

◆ Ticket Purchase Error Identification and Disposal Rules

Dear passengers, in line with the principle of reasonableness and inclusiveness, Spring Airlines makes the following determination and disposal for passengers' claims of ticket purchase errors due to their own reasons.

I. Applicable scenarios of passengers' ticket purchase errors

Ticket purchase errors refer to incorrect ID information entry, duplicate purchases, and wrong itineraries.

1. ID information refers to the name, ID type, ID number, validity period, issuing country, nationality, gender, and date of birth listed on the valid travel document.
2. Duplicate purchase refers to a situation where the same passenger uses different IDs to purchase two tickets with exactly the same flight segment, flight date, and flight number.
3. Wrong itinerary refers to any of the following situations for the same passenger (with the same name and ID information):
 - (1) Incorrect flight number with unchanged flight segment and flight date.
 - (2) Reversed itinerary with unchanged flight date.
 - (3) Incorrect flight date with unchanged flight segment and flight number.

II. Applicable tickets

These rules apply to flights actually operated by Spring Airlines (flight number 9C). Group tickets and special cabin classes (D/O/G/G1/G2 classes) are excluded; For air-rail combined transport packages, these rules only apply to the air ticket segment, and does not apply to the ground transport segment.

III. Handling rules

(I) Handling rules for tickets with incorrect ID information

For tickets with the following incorrect ID information, **the passenger can modify it by himself/herself through Spring Airlines APP or Mini-Program - Service Center - Ticket Information Modification Function before the scheduled cut-off time of the flight.**

1. For the same ticket, any item of the passenger's surname, given name, and ID number can be modified free of charge only once. Among them, the ID number can be modified by up to 5 digits.
2. For the same ticket, except for the surname, given name and ID number, any three items of ID validity period, gender, nationality, issuing country, date of birth, etc. can be modified free of charge, and each item can only be modified once.

3. For tickets of infants not occupying a seat, the passenger information can be modified free of charge, and each item can only be modified once.
4. When modifying the date of birth for infant and child tickets, please note whether the modified age still meets the age requirements for infants and children [infants are from 14 days (inclusive) to 2 years old (exclusive), and premature infants must be at least 90 days old; children are from 2 (inclusive) to 12 years old (exclusive)].
5. For tickets that have been modified free of charge according to the above rules, if further modification is needed, a voluntary refund shall be handled before re-purchase.

(II) Handling rules for duplicate purchases

If the same passenger uses different IDs to book and successfully pay for two tickets with exactly the same flight segment, flight date and flight number, **the passenger can contact Spring Airlines online customer service within 48 hours (inclusive) after ticket purchase and before the scheduled flight departure** to apply for involuntary refund of the later-purchased ticket.

(三) Handling rules for tickets with wrong itineraries

1. Incorrect flight number with unchanged flight segment and flight date.
 - (1) Situation of flight number errors during ticket purchase.
 - (2) Flight number errors are limited to tickets with the same flight segment, same flight date, and unchanged name and ID number.

Example: The original flight required is 9C1234 (Shanghai-Shijiazhuang), but it is wrongly booked as 9C4321 (same date, same flight segment).

2. Reversed itinerary with unchanged flight date.
 - (1) Situation of reversed origin and destination during ticket purchase.
 - (2) Reversed flight segments are limited to tickets with the same passenger, reversed destination and origin on the same date, and unchanged name and ID number.

Example: The passenger originally needed the Xi'an-Changsha route on January 1, but wrongly booked the Changsha-Xi'an route on January 1.

3. Incorrect flight date with unchanged flight segment and flight number.
 - (1) Situation of flight date errors during ticket purchase.
 - (2) Flight date errors are limited to tickets with the same flight segment, same flight number, and unchanged name and ID number.

Example: The original flight required is 9C1234 (Shanghai-Shijiazhuang) on January 1, but it is wrongly booked as 9C1234 (same flight segment) on January 2.

4. In any of the above three situations, **the passenger shall operate a voluntary refund within 2 hours (exclusive) after the wrong ticket is purchased and more than 24 hours (exclusive) before the scheduled flight departure, and re-purchase the correct ticket within 2 hours (exclusive) after the wrong ticket is purchased. After taking the flight with the correct order, contact Spring Airlines online customer service to apply for a refund of the voluntary refund service fee for the wrong order.** Notes:

- (1) The re-purchased ticket is still a Spring Airlines ticket.
- (2) The wrong ticket needs to be voluntarily refunded before application. The refund of the wrong ticket can only be handled after the passenger takes the flight with the correct ticket (if the correct ticket is involuntarily refunded due to flight changes, the original wrong ticket remains eligible for review according to the wrong purchase rules).
- (3) Multi-person orders need to be refunded in full and cannot apply for refund separately.
- (4) After taking the flight with the correct ticket, the applicant needs to contact the Spring Airlines Customer Service Center again to apply for a refund of the original ticket refund service fee, which will be returned to the passenger's own bank account.
- (5) The applicant must be the ticket booker or passenger. Each passenger has a maximum of 2 refund opportunities within 360 days (starting from the first modification).
- (6) Application channel: Spring Airlines Customer Service Center.

Example: After purchasing a ticket at 8:00 on January 1, the passenger finds that he/she wrongly booked the flight after 10:00 on January 2. For the ticket that meets the above wrong itinerary rules, the passenger needs to complete the re-purchase of the correct order and the voluntary refund of the wrong order before 10:00 on the same day, and contact the Spring Airlines Customer Service Center to apply for the refund of the wrong order after he/she takes the flight with the correct order.

IV. Tickets that do not meet the above rules will be handled as voluntary refunds.

These rules come into effect from the date of publication.

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