

**2019 Air China Transit Accommodation for Connecting
Flight Passengers in Beijing (Regular Hotel)
(Product No.:H95)**

Term of Validity: January 1, 2019 - December 31, 2019

I. About the Product

Overnight transit hotel services are offered free of charge to passengers taking the flights of Air China/ Shandong Airlines/ Shenzhen Airlines transiting in Beijing. The partner hotels are responsible for providing transportation, accommodation, breakfast and other services.

II. Scope of Application

1. Applicable Flights

(1) Applicable to the flights transiting in Beijing consisting of international (Hong Kong, Macao, Taiwan) segments issued with Air China's ticket (including BSP ticket confirmed by "999"), coded CA and carried by Air China (I-I).

(2) Applicable to the flights transiting in Beijing consisting of a domestic segment issued with Air China's ticket (including BSP ticket confirmed by "999"), coded CA and carried by Air China, Shandong Airlines or Shenzhen Airlines, and an international (Hong Kong, Macao, Taiwan) segment coded CA and carried by Air China (D-I, I-D).

(3) Applicable to the flights transiting in Beijing consisting of domestic segments issued with Air China's ticket (including BSP ticket confirmed by "999"), coded CA and carried by Air China or Shandong Airlines (D-D).

2. Use Conditions

(1) Overnight layover in Beijing (the arrival time of the preceding flight is not on the same day with the departure time of the subsequent flight, crossing 0 o'clock), the joint transportation is D-D flight, with $6 \text{ hours} \leq \text{transit time} \leq 24 \text{ hours}$; the joint transportation is D-I/I-D/I-I flight, with $6 \text{ hours} \leq \text{transit time} \leq 30 \text{ hours}$.

(2) Same-day layover in Beijing (the arrival time of the preceding flight is on the same day with the departure time of the subsequent flight, not crossing 0 o'clock), the joint transportation is D-D/D-I/I-D/I-I flight, and the scheduled arrival time of the first flight is before 6 a.m. (include 6 a.m.), with transit time $\geq 6 \text{ hours}$.

3. Applicable Fares

Applicable to all kinds of connecting flight fares published by Air China Fare Department (excluding Class O/I/X/N); inapplicable to infant tickets and children passengers travelling alone.

III. Booking Channels

Air China Telephone Sales Service Center, Air China official website, and Air China app.

IV. Booking Instructions

1. The service product must be booked before the departure of the first leg in connecting flight. Only upon successful booking can it be used; on-site booking is unavailable.

2. Children and infants passengers are entitled to the product when travelling with adult passengers. A child may not book a room alone, but has to use a room with another adult. If the child need an extra bed, extra fee shall be at passengers' own cost; Air China does not bear the extra bed fee.

3. In case of rescheduling of the product, no fee will be incurred, and such rescheduling may be operated together with the rescheduling of flight ticket. In case of voluntary rescheduling of flight by passenger, the original hotel reservation will be cancelled automatically, and the booking unit needs to re-book the hotel for the passenger in PNR.

4. On the basis of respecting passengers' requirements, staff will try to arrange for family travelers or fellow travelers of the same gender to share a twin room.

5. For group passengers (10 passengers or more), twin rooms will be arranged: every two passengers of the same gender or

family passengers share a twin room; if there is one passenger remaining at last, he or she may have a single room.

6. When booking for group passengers, booking unit or staff shall make sure that the passengers of same family are booked in one record, so that they won't be assigned to different hotels. For fellow passengers with different PNR records, booking unit need to connect related bookings as per the instructions in the Transit Hotel Reservation System Manual, to ensure that they are assigned to the same hotel. For couple or family travelers, please arrange in the same room to avoid unnecessary costs.

7. When booking the product, booking unit or staff shall clearly inform passengers that the transit service arranged by Air China is out of its consideration for passengers' travel convenience, so for the problems taking place during the service period provided by hotel suppliers, Air China does not assume any responsibility.

8. In case of changes to hotel or room type, booking unit or staff must operate before the departure of passengers' first leg in connecting flight. Upon passengers' arrival at transit counter, no change to hotel or room type may be made. Booking unit shall make explanations if passengers have any objection to room arrangement.

9. When booking the product, booking unit or staff shall remind international arrival passengers to confirm their entry

qualification in advance and ensure that they have valid entry permits.

10. Upon the confirmation of orders, booking unit or staff shall inform passengers of hotel name, phone number, hotel address and other relevant information.

11. When booking the product, booking unit or staff shall remind passengers to contact the relevant sales and booking unit of Air China to confirm the order of the transit accommodation product after the flight change. When changing the flight segment, sales and booking unit shall pay attention to the order of the transit accommodation product and inform passengers. If the original order of the transit accommodation product is cancelled due to flight and ticket changes, booking unit or staff shall re-book transit hotel for the passengers, subject to availability. Otherwise, their original booking will be invalidated.

12. The number of hotel rooms available every day is limited. There is no guarantee that all eligible passengers are able to enjoy the free transit hotels.

13. PhoenixMiles Lifetime Platinum Card and Platinum Card holders may choose the hotels they're going to stay within the scope of corresponding standards, unless there are insufficient rooms. Other passengers may not designate transit hotels.

V. Booking Procedure

1. Air China official website

(1) Passengers who have purchased tickets may make reservation for transit accommodation on Air China's official website. Click “Booking Management” on the homepage of the Chinese official website, and then click “Booking Additional Services” in the column of “Related Links” on the left. Register with ticket number, ID number and other information and then book transit hotel. Where a passenger tries to book transit accommodation through official websites overseas, the page will automatically jump to the “Booking Additional Services” page on the Chinese official website; then the same procedure above applies.

(2) Upon the successful booking or cancellation of transit hotels, passengers will receive SMS or email, with access to order information.

2. Air China app

Passengers who have purchased tickets may log in to Air China app, go to "Service Reservation" on homepage, select "Transit Accommodation", make reservation with ticket number, ID number and other information, and submit. Once the reservation is made, the hotel information will be displayed on the page of order details.

VI. Use Instructions

1. Service procedure upon passengers' arrival

After arriving at the airport, passengers need to follow the signboard of "Arrival" to leave the baggage claim area and find Air China's transfer service counter to confirm the pick-up service. Air China's transit service counter is located across from Exit B (International/Hong Kong, Macao/Taiwan) on the 2nd floor of the terminal3.

Hours of Air China's transit service counter in Beijing: 24

2. Night flights

Sales Unit should inform passenger that if the Air China transit service counter across from Exit B, T3C2 is closed when arriving at the counter after midnight, passenger can call Air China Sales Hotline indicated on the signboard, and Air China will contact the transit hotel about airport pick-up.

3. Partner hotels and services

Hotel Name	Abbreviation in English	Telephone	Address
Beijing Aulympic Airportel	PEKAZ	0086-10-64 548082	No. 36, Xiaotianzhu Road, Shunyi District, Beijing

Beijing Jinhangxian International	PEKJX	0086-10-52 130077	No. 8, Siwei Road, Shunyi District, Beijing
Beijing Airport Lanwan International Hotel	PEKLW	0086-10-64 568436	No. 22, Tianzhu East Road, Shunyi District, Beijing
Beijing Airport Yuanhang International Hotel	PEKYH	0086-10-84 166040	No. 1, Fuqianer Street, Tianzhu Town, Shunyi District, Beijing
Beijing Kaisheng Xingfeng International Hotel	PEKKX	0086-10-84 456688	No. 2, Tianzhu East Road, Tianzhu Town, Shunyi District, Beijing
Beijing Wansi Hotel	PEKWS	0086-10-68 589988	No. 30, Fuqianyi Street, Tianbei Road, Tianzhu Town, Shunyi District, Beijing

Notes: (1) The hotels provide accommodation, breakfast, and shuttle bus service between the Airport and the hotels;

(2) The partner hotels are fully responsible for the services they provide.

Annex: Sketch Map of Air China's Transit Service Counter

T3二层 国际国内进港大厅

