriage, including paper ticket and electronic ticket;

(12) “purchased ticket” refers to the state in which an air transport contract has entered into effect in accordance with the provisions of the law or as agreed by both parties;

(13) “air ticket reissuance” refers to the change of flight date, the change of cabin class, endorse to another flight, etc.;

(14) “voluntary ticket refund” refers to a passenger requesting a ticket refund for his/her own reasons;

(15) “involuntary refund” refers to the refund of air tickets due to flight cancellation, delay, early departure, change in flight segments, change in cabin class or incapability of a carrier to operate the planned flight;

(16) “voluntary ticket reissuance” means that a passenger requests for a change in the ticket for his/her own reasons;

(17) “involuntary ticket reissuance” refers to the change in air tickets due to flight cancellation, delay, early departure, change in flight segments, change in cabin class or inability of a carrier to operate the original flight;

(18) “reasons attributable to the carrier” refers to the reasons associated with the internal management of the carrier, including those related to aircraft maintenance, flight dispatching, crew deployment, etc.;

(19) “reasons not attributable to the carrier” refers to other reasons that have nothing

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to do with the internal management of the carrier, including those related to weather, emergencies, air traffic control, security checks, passengers and other factors;

(20) “baggage” refers to the personal articles of passengers carried in the course of itinerary by agreement with the carrier including checked baggage and unchecked baggage;

(21) “checked baggage” refers to the baggage handed over by passenger to be taken care of and transported by a carrier which will issue baggage claim tags;

(22) “unchecked baggage” refers to the baggage taken care of by the passenger him or herself;

(23) “ticket fare” refers to the price of the air transport service in which a carrier uses a civil aircraft to transport passengers from an origin airport to a destination airport, excluding the taxes charged in accordance with the provisions of the State;

(24) “scheduled time of departure ” refers to the departure time approved by the flight slot management authorities;

(25) “scheduled time of arrival ” refers to the arrival time approved by the flight slot management authorities;

(26) “conditions for the use of air tickets” refers to the rules governing fares, applicable to booking class codes or fare types;

(27) “revalidation of air ticket” refers to the change to the flight schedules and dates indicated on the air ticket;

(28) “ticket endorsement” refers to the change of carriers indicated on an air ticket;

(29) “connecting flights” refers to the two or more flights listed in a single contract of carriage;

(30) “miss a flight” means that a passenger fails to board an flight due to incomplete the check-in procedures within the prescribed time or presentation of an identity document that is non-compliant with relevant regulations;

(31) “board a wrong flight” means that a passenger takes a flight other than the one specified on his/her ticket;

(32) “fail to board a flight” means that a passenger fails to take the flight specified in his/her ticket after having completed the check-in procedures or while during transit;

(33) “small animals” refers to small animals consigned by passengers, including domesticated cats, dogs or other kinds of small animals;



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(34) overselling” means that a carrier sells more seats than the actual number of seats available on a flight in order to avoid empty seats;

(35) “transit point” refers to a point in an itinerary, other than the origin and destination, at which a scheduled transit is to be made;

(36) “stopover point” means that with the prior consent of the carrier, a passenger makes an intentional arrangement to discontinue his/her journey at a certain point when traveling between the point of origin and the point of destination.

**Article 64** The time limits based on working days in the Regulation do not include the starting date, and shall be calculated from the next day.

**Article 65** The Regulation shall enter into force as of the September 1, 2021. At the same time, the *Rules of China on the Domestic Civil Air Transport of Passengers and Baggage* issued on February 28, 1996 (Order No. 49 of the General Administration of Civil Aviation of China), the *Decision of the General Administration of Civil Aviation of China on the Revision of the Rules of China on the Domestic Civil Air Transport of Passengers and Baggage* issued on July 12, 2004 (Order No. 124 of the General Administration of Civil Aviation of China) and the *Rules of China on the International Civil Air Transport of Passengers and Baggage* issued on December 8, 1997 (Order No. 70 of the General Administration of Civil Aviation) shall be repealed.

Where the contents related to air ticket reissuance or refund and passenger complaint management in the civil aviation administrative regulations issued before the implementation of the Regulation are inconsistent with such, the Regulation shall prevail.