

◆ **Criteria for Determining Involuntary Refund and Change of Tickets**

I. Scope

When a flight actually operated by Spring Airlines (flight number 9C) is irregular, except for group tickets and special cabin classes (including G/G1/G2/B/O/D classes), non-group ticket passengers can refer to these criteria.

II. Criteria for determining involuntary refund/change of tickets

1. Flight cancellation

If the purchased flight is canceled for reasons attributable to Spring Airlines or not attributable to Spring Airlines, and the passenger applies for ticket change or refund, the involuntary criteria apply.

2. Flight departure advance

1) Scheduled advance: If the scheduled departure time of the purchased flight is advanced by 15 minutes (inclusive) or more compared to the original time, the involuntary criteria apply.

2) Actual advance: If the actual off block time is 15 minutes (inclusive) or more earlier than the "flight departure time" specified on the ticket, the involuntary criteria apply.

3. Flight departure delay

1) Scheduled delay: If the scheduled departure time of the purchased flight is delayed by 15 minutes (inclusive) or more compared to the original time, the involuntary criteria apply.

2) Actual delay: If the actual off block time is 15 minutes (inclusive) or more later than the "flight departure time" specified on the ticket, the involuntary criteria apply.

Formula for calculating actual departure delay: Delay time = actual off block time - scheduled departure time \geq 15 minutes.

Note: If the flight is scheduled for delay/advance, but the actual off block time is not delayed/advanced, the actual off block time shall prevail, and the voluntary criteria apply.

III. Involuntary refund regulations

1. In accordance with the determination criteria in "II. Criteria for determining involuntary refund/change of tickets" of this business notice, involuntary refund of tickets can be handled for passengers.

2. For a passenger who has purchased round-trip or connecting tickets, if one segment is involuntarily refunded, and the passenger requests a refund for the unused segments and meets one of the following conditions, this can be handled as an involuntary refund:

1) Round-trip tickets under the same transportation contract:

Ø If one segment is canceled or cancellation protection is triggered, the unused segments can be handled as involuntary refunds.

Ø If one segment meets the criteria for flight advance or delay and the round-trip tickets are submitted together, both can be handled as involuntary refunds; If the round-trip tickets are submitted separately, the normal segment shall be handled in accordance with the voluntary criteria.

2) Connecting tickets under the same transportation contract:

Ø If one segment is canceled or cancellation protection is triggered, the unused segments can be handled as involuntary changes.

Ø If one segment is delayed or advanced, causing failure to meet the minimum connecting time, this can be handled as an involuntary refund; If the minimum connecting time is met and both segments are submitted together, both can be handled as involuntary refunds; If submitted separately, the normal segment shall be handled in accordance with the voluntary criteria.

3) Round-trip and connecting tickets not under the same transportation contract:

Ø Applicable flight date: Tickets booked after October 18, 2023.

Ø Different order matching rules: Two consecutive round-trip or connecting tickets under different order numbers, with identical passenger name, ID type and ID number.

Ø Determination of associated segments for round-trip and connecting flights under different orders: The interval between the scheduled departure times of the two segments of the round-trip ticket is within 7×24 hours, or the interval between the scheduled departure times of the two connecting segments is within 48 hours, and it is a one-way ticket for the preceding/succeeding segment adjacent to the irregular segment.

Note: The determination of associated segments for different orders only applies to one-way ticket orders. If the irregular order is already a round-trip or connecting order, or the preceding/succeeding segment of the irregular one-way order that meets the conditions is already a round-trip/connecting order, it will not be determined as the associated segment of the irregular segment.

Ø Refund rules: For tickets that meet the above rules, if one segment is canceled or cancellation protection is triggered for the flight, the unused associated segments can be handled as involuntary refunds when operated through Spring Airlines' own channels (APP, Mini-Program, Customer Service Center).

IV. Involuntary change regulations

1. In accordance with the determination criteria in "II. Criteria for determining involuntary refund/change of tickets" of this business notice, involuntary changes to tickets can be handled for passengers. (Note: Changes involves flights and dates).

2. Free changes can be made to Spring Airlines flights on the same route with available seats within 10 days (inclusive) before or after the original flight (including the same day). Only one free change is allowed. If a passenger needs to change to a flight beyond 10 days before or after the original flight, this can be handled as a voluntary change.

3. For a passenger who has purchased round-trip or connecting tickets, if one segment is involuntarily changed, and the passenger requests to change the unused segments and meets one of the following conditions, this can be handled as an involuntary change:

1) Round-trip tickets under the same transportation contract:

Ø If one segment is canceled or cancellation protection is triggered, the unused segments can be handled as involuntary changes.

Ø If one segment meets the criteria for flight advance or delay and the round-trip tickets are submitted together, both can be handled as involuntary changes; If the round-trip tickets are submitted separately, the normal segment shall be handled in accordance with the voluntary criteria.

2) Connecting tickets under the same transportation contract:

Ø If one segment is canceled or cancellation protection is triggered, the unused segments can be handled as involuntary changes.

Ø If one segment is delayed or advanced, causing failure to meet the minimum connecting time, this can be handled as an involuntary change; If the minimum connecting time is met and both segments are submitted together, both can be handled as involuntary changes; If submitted separately, the normal segment shall be handled in accordance with the voluntary criteria.

3) Round-trip and connecting tickets not under the same transportation contract:

Ø Applicable flight date: Tickets booked after October 18, 2023.

Ø Different order matching rules: Two consecutive round-trip or connecting tickets under different order numbers, with identical passenger name, ID type and ID number.

Ø Determination of associated segments for round-trip and connecting flights under different orders: The interval between the scheduled departure times of the two segments of the round-trip ticket is within 7×24 hours, or the interval between the scheduled departure times of the two connecting segments is within 48 hours, and it is a one-way ticket for the preceding/succeeding segment adjacent to the irregular segment.

Note: The determination of associated segments for different orders only applies to one-way ticket orders. If the irregular order is already a round-trip or connecting order, or the preceding/succeeding segment of the irregular one-way order that meets the conditions is already a round-trip/connecting order, it will not be determined as the associated segment of the irregular segment.

Ø Change rules: For tickets that meet the above rules, if one segment is canceled or cancellation protection is triggered for the flight, the unused associated segments can be handled as involuntary changes when operated through Spring Airlines' own channels (APP, Mini-Program, Customer Service Center).

