

Compensation Standards for Passengers Denied Boarding for Flight Overbooking, Air China Limited

(Revised in September 2024)

Routes in China (excluding Hong Kong, Macao and Taiwan)

Route Area	Waiting Time for Subsequent Flights	Compensation Method		First Class / Business Class	Premium Economy Class	Economy Class
Routes in China (excluding Hong Kong, Macao and Taiwan)	Waiting time for subsequent flights ≤ 4 hours or refund	Vouchers	CNY	1,400	1,200	1,000
		Mileage	KM	3,500	3,000	2,500
		Cash	CNY	700	600	500
	4 hours < Waiting time for subsequent flights ≤ 8 hours	Vouchers	CNY	1,800	1,600	1,400
		Mileage	KM	4,500	4,000	3,500
		Cash	CNY	900	800	700
	8 hours < Waiting time for subsequent flights	Vouchers	CNY	2,200	2,000	1,800
		Mileage	KM	5,500	5,000	4,500
		Cash	CNY	1,100	1,000	900

Notes: (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) Child passengers are given the same compensation standards as adult passengers in the same class; infant passengers are given 50% of the compensation standards for adult passengers under the same circumstances.

(3) In the case of infants, children, the elderly, passengers with intellectual and mental disabilities, foreigners and other passengers who do not conveniently collect compensation by themselves, compensation can be collected by their parents or designated guardians or adult passengers traveling with them.

(4) 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 September 2024)

Routes within IATA TC1, TC2 and TC3 (excluding routes in China / routes to Australia and New Zealand)

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, North Korea, Bangladesh, and Russia (Chita)	Waiting time for subsequent flights \leq 4 hours or refund	Vouchers	CNY	3,600	3,400	3,200	3,000	
		Mileage	KM	9,000	8,500	8,000	7,500	
		Cash	CNY	1,800	1,700	1,600	1,500	
	4 hours < Waiting time for subsequent flights \leq 8 hours	Vouchers	CNY	4,400	4,000	3,600	3,400	
		Mileage	KM	11,000	10,000	9,000	8,500	
		Cash	CNY	2,200	2,000	1,800	1,700	
	Routes involving Hong Kong Special Administrative Region, Macao Special Administrative Region and Taiwan, China	8 hours < Waiting time for subsequent flights	Vouchers	CNY	4,800	4,400	4,200	4,000
			Mileage	KM	12,000	11,000	10,500	10,000
			Cash	CNY	2,400	2,200	2,100	2,000

Notes: (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) Child passengers are given the same compensation standards as adult passengers in the same class; infant passengers are given 50% of the compensation standards for adult passengers under the same circumstances.

(3) In the case of infants, children, the elderly, passengers with intellectual and mental disabilities, foreigners and other passengers who do not conveniently collect compensation by themselves, compensation can be collected by their parents or designated guardians or adult passengers traveling with them.

(4) 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 September 2024)

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 ≤ 4 hours or refund	Vouchers	CNY	8,000	7,000	6,400	6,000
		Mileage	KM	20,000	17,500	16,000	15,000
		Cash	CNY	4,000	3,500	3,200	3,000
	4 hours < Waiting time for subsequent flights ≤ 8 hours	Vouchers	CNY	9,000	8,000	7,400	7,000
		Mileage	KM	22,500	20,000	18,500	17,500
		Cash	CNY	4,500	4,000	3,700	3,500
	8 hours < Waiting time for subsequent flights	Vouchers	CNY	10,000	9,000	8,400	8,000
		Mileage	KM	25,000	22,500	21,000	20,000
		Cash	CNY	5,000	4,500	4,200	4,000

Notes: (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) Child passengers are given the same compensation standards as adult passengers in the same class; infant passengers are given 50% of the compensation standards for adult passengers under the same circumstances.

(3) In the case of infants, children, the elderly, passengers with intellectual and mental disabilities, foreigners and other passengers who do not conveniently collect compensation by themselves, compensation can be collected by their parents or designated guardians or adult passengers traveling with them.

(4) 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 September 2024)

Routes in China (excluding Hong Kong, Macao and Taiwan)

Route	Class on Ticket	Compensation Method		Class Flown								
				Business Class			Premium Economy Class			Economy Class		
				< 800KM	800-1,500KM	≥ 1,500KM	< 800KM	800-1,500KM	≥ 1,500KM	< 800KM	800-1,500KM	≥ 1,500KM
Routes in China (excluding Hong Kong, Macao and Taiwan)	First Class	Vouchers	CNY	600	1,400	1,800	1,000	2,400	2,800	1,200	2,800	3,200
		Mileage	KM	1,500	3,500	4,500	2,500	6,000	7,000	3,000	7,000	8,000
		Cash	CNY	300	700	900	500	1,200	1,400	600	1,400	1,600
	Business Class	Vouchers	CNY	—	—	—	600	1,400	1,800	800	1,800	2,200
		Mileage	KM	—	—	—	1,500	3,500	4,500	2,000	4,500	5,500
		Cash	CNY	—	—	—	300	700	900	400	900	1,100
	Premium Economy Class	Vouchers	CNY	—	—	—	—	—	—	200	400	600
		Mileage	KM	—	—	—	—	—	—	500	1,000	1,500
		Cash	CNY	—	—	—	—	—	—	100	200	300

Notes: (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) If the relevant laws and regulations of the country or region where the flight class is involuntarily downgraded have specific compensation standards on involuntary class downgrade, Air China shall provide economic compensation in accordance with the applicable laws and regulations of the country or region.

(3) Child passengers are given the same compensation standards as adult passengers in the same class; infant passengers are given 50% of the compensation standards for adult passengers under the same circumstances.

(4) In the case of infants, children, the elderly, passengers with intellectual and mental disabilities, foreigners and other passengers who do not conveniently collect compensation by themselves, compensation can be collected by their parents or designated guardians or adult passengers traveling with them.

(5) 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 September 2024)

Routes within IATA TC1, TC2 and TC3 (excluding routes in China / routes to Australia and New Zealand)

Route	Class on Ticket	Compensation Method		Class Flown			
				Business Class	A350 Premium Economy 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, North Korea, Bangladesh, and Russia (Chita)	First Class	Vouchers	CNY	2,800	3,200	3,800	4,200
		Mileage	KM	7,000	8,000	9,500	10,500
		Cash	CNY	1,400	1,600	1,900	2,100
	Business Class	Vouchers	CNY	—	2,400	2,800	3,200
		Mileage	KM	—	6,000	7,000	8,000
		Cash	CNY	—	1,200	1,400	1,600
	A350 Premium Economy Class	Vouchers	CNY	—	—	—	1,000
		Mileage	KM	—	—	—	2,500
		Cash	CNY	—	—	—	500
Routes involving Hong Kong Special Administrative Region, Macao Special Administrative Region and Taiwan, China	Premium Economy Class	Vouchers	CNY	—	—	—	800
		Mileage	KM	—	—	—	2,000
		Cash	CNY	—	—	—	400

Notes: (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) If the relevant laws and regulations of the country or region where the flight class is involuntarily downgraded have specific compensation standards on involuntary class downgrade, Air China shall provide economic compensation in accordance with the applicable laws and regulations of the country or region.

(3) Child passengers are given the same compensation standards as adult passengers in the same class; infant passengers are given 50% of the compensation standards for adult passengers under the same circumstances.

(4) In the case of infants, children, the elderly, passengers with intellectual and mental disabilities, foreigners and other passengers who do not conveniently collect compensation by themselves, compensation can be collected by their parents or designated guardians or adult passengers traveling with them.

(5) 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 September 2024)

Other Routes

Route	Class on Ticket	Compensation Method		Class Flown			
				Business Class	A350 Premium Economy Class	Premium Economy Class	Economy Class
Other Routes	First Class	Vouchers	CNY	8,000	10,000	14,000	18,000
		Mileage	KM	20,000	25,000	35,000	45,000
		Cash	CNY	4,000	5,000	7,000	9,000
	Business Class (CDZJI)	Vouchers	CNY	—	8,000	12,000	14,000
		Mileage	KM	—	20,000	30,000	35,000
		Cash	CNY	—	4,000	6,000	7,000
	Business Class (R)	Vouchers	CNY	—	4,000	6,000	8,000
		Mileage	KM	—	10,000	15,000	20,000
		Cash	CNY	—	2,000	3,000	4,000
	A350 Premium Economy Class	Vouchers	CNY	—	—	—	6,000
		Mileage	KM	—	—	—	15,000
		Cash	CNY	—	—	—	3,000
	Premium Economy Class	Vouchers	CNY	—	—	—	4,000
		Mileage	KM	—	—	—	10,000
		Cash	CNY	—	—	—	2,000

Notes: (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) If the relevant laws and regulations of the country or region where the flight class is involuntarily downgraded have specific compensation standards on involuntary class downgrade, Air China shall provide economic compensation in accordance with the applicable laws and regulations of the country or region.

(3) Child passengers are given the same compensation standards as adult passengers in the same class; infant passengers are given 50% of the compensation standards for adult passengers under the same circumstances.

(4) In the case of infants, children, the elderly, passengers with intellectual and mental disabilities, foreigners and other passengers who do not conveniently collect compensation by themselves, compensation can be collected by their parents or designated guardians or adult passengers traveling with them.

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