

Voluntary Ticket Refund and Change Rules

◆ Ticket Usage Conditions of Domestic Routes of Spring

Airlines

I. Voluntary change and voluntary refund fee standards

These rules apply to domestic route tickets sold on or after July 15, 2024.

For the refund and change rules of SpringFlexi ticket products, please refer to the SpringFlexi Product Rules.

Voluntary change rules of SpringSaver/SpringFlexi

Cabin class (main class)	Sub-class	Time of change request					
		More than 7 days (inclusive) prior to flight departure	Within 7 days to more than 3 days (inclusive) prior to flight departure	Within 3 days to more than 24 hours (inclusive) prior to flight departure	Within 24 hours to more than 2 hours (inclusive) prior to flight departure	Within 2 hours prior to flight departure	After flight departure
Y/W, S,H,V,K,L,M	A,B,C... X,Y,Z	Change fee: 5% of the ticket price	Change fee: 10% of the ticket price	Change fee: 20% of the ticket price	Change fee: 30% of the ticket price	Change fee: 40% of the ticket price	Change fee: 60% of the ticket price
N,Q,T,X,U,E	A,B,C... X,Y,Z	Change fee: 20% of the ticket price	Change fee: 30% of the ticket price	Change fee: 40% of the ticket price	Change fee: 50% of the ticket price	Change fee: 60% of the ticket price	Change fee: 90% of the ticket price
R1~R4	A,B,C... X,Y,Z	Change fee: 20% of the ticket price	Change fee: 50% of the ticket price	Change fee: 60% of the ticket price	Change fee: 80% of the ticket price	Change fee: 90% of the ticket price	Change fee: 90% of the ticket price

P, P1~P5		Change fee: 20% of the ticket price	Change fee: 50% of the ticket price	Change fee: 60% of the ticket price	Change fee: 80% of the ticket price	Change fee: 90% of the ticket price	Change fee: 90% of the ticket price
G,G1,G2		Subject to the refund/change rules informed by Spring Airlines or its sales agents to the purchaser or passenger at the time of sale					
I		Implemented in accordance with Spring Airlines' product rules					
O, D,J,B		Implemented in accordance with Spring Airlines' rules					

Voluntary refund rules of SpringSaver/SpringFlexi:

Cabin class (main class)	Sub-class	Time of refund request					
		More than 7 days (inclusive) prior to flight departure	Within 7 days to more than 3 days (inclusive) prior to flight departure	Within 3 days to more than 24 hours (inclusive) prior to flight departure	Within 24 hours to more than 2 hours (inclusive) prior to flight departure	Within 2 hours prior to flight departure	After flight departure
Y/W, S,H,V,K,L,M	A,B,C... X,Y,Z	Refund fee: 15% of the ticket price	Refund fee: 20% of the ticket price	Refund fee: 30% of the ticket price	Refund fee: 40% of the ticket price	Refund fee: 50% of the ticket price	Refund fee: 70% of the ticket price
N,Q,T,X,U,E	A,B,C... X,Y,Z	Refund fee: 30% of the ticket price	Refund fee: 40% of the ticket price	Refund fee: 50% of the ticket price	Refund fee: 60% of the ticket price	Refund fee: 70% of the ticket price	Refund fee: 100% of the ticket price
R1~R4	A,B,C... X,Y,Z	Refund fee: 50% of the ticket price	Refund fee: 70% of the ticket price	Refund fee: 80% of the ticket price	Refund fee: 90% of the ticket price	Refund fee: 100% of the ticket price	Refund fee: 100% of the ticket price

P, P1~P5		Refund fee: 50% of the ticket price	Refund fee: 70% of the ticket price	Refund fee: 80% of the ticket price	Refund fee: 90% of the ticket price	Refund fee: 100% of the ticket price	Refund fee: 100% of the ticket price
G,G1,G2		Subject to the refund/change rules informed by Spring Airlines or its sales agents to the purchaser or passenger at the time of sale					
I		Implemented in accordance with Spring Airlines' product rules					
O, D,J,B		Implemented in accordance with Spring Airlines' rules					

Voluntary change rules of SpringPlus

Cabin class (main class)	Sub-class	Time of change request					
		More than 7 days (inclusive) prior to flight departure	Within 7 days to more than 3 days (inclusive) prior to flight departure	Within 3 days to more than 24 hours (inclusive) prior to flight departure	Within 24 hours to more than 2 hours (inclusive) prior to flight departure	Within 2 hours prior to flight departure	After flight departure
Y/W, S,H,V,K,L,M	A,B,C... X,Y,Z	Change fee: 5% of the ticket price	Change fee: 5% of the ticket price	Change fee: 10% of the ticket price	Change fee: 20% of the ticket price	Change fee: 30% of the ticket price	Change fee: 50% of the ticket price
N,Q,T,X,U,E	A,B,C... X,Y,Z	Change fee: 10% of the ticket price	Change fee: 20% of the ticket price	Change fee: 30% of the ticket price	Change fee: 40% of the ticket price	Change fee: 50% of the ticket price	Change fee: 90% of the ticket price
R1~R4	A,B,C... X,Y,Z	Change fee: 10% of the ticket price	Change fee: 40% of the ticket price	Change fee: 50% of the ticket price	Change fee: 70% of the ticket price	Change fee: 80% of the ticket price	Change fee: 90% of the ticket price

						ticket price	ticket price
P, P1~P5		Change fee: 10% of the ticket price	Change fee: 40% of the ticket price	Change fee: 50% of the ticket price	Change fee: 70% of the ticket price	Change fee: 80% of the ticket price	Change fee: 90% of the ticket price
G,G1,G2		Subject to the refund/change rules informed by Spring Airlines or its sales agents to the purchaser or passenger at the time of sale					
I		Implemented in accordance with Spring Airlines' product rules					
O, D,J,B		Implemented in accordance with Spring Airlines' rules					

Voluntary refund rules of SpringPlus

Cabin class (main class)	Sub-class	Time of refund request					
		More than 7 days (inclusive) prior to flight departure	Within 7 days to more than 3 days (inclusive) prior to flight departure	Within 3 days to more than 24 hours (inclusive) prior to flight departure	Within 24 hours to more than 2 hours (inclusive) prior to flight departure	Within 2 hours prior to flight departure	After flight departure
Y/W, S,H,V,K,L,M	A,B,C... X,Y,Z	Refund fee: 15% of the ticket price	Refund fee: 20% of the ticket price	Refund fee: 30% of the ticket price	Refund fee: 40% of the ticket price	Refund fee: 50% of the ticket price	Refund fee: 70% of the ticket price
N,Q,T,X,U,E	A,B,C... X,Y,Z	Refund fee: 30% of the ticket price	Refund fee: 40% of the ticket price	Refund fee: 50% of the ticket price	Refund fee: 60% of the ticket price	Refund fee: 70% of the ticket price	Refund fee: 100% of the ticket price

R1~R4	A,B,C... X,Y,Z	Refund fee: 50% of the ticket price	Refund fee: 70% of the ticket price	Refund fee: 80% of the ticket price	Refund fee: 90% of the ticket price	Refund fee: 100% of the ticket price	Refund fee: 100% of the ticket price
P, P1~P5		Refund fee: 50% of the ticket price	Refund fee: 70% of the ticket price	Refund fee: 80% of the ticket price	Refund fee: 90% of the ticket price	Refund fee: 100% of the ticket price	Refund fee: 100% of the ticket price
G,G1,G2		Subject to the refund/change rules informed by Spring Airlines or its sales agents to the purchaser or passenger at the time of sale					
I		Implemented in accordance with Spring Airlines' product rules					
O, D,J,B		Implemented in accordance with Spring Airlines' rules					

Notes:

1. The "flight departure time" in these rules refers to the departure time specified on the ticket. "7 days prior to flight departure" refers to 7×24 hours, i.e., 168 hours; "3 days prior to flight departure" refers to 3×24 hours, i.e., 72 hours. "More than 7 days (inclusive) prior to flight departure", "within 7 days to more than 3 days (inclusive) prior to flight departure", "within 3 days to more than 24 hours (inclusive) prior to flight departure", "within 24 hours to more than 2 hours (inclusive) prior to flight departure", and "within 2 hours prior to flight departure" are all accurate to the minute.

Example: For a flight scheduled to depart at 07:50 on September 19, 2020, "more than 7 days (inclusive) prior to flight departure" refers to before 07:50 on September 12, 2020; "within 3 days to more than 24 hours (inclusive) prior to flight departure" refers to before 07:50 on September 16, 2020; "within 3 days to more than 24 hours (inclusive) prior to flight departure" refers to before 07:50 on September 18, 2020; "within 24 hours to more than 2 hours (inclusive) prior to flight departure" refers to before 05:50 on September 19, 2020; "within 2 hours prior to flight departure" refers to before 07:50 on September 19, 2020.

2. Changes are only allowed within the same cabin class or from a lower class to a higher class. In addition to the change fee, passengers shall also pay the price difference, if any. If a passenger voluntarily requests a change of itinerary after purchasing the ticket, this shall be handled in accordance with the voluntary refund regulations.

3. Unless other restrictive conditions are specified on the ticket, these rules shall apply.

II. Refund methods

Generally, Spring Airlines will refund the ticket fare via the passenger's original payment method and in the original currency. Spring Airlines shall complete the refund procedures within 7 working days from

the date of receiving the passenger's valid refund application, excluding the processing time of the financial institution.

If the passenger has printed the e-ticket itinerary receipt, he/she shall return the original receipt to Spring Airlines before a refund can be handled.

III. Refund time limit

Refund requests must be made within the ticket validity period; late requests will not be accepted by Spring Airlines.

IV. Explanation of ticket validity period

1. Partially used tickets are valid for one year from the actual date of departure; Completely unused tickets are valid for one year from the date of issuance. After a ticket is changed, its validity period is still calculated from the original date of issuance or the actual date of departure.
2. The validity period is calculated from 00:00 on the day after the start of the journey or after the date of ticket issuance to 00:00 on the day after the expiration of the validity period.

V. Special ticket discounts

1. For infants not occupying a seat who enjoy 10% of the adult fare, no fee will be charged for refund or change requests.
2. For child passengers who enjoy 50% of the adult fare, refund and change requests shall be handled based on the class Y tickets of the main cabin; For children's tickets in other cabin classes, refund and change fees shall be deducted according to adult standards.
3. For revolutionary disabled military personnel, police officers disabled in the line of duty, and disabled fire rescue personnel who enjoy 50% of the adult regular fare with the Revolutionary Disabled Military Personnel Certificate of the People's Republic of China, Police Disability Pension Certificate of the People's Republic of China, or the Disabled Personnel Certificate of the National Comprehensive Fire Rescue Team, no fee will be charged for ticket refund or change requests. Please contact 95524 for processing. For military, police, and disabled passengers who purchase tickets with other preferential fares published by Spring Airlines, refund and change shall be implemented in accordance with the regulations of the corresponding cabin classes.

◆ Ticket Usage Conditions of International and Regional Routes of Spring Airlines

I. Voluntary change and voluntary refund fee standards

These rules apply to international and regional route tickets sold on or after July 15, 2024.

For the refund and change rules of SpringFlexi ticket products, please refer to the SpringFlexi Product Rules.

Voluntary change rules of SpringSaver/SpringFlexi

Main class	Sub-class	More than 30 days (inclusive) prior to flight departure	Within 30 days to more than 15 days (inclusive) prior to flight departure	Within 15 days to more than 7 days (inclusive) prior to flight departure	Within 7 days to more than 24 hours (inclusive) prior to flight departure	Within 24 hours prior to flight departure	After flight departure
Y/W	/	Change fee: 10% of the ticket price	Change fee: 20% of the ticket price	Change fee: 30% of the ticket price	Change fee: 40% of the ticket price	Change fee: 60% of the ticket price	Change fee: 70% of the ticket price
S,H,V,K,L,M	A,B,C... X,Y,Z	Change fee: 10% of the ticket price	Change fee: 20% of the ticket price	Change fee: 30% of the ticket price	Change fee: 40% of the ticket price	Change fee: 60% of the ticket price	Change fee: 70% of the ticket price
N,Q,T,X,U,E	A,B,C... X,Y,Z	Change fee: 30% of the ticket price	Change fee: 40% of the ticket price	Change fee: 50% of the ticket price	Change fee: 60% of the ticket price	Change fee: 70% of the ticket price	Change fee: 80% of the ticket price
R1~R4	A,B,C... X,Y,Z	Change fee: 50% of the ticket price	Change fee: 60% of the ticket price	Change fee: 70% of the ticket price	Change fee: 80% of the ticket price	Change fee: 100% of the ticket price	Change fee: 100% of the ticket price

P, P1~P5	/	Change fee: 50% of the ticket price	Change fee: 60% of the ticket price	Change fee: 70% of the ticket price	Change fee: 80% of the ticket price	Change fee: 100% of the ticket price	Change fee: 100% of the ticket price
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Voluntary refund rules of SpringSaver/SpringFlexi

Main class	Sub-class	More than 30 days (inclusive) prior to flight departure	Within 30 days to more than 15 days (inclusive) prior to flight departure	Within 15 days to more than 7 days (inclusive) prior to flight departure	Within 7 days to more than 24 hours (inclusive) prior to flight departure	Within 24 hours prior to flight departure	After flight departure
Y/W	/	Refund fee: 20% of the ticket price	Refund fee: 30% of the ticket price	Refund fee: 40% of the ticket price	Refund fee: 50% of the ticket price	Refund fee: 90% of the ticket price	Refund fee: 100% of the ticket price
S,H,V,K,L,M	A,B,C... X,Y,Z	Refund fee: 20% of the ticket price	Refund fee: 30% of the ticket price	Refund fee: 40% of the ticket price	Refund fee: 50% of the ticket price	Refund fee: 90% of the ticket price	Refund fee: 100% of the ticket price
N,Q,T,X,U,E	A,B,C... X,Y,Z	Refund fee: 40% of the ticket price	Refund fee: 50% of the ticket price	Refund fee: 60% of the ticket price	Refund fee: 70% of the ticket price	Refund fee: 100% of the ticket price	Refund fee: 100% of the ticket price
R1~R4	A,B,C... X,Y,Z	Refund fee: 60% of the ticket price	Refund fee: 70% of the ticket price	Refund fee: 80% of the ticket price	Refund fee: 90% of the ticket price	Refund fee: 100% of the ticket price	Refund fee: 100% of the ticket price
P, P1~P5	/	Refund fee: 60% of the	Refund fee: 70% of the	Refund fee: 80% of the	Refund fee: 90% of the	Refund fee: 100% of	Refund fee: 100% of

		ticket price	ticket price	ticket price	ticket price	the ticket price	the ticket price
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Voluntary change rules of SpringPlus

Main class	Sub-class	More than 30 days (inclusive) prior to flight departure	Within 30 days to more than 15 days (inclusive) prior to flight departure	Within 15 days to more than 7 days (inclusive) prior to flight departure	Within 7 days to more than 24 hours (inclusive) prior to flight departure	Within 24 hours prior to flight departure	After flight departure
Y/W	/	Change fee: 5% of the ticket price	Change fee: 10% of the ticket price	Change fee: 20% of the ticket price	Change fee: 30% of the ticket price	Change fee: 50% of the ticket price	Change fee: 60% of the ticket price
S,H,V,K,L,M	A,B,C... X,Y,Z	Change fee: 5% of the ticket price	Change fee: 10% of the ticket price	Change fee: 20% of the ticket price	Change fee: 30% of the ticket price	Change fee: 50% of the ticket price	Change fee: 60% of the ticket price
N,Q,T,X,U,E	A,B,C... X,Y,Z	Change fee: 20% of the ticket price	Change fee: 30% of the ticket price	Change fee: 40% of the ticket price	Change fee: 50% of the ticket price	Change fee: 60% of the ticket price	Change fee: 70% of the ticket price
R1~R4	A,B,C... X,Y,Z	Change fee: 40% of the ticket price	Change fee: 50% of the ticket price	Change fee: 60% of the ticket price	Change fee: 70% of the ticket price	Change fee: 90% of the ticket price	Change fee: 90% of the ticket price
P, P1~P5	/	Change fee: 40% of the ticket price	Change fee: 50% of the ticket price	Change fee: 60% of the ticket price	Change fee: 70% of the ticket price	Change fee: 90% of the ticket price	Change fee: 90% of the ticket price

Voluntary refund rules of SpringPlus

Main class	Sub-class	More than 30 days (inclusive) prior to flight departure	Within 30 days to more than 15 days (inclusive) prior to flight departure	Within 15 days to more than 7 days (inclusive) prior to flight departure	Within 7 days to more than 24 hours (inclusive) prior to flight departure	Within 24 hours prior to flight departure	After flight departure
Y/W	/	Refund fee: 20% of the ticket price	Refund fee: 30% of the ticket price	Refund fee: 40% of the ticket price	Refund fee: 50% of the ticket price	Refund fee: 90% of the ticket price	Refund fee: 100% of the ticket price
S,H,V,K,L,M	A,B,C... X,Y,Z	Refund fee: 20% of the ticket price	Refund fee: 30% of the ticket price	Refund fee: 40% of the ticket price	Refund fee: 50% of the ticket price	Refund fee: 90% of the ticket price	Refund fee: 100% of the ticket price
N,Q,T,X,U,E	A,B,C... X,Y,Z	Refund fee: 40% of the ticket price	Refund fee: 50% of the ticket price	Refund fee: 60% of the ticket price	Refund fee: 70% of the ticket price	Refund fee: 100% of the ticket price	Refund fee: 100% of the ticket price
R1~R4	A,B,C... X,Y,Z	Refund fee: 60% of the ticket price	Refund fee: 70% of the ticket price	Refund fee: 80% of the ticket price	Refund fee: 90% of the ticket price	Refund fee: 100% of the ticket price	Refund fee: 100% of the ticket price
P, P1~P5	/	Refund fee: 60% of the ticket price	Refund fee: 70% of the ticket price	Refund fee: 80% of the ticket price	Refund fee: 90% of the ticket price	Refund fee: 100% of the ticket price	Refund fee: 100% of the ticket price

Endorsement restriction: Non-endorsable

Remarks:

1. Children's cabin classes are the same as adults', and refund and change regulations for them are

the same as those for adults; No service fee is charged for infants' ticket refund or change.

2. Changes are only allowed within the same cabin class or from a lower class to a higher class. In addition to the change fee, passengers shall also pay the price difference, if any. Itinerary changes are not allowed.

II. Refund methods

Generally, Spring Airlines will refund the ticket fare via the passenger's original payment method and in the original currency. Spring Airlines shall complete the refund procedures within 7 working days from the date of receiving the passenger's valid refund application, excluding the processing time of the financial institution.

If the passenger has printed the e-ticket itinerary receipt, he/she shall return the original receipt to Spring Airlines before a refund can be handled.

III. Refund time limit

Refund requests must be made within the ticket validity period; late requests will not be accepted by Spring Airlines.

IV. Explanation of ticket validity period

1. Partially used tickets are valid for one year from the actual date of departure; Completely unused tickets are valid for one year from the date of issuance. After a ticket is changed, its validity period is still calculated from the original date of issuance or the actual date of departure.
2. The validity period is calculated from 00:00 on the day after the start of the journey or after the date of ticket issuance to 00:00 on the day after the expiration of the validity period.

