

Compensation Standards for Passengers Denied Boarding for Flight Overbooking, Air China Limited (Revised in February 2022)

Chinese Mainland

Route area	Waiting time for subsequent flights	Compensation method		First Class / Business Class	Premium Economy Class	Economy Class
Chinese Mainland	Waiting time for subsequent flights ≤ 4 hours or refund	Vouchers	CNY	1400	1200	1000
			USD	—	—	—
		Mileage	KM	3500	3000	2500
		Cash	CNY	700	600	500
			USD	—	—	—
		4 hours < Waiting time for subsequent flights ≤ 8 hours	Vouchers	CNY	1800	1600
	USD			—	—	—
	Mileage		KM	4500	4000	3500
	Cash		CNY	900	800	700
			USD	—	—	—
	8 hours < Waiting time for subsequent flights		Vouchers	CNY	2200	2000
		USD		—	—	—
		Mileage	KM	5500	5000	4500
		Cash	CNY	1100	1000	900
USD			—	—	—	

Note: (1) If the relevant laws and regulations of the country or region where the flight is overbooked have specific compensation standards on overbooking, Air China shall provide economic compensation in accordance with the applicable laws and regulations of the country or region.

(2) Infant and child passengers are given the same compensation standards as adult passengers in the same class. Compensation can be collected by adult passengers traveling with them or their parents or designated guardians.

(3) Any one of the three compensation schemes - cash voucher, consumable mileage and cash - can be used.

Compensation Standards for Passengers Denied Boarding for Flight Overbooking, Air China Limited (Revised in February 2022)

Routes Involving Pakistan, Philippines, Kazakhstan, Cambodia, Myanmar, Mongolia, Malaysia, Nepal, Sri Lanka, Thailand, Singapore, Vietnam, India, Indonesia, Japan, South Korea and North Korea; Routes involving Hong Kong Special Administrative Region, Macao Special Administrative Region and Taiwan, China

Route area	Waiting time for subsequent flights	Compensation method		First Class	Business Class	Premium Economy Class	Economy Class
Routes Involving Pakistan, Philippines, Kazakhstan, Cambodia, Myanmar, Mongolia, Malaysia, Nepal, Sri Lanka, Thailand, Singapore, Vietnam, India, Indonesia, Japan, South Korea and North Korea; Routes involving Hong Kong Special Administrative Region, Macao Special Administrative Region and Taiwan, China	Waiting time for subsequent flights ≤ 4 hours or refund	Vouchers	CNY	3600	3400	3200	3000
			USD	560	530	500	470
		Mileage	KM	9000	8500	8000	7500
		Cash	CNY	1800	1700	1600	1500
	USD		280	265	250	235	
	4 hours < Waiting time for subsequent flights ≤ 8 hours	Vouchers	CNY	4400	4000	3600	3400
			USD	680	620	560	530
		Mileage	KM	11000	10000	9000	8500
		Cash	CNY	2200	2000	1800	1700
	USD		340	310	280	265	
	8 hours < Waiting time for subsequent flights	Vouchers	CNY	4800	4400	4200	4000
			USD	750	680	650	620
Mileage		KM	12000	11000	10500	10000	
Cash		CNY	2400	2200	2100	2000	
	USD	375	340	325	310		

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Other Routes

Route area	Waiting time for subsequent flights	Compensation method		First Class	Business Class	Premium Economy Class	Economy Class
Other Routes	Waiting time for subsequent flights \leq 4 hours or refund	Vouchers	CNY	8000	7000	6400	6000
			USD	1240	1090	1000	930
		Mileage	KM	20000	17500	16000	15000
			Cash	CNY	4000	3500	3200
		USD		620	545	500	465
		4 hours < Waiting time for subsequent flights \leq 8 hours	Vouchers	CNY	9000	8000	7400
	USD			1400	1240	1150	1090
	Mileage		KM	22500	20000	18500	17500
			Cash	CNY	4500	4000	3700
	USD			700	620	575	545
	8 hours < Waiting time for subsequent flights		Vouchers	CNY	10000	9000	8400
		USD		1560	1400	1300	1240
		Mileage	KM	25000	22500	21000	20000
			Cash	CNY	5000	4500	4200
		USD		780	700	650	620

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Compensation Standards for Involuntary Class Downgrade, Air China Limited (Revised in February 2022)

Chinese Mainland

Route	Class on ticket	Compensation method	Class flown					
			Business		Premium Economy		Economy	
			CNY	USD	CNY	USD	CNY	USD
Chinese Mainland	First	Vouchers	1800	—	2800	—	3200	—
		Mileage	4500KM	—	7000KM	—	8000KM	—
		Cash	900	—	1400	—	1600	—
	Business	Vouchers	—	—	1800	—	2200	—
		Mileage	—	—	4500KM	—	5500KM	—
		Cash	—	—	900	—	1100	—
	Premium Economy	Vouchers	—	—	—	—	600	—
		Mileage	—	—	—	—	1500KM	—
		Cash	—	—	—	—	300	—

Note:(1)After booking the first class, business class or premium economy class ticket, passengers who actually fly a lower cabin class due to involuntary reasons can receive involuntary class downgrade compensation.

(2) Infant and child passengers are given the same compensation standards as adult passengers in the same class. Compensation can be collected by adult passengers traveling with them or their parents or designated guardians.

(3) Any one of the three compensation schemes - cash voucher, consumable mileage and cash - can be used.

Compensation Standards for Involuntary Class Downgrade, Air China Limited (Revised in February 2022)

Routes Involving Pakistan, Philippines, Kazakhstan, Cambodia, Myanmar, Mongolia, Malaysia, Nepal, Sri Lanka, Thailand, Singapore, Vietnam, India, Indonesia, Japan, South Korea and North Korea; Routes involving Hong Kong Special Administrative Region, Macao Special Administrative Region and Taiwan, China

Route	Class on ticket	Compensation method	Class flown							
			Business		Premium Economy				Economy	
					A350 Premium Economy		Premium Economy			
			CNY	USD	CNY	USD	CNY	USD	CNY	USD
Routes Involving Pakistan, Philippines, Kazakhstan, Cambodia, Myanmar, Mongolia, Malaysia, Nepal, Sri Lanka, Thailand, Singapore, Vietnam, India, Indonesia, Japan, South Korea and North Korea; Routes involving Hong Kong Special Administrative Region, Macao Special Administrative Region and Taiwan, China	First	Vouchers	2800	440	3200	500	3800	590	4200	650
		Mileage	7000KM		8000KM		9500KM		10500KM	
		Cash	1400	220	1600	250	1900	295	2100	325
	Business	Vouchers	—	—	2400	340	2800	400	3200	460
		Mileage	—	—	6000KM		7000KM		8000KM	
		Cash	—	—	1200	170	1400	200	1600	230
	A350 Premium Economy	Vouchers	—	—	—	—	600	90	1000	150
		Mileage	—	—	—	—	1500KM		2500KM	
		Cash	—	—	—	—	300	45	500	75
	Premium Economy	Vouchers	—	—	—	—	—	—	800	120
		Mileage	—	—	—	—	—	—	2000KM	
		Cash	—	—	—	—	—	—	400	60

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Other Routes

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			Business		Premium Economy				Economy	
					A350 Premium Economy		Premium Economy			
			CNY	USD	CNY	USD	CNY	USD	CNY	USD
Other Routes	First	Vouchers	8000	1240	10000	1560	14000	2200	18000	2800
		Mileage	20000KM		25000KM		35000KM		45000KM	
		Cash	4000	620	5000	780	7000	1100	9000	1400
	Business CDZJI	Vouchers	—	—	8000	1240	12000	1860	14000	2200
		Mileage	—	—	20000KM		30000KM		35000KM	
		Cash	—	—	4000	620	6000	930	7000	1100
	Business R	Vouchers	—	—	4000	620	6000	930	8000	1240
		Mileage	—	—	10000KM		15000KM		20000KM	
		Cash	—	—	2000	310	3000	465	4000	620
	A350 Premium Economy	Vouchers	—	—	—	—	4000	620	6000	930
		Mileage	—	—	—	—	10000KM		15000KM	
		Cash	—	—	—	—	2000	310	3000	465
	Premium Economy	Vouchers	—	—	—	—	—	—	4000	620
		Mileage	—	—	—	—	—	—	10000KM	
		Cash	—	—	—	—	—	—	2000	310

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