



海南航空控股股份有限公司
Hainan Airlines Holding Co., Ltd.
国际客舱宠物运输（猫、狗）协议书
International Pet (Cat, Dog) in Cabin Transportation Agreement

承运人：海南航空控股股份有限公司
 Carrier: Hainan Airlines Holding Co., Ltd.

旅客姓名：_____
 Passenger name: _____
 身份证明类型：_____
 Type of identity certificate: _____
 身份证件号码：_____
 ID card number: _____
 旅客联系电话：_____
 Passenger's tel.: _____
 旅客联系地址：_____
 Passenger's contact address: _____

宠物信息（旅客申请运输时填写，全部为必填项目）：

Pet information (filled in by the passenger when applying for Transportation a pet; all items are mandatory):

日期/航班号：_____/_____ 运输方式：客舱运输
 Date / flight number: _____ / _____ Transportation mode: Transportation in the cabin
 宠物种类（狗或猫）/品种/颜色：_____/_____/_____
 Pet type (dog or cat) / breed / color: _____ / _____ / _____
 始发地/目的地：_____/_____ 宠物年龄：_____
 Origin / destination: _____ / _____ Pet age: _____
 重量（含宠物箱）：_____/_____ 宠物昵称：_____
 Weight (including pet carrier): _____ / _____ Pet nickname: _____

注：重量信息在值机柜台时根据现场称重情况填写。

Note: The weight information shall be filled in based on the onsite weighing result at the check-in counter.

温馨提示：
Kind Reminder:

宠物可能对航空运输过程中存在的高空压力、密闭空间等环境因素产生不适，从而产生情绪及生理变化，进而造成宠物受伤或死亡现象。因此，为了您的宠物安全考虑，我们请您慎重选择航空方式进行运输。

Pets may experience discomfort while being shipped via the airlines due to environmental factors such as high-altitude pressure and confined space, which may lead to emotional and physiological changes and further result in injuries or deaths. Therefore, for your pet's safety, we kindly request you to choose the way you ship your pet via the airlines prudently.

按照本协议约定照顾管理宠物是旅客的应尽义务，如因旅客未遵守本协议导致的一切宠物伤亡或者致旅客本人和第三人伤亡事件，由旅客自行承担责任。

The onus is on the passenger to take care of their pet. If the passenger fails to comply with this Agreement, resulting in injury or death to the pet, the passenger, or any third party, the passenger shall be held liable.

针对旅客提出的运输要求，为保证宠物航空运输安全，双方本着公平、诚信原则，经共同协商达成如下协议：

In response to the passenger's Transportation request, for the safety of their pet during Transportation by the airlines, the passenger and Hainan Airlines, based on the principles of fairness and good faith, have reached the following agreement through consultation:

一、承运人宠物运输规定

I. Carrier's Regulations on Transportation a Pet

（一）运输限制条件

(I) Transportation restrictions

1. 宠物是指在符合承运人运输范围内，可随主人同机运输的家庭驯养的狗、猫。

1. Pets refer to domesticated dogs and cats that are permitted to travel with their owners on the same flight within the Carrier's Transportation scope.

2. 携带入客舱的宠物，仅限指定国际直达航班的经济舱，窄体机每个航班最多带入4只宠物；宽体机每个航班最多带入6只宠物；每名旅客最多可将1只宠物带入客舱。

2. Pets in the cabin are only allowed on the economy class of designated international direct flights. For narrow-body aircraft, a maximum of 4 pets can be shipped per flight; for wide-body aircraft, a maximum of 6 pets can be shipped per flight. Each passenger can travel with no more than 1 pet in the cabin.

3. 服务犬运输不受上述数量限制。

3. No quantity restrictions above apply to the shipment of service dogs.

4. 旅客须在航班起飞前 7 天至航班起飞前 48 小时向承运人直属售票单位进行预约，旅客须在乘机当日航班起飞前至少 2 小时，携带宠物、宠物箱相关证明及物品，前往机场值机柜台办理相关手续。

4. The passenger shall make a booking with the Carrier's direct sales office within a timeframe of

7 days to 48 hours before the flight departure. On the day of the flight, the passenger shall go through the relevant procedures at the check-in counter of the airport, presenting relevant certificates and items for the pet and its Carrier, at least 2 hours before the flight departure.

5. 带入客舱运输时，宠物箱内不得放置食物、水和其他违禁物品。

5. When the pet is shipped in the cabin, no food, water or other prohibited items shall be placed in the pet carrier.

6. 对于出现的以下情况，承运人无法办理宠物运输：

6. The Carrier cannot ship the pet if:

(1) 旅客所运输的活体动物为国家禁运的动物之列。

(1) The live animal to be travelled with the passenger is listed by the state as prohibited from shipment.

(2) 具有传染病症候或疑似传染病载体的动物。

(2) The live animal exhibits symptoms of infectious diseases or is suspected of carrying infectious diseases.

(3) 出生不足 12 周的宠物。

(3) Pets less than twelve weeks old.

(4) 怀孕宠物或是在飞机起飞前 48 小时之内刚刚分娩过的动物。

(4) The pet is pregnant or has given birth within 48 hours prior to the flight departure.

(5) 性格焦躁、娇气、弱小，对高温高空环境敏感或不能长时间待在宠物箱里的宠物。

(5) The pet is irritable, delicate or weak in constitution; sensitive to high-temperature and high-altitude environments; or unable to stay in the pet carrier for too long.

(6) 服用镇静剂或安眠药的宠物。

(6) The pet has taken any sedatives or sleeping pills.

(7) 浑身散发恶臭或让人难以忍受的刺鼻气味的宠物。

(7) The pet emits a foul or unbearable pungent odor from its body.

(8) 患有耳鼻喉科、心血管系统、脑血管系统、呼吸系统、消化系统疾病，以及 48 小时内进行过手术的宠物。

(8) The pet suffers from any otolaryngological, cardiovascular, cerebrovascular, respiratory, or digestive disease, or has undergone surgery within the past 48 hours.

(9) 需要旅客完成的宠物飞行运输准备未完成。

(9) The passenger is not adequately prepared for Transportation their pet by air.

(10) 所有属于不适合航空旅行的宠物及与其杂交的品种（禁止办理运输）：

(10) All pets that are not suitable for air travel and their hybrids (Transportation is prohibited):

① 危险犬及其杂交品种（包含格斗犬只等攻击性强的烈性犬只、有烈性犬血统的混种犬只，以及体型特别巨大并容易造成视觉恐惧的大型犬只）：大型和中型梗犬（如贝灵顿梗、猎狐梗犬）、斯塔夫梗犬、所有拳师犬、所有獾犬（西班牙猎犬）、所有獒犬（如马士提夫獒犬）、比特斗牛梗犬（又名比特犬）、日本土佐犬（又名土佐犬）、巴西菲勒犬（又名巴西獒犬）、阿根廷杜高犬、马犬。

① Dangerous dogs and their hybrids (including aggressive and fierce dogs such as fighting dogs, hybrid dogs with fierce dog bloodlines, and large-sized dogs that are particularly huge and may appear intimidating): large- and medium-sized terriers (e.g., Bellington Terriers and Fox Terriers), Staffordshire Terriers, all Boxers, all Spaniels (Spanish Hounds), all Mastiffs (e.g., Mastiffs), Pit Bull Terriers (also known as Pit Bulls), Japanese Tosa Inu (also known as Tosa Dogs), Fila Brasileiro (also known as Brazilian Mastiffs), Dogo Argentino, and Belgian Malinois.

注：仅限制大型和中型梗犬，小型梗及玩具梗可正常运输，小型梗及玩具梗包括西高地白梗、迷你雪纳瑞等。

Note: Only large-sized and medium-sized terriers are restricted from shipment, but small terriers and toy terriers (including West Highland White Terriers and Miniature Schnauzers) can be shipped normally.

② 对高温高空环境不适的犬种：萨摩耶犬。

② Dog breeds that feel unwell in high-temperature and high-altitude environments: Samoyed dogs.

(11) 旅客不认可承运人宠物运输条件或无法提供符合要求的宠物箱或拒绝填写和签署宠物运输协议书、未准备好运输要求的相关文件。

(11) The passenger does not consider the Carrier eligible for pet Transportation, fails to provide a compliant pet carrier, refuses to fill in and sign the pet Transportation agreement, or has not prepared the relevant documents required for Transportation.

(二) 运输文件要求

(II) Transportation document requirements

1. 入境泰国：动物卫生证书、有效狂犬病疫苗接种证书、宠物电子芯片、入境许可、国际客舱宠物运输（猫、狗）协议书及其他证明材料。

1. Entry into Thailand: Animal Health Certificate, Valid Certificate of Vaccination Against Rabies, Pet Electronic Chip, Entry Permit, International Cabin Pet Transportation (Cats and Dogs) Agreement and other supporting materials.

2. 入境韩国：动物卫生证书，即中华人民共和国海关出具的有效证书。证明书中须注明：电子芯片植入号码与狂犬病中和抗体检测事项。国际客舱宠物运输（猫、狗）协议书及其他证明材料。

2. Entry into the Republic of Korea: Valid Animal Health Certificate issued by the General Administration of Customs of the People's Republic of China. The certificate must clearly indicate the implanted microchip number and the rabies neutralizing antibody test results. Also required are the International Pet (Cat, Dog) in Cabin Transportation Agreement and other supporting materials.

3. 入境中国：泰国官方动物检疫机构出具的有效检疫证书、有效狂犬病疫苗接种证书、有效狂犬病抗体检测报告、宠物电子芯片、国际客舱宠物运输（猫、狗）协议书及其他证明材料。

3. Entry into China: Valid Quarantine Certificate issued by the official animal quarantine agency of Thailand, Valid Certificate of Vaccination Against Rabies, Valid Rabies Antibody Test Report, Pet Electronic Chip, International Cabin Pet Transportation (Cats and Dogs) Agreement and other supporting materials.

4. 运输文件的要求以相关国家或地区的法律法规为准, 旅客有义务自行了解查证出入境国家或地区有关规定, 并按规定提供相关运输文件、办理有关手续, 确保宠物符合出入境的文件要求。如宠物未按相关规定出境或入境而造成任何罚款、成本、损失(包括但不限于根据海关决定予以限期退回或者销毁处理), 承运人为此不承担任何责任。

4. The requirements for transportation documents shall be subject to the regulations of the relevant countries or regions. Passengers are obliged to learn and verify the relevant regulations of the relevant countries or regions, and provide relevant transportation documents or handle relevant procedures in accordance with the regulations. In case of any fines, costs or losses (including but not limited to returning or destroying the pet within a time limit according to the decision of the customs) caused by failure to abide by relevant regulations in pet transportation when leaving or entering the country, the airline shall not held responsible.

(三) 宠物箱要求

(III) Pet Carrier requirements

1. 宠物箱应放置于前排座椅下方, 宠物箱长×宽×高尺寸不得超过 40×38×25 厘米。软边宠物箱在展开状态可稍微超过如上尺寸限制, 但软边宠物箱经下压体积应不超过 40×38×25 厘米, 确保可放入客舱内座椅下方。

1. The pet carrier shall be placed under the seat in front of the passenger. Its length × width × height shall not exceed 40 × 38 × 25 cm. A soft-sided pet carrier may slightly exceed the above thresholds when unfolded, but its compressed volume shall not exceed 40 × 38 × 25 cm to ensure they fit under the seat in the cabin.

风险提示: 因客舱座椅下方的空间有限, 建议携带能够在宠物箱内自由站立和转身的宠物同行。如果宠物体积过大, 飞行中全程活动受限, 可能会影响宠物乘机的舒适度。

Risk alert: Due to the limited space under the cabin seat, we kindly advise the passenger to bring a pet that can stand and turn around freely inside the pet carrier. If the pet is oversized and its movement is restricted throughout the flight, its comfort on board may be compromised.

2. 必须选用带有拉链的软质宠物箱, 且拉链中空处能穿过一次性锁扣与箱体锁闭, 确保锁闭后拉链无法拉开。软质宠物箱所有拉链处, 全部拴挂一次性锁扣, 确保拉链头无法拉开, 以防旅客私自打开。如拉链无法有效穿过一次性锁扣锁闭、固定住的, 则应予以拒运。在此基础上, 在宠物箱外侧加套一层宠物防护网兜, 并在网兜打结处再次锁挂一次性锁扣。从办理乘机手续结束起至离开目的站候机楼禁止打开一次性锁扣和网兜。

2. We require the use of a soft-sided pet carrier with zippers, the clearance part of which can be penetrated by a disposable buckle to lock the Carrier so that the zippers will not be pulled open after the Carrier is locked. Each zipper on the soft-sided pet carrier shall be attached with a disposable buckle to ensure that the zipper pull cannot be opened and to prevent the passenger from opening them without authorization. If any zipper cannot be locked or fixed effectively by penetrating a disposable buckle, the pet carrier is rejected for shipment. In addition to this, a protective mesh shall cover the exterior of the pet carrier, and another disposable buckle shall be attached to the knot of the mesh. From the completion of the check-in procedures until the passenger leaves the terminal building at the destination airport, the disposable buckle and the mesh shall not be opened.

(四) 其他要求

(IV) Other requirements

运输前宠物需进行身体清洁, 运输全程需穿戴宠物衣物; 需全程佩戴口套(仅要求犬类佩戴), 防止吠叫声干扰到其他旅客; 另需全程佩戴宠物纸尿裤, 防止粪便污染飞机。建议旅客携带长度不超过 1.5 米的牵引绳或安全绳, 同时自备衣物、毛毯等物品, 以便适当覆盖航空箱, 减少宠物与周围环境的相互影响。宠物全程需放置于宠物箱中, 不得解开一次性锁扣和网兜, 且旅客在客舱中全程不得向宠物喂食及水。宠物在安检过程中, 宠物需置于宠物箱内并根据机场安检单位要求完成活体动物安全检查, 具体以机场实际要求为准。

Prior to shipment, the passenger has to clean the pet. Throughout the Transportation process, the passenger has to ensure that the pet wear clothing and a muzzle (only required for dogs) to prevent barking that may disturb other passengers, as well as that the pet wears a pet diaper lest feces soil the aircraft. We kindly advise the passenger to bring a leash or safety rope not exceeding 1.5 m in length, as well as clothing, blankets, or similar item to properly cover the pet carrier, in order to reduce mutual disturbance between the pet and the surrounding environment. Throughout the journey, the passenger shall keep the pet inside the pet carrier, without releasing the disposable buckle and the mesh, and shall not feed the pet food or water while in the cabin. During the security check, the pet shall remain in the pet carrier and go through the security check for live animals as required by airport security. Specific procedures shall be subject to the actual requirements of the airport.

除一次性锁扣及专用防护网兜外, 上述其他物资由旅客自行配备。

Except for the disposable buckle and the special protective mesh, the other materials mentioned above shall be provided by the passenger.

上述内容我已仔细阅读并明确知晓, 现予以确认;

I have carefully read and clearly understood the above information, and I hereby confirm it;

旅客签字: _____

Signature of the passenger: _____

二、承运人宠物运输收费价格

II. Carrier's Charges for Transportation a Pet

客舱宠物价格:

Pricing for pets in the cabin:

泰国 3000 元人民币或 15000 泰铢/航段/每只宠物。

Thailand: CNY 3,000 or THB 15,000 per flight segment per pet.

韩国 3000 元人民币或 68 万韩元/航段/每只宠物。

Republic of Korea: CNY 3,000 or KRW 680,000 per flight segment per pet.

三、不正常情况预防及处置

III. Prevention and Disposal of Abnormalities

(一) 防止宠物逃逸

(I) Prevention of pet escape

为避免宠物在机场及客舱逃逸, 对承运人航班运行造成风险, 要求旅客全程不得将宠物从宠物箱中放出。

To avoid the pet escaping at the airport and in the cabin, which may pose risks to the Carrier's flight operation, the passenger shall keep the pet inside the pet carrier throughout the journey.

(二) 客舱紧急释压或紧急撤离

(II) Emergency depressurization or evacuation in the cabin

1. 携带进入客舱的宠物，如果遇到客舱紧急释压的情况，旅客在确保自身安全的情况下，可将宠物拿出并给予吸氧，吸氧过程应全程怀抱，以确保宠物在飞机紧急下降过程中的安全。到达安全高度后，需将宠物放回宠物箱。

1. In the event of an emergency depressurization in the cabin, the passenger may take the pet out of the pet carrier in the cabin and provide it with oxygen while ensuring their own safety. Throughout the oxygen-providing process, the passenger should hold the pet to ensure its safety during the aircraft's emergency descent. Once the aircraft reaches a safe altitude, the passenger needs to put the pet back into the carrier.

2. 紧急撤离时，应由旅客负责携带宠物箱及宠物一起撤离，不得仅将宠物拿出，乘务员或援助者可视情况给予一定协助。

2. In the event of an emergency evacuation, the passenger shall keep the pet inside the carrier and evacuate together with the carrier. Flight attendants or rescuers may provide assistance as appropriate.

(三) 客舱宠物在客舱出现伤病亡事件

(III) Incidents of illness, injury or death of the pet in the cabin

承运人无义务进行航班备降处置。

The Carrier is not obligated to make a flight diversion.

(四) 航班延误

(IV) Flight delay

1. 旅客已办理完毕值机手续并到达登机口候机时，得知航班将长时间延误，携带宠物进入客舱的旅客需返回值机区域，现场保障人员关注航班最新动态，提前通知旅客再次通过安检前往登机口登机。

1. In the event that, a passenger travelling with a pet in the cabin, who has completed the check-in procedures and is waiting at the boarding gate, learns that the flight will be delayed for a long time, they shall return to the check-in area, and onsite support staff will monitor the latest flight status and notify the passenger in advance to go through the security check again and proceed to the boarding gate for boarding.

2. 航班因承运人原因长时间延误需为旅客安排住宿时，为携带宠物进入客舱的旅客单独安排房间，产生的差价由旅客自理。如安排的酒店禁止宠物进入，或旅客自行解决住宿问题，海南航空给予一定住宿补贴，如旅客退票或改签海南航空后续航班，则按非自愿退票、改签规定执行。非因承运人导致的航班延误，承运人不负责安排住宿。

2. In the event that a flight is delayed for an extended period due to reasons not attributable to the Carrier, and accommodation needs to be arranged for a passenger traveling with a pet in the cabin, a separate room shall be provided for the passenger. Any resulting room rate difference shall be borne solely by the passenger. If the arranged hotel denies the entry of pets, or if the passenger arranges accommodation independently, Hainan Airlines will provide an accommodation subsidy. Should the passenger request a refund or change to any subsequent Hainan Airlines flight, the applicable rules for involuntary refund or change shall apply. The Carrier shall not be obligated to arrange accommodation for any flight delay caused by reasons beyond its control.

(五) 航班备降

(V) Flight diversion

航班备降后如需住宿，则参照本协议第三条第(四)款第2项约定执行，且宠物箱符合托运运输要求，旅客可选择在后续航程将宠物进行托运运输，不额外收取托运宠物费用。如无法进行宠物运输，旅客选择终止行程，旅客未使用航程客票按海南航空现行非自愿退改签处理，同步为旅客全退宠物客舱运输服务费。

In the event that accommodation is requested following a flight diversion, the provisions of subparagraph 2 of paragraph (IV) of Clause III of the Agreement shall apply. If the pet carrier meets the consignment requirements, the passenger may opt to have the pet shipped as checked luggage on the subsequent flight segment without incurring any additional consignment fee. If Transportation the pet is not possible and the passenger chooses to terminate the journey, the ticket for the unused flight segment shall be subject to Hainan Airlines' prevailing rules for involuntary refund and change. Additionally, the service fee for Transportation the pet in the cabin will be fully refunded to the passenger.

四、责任与赔偿

IV. Liabilities and Compensation

1. 如无证据表明宠物伤、亡属于承运人原因造成，承运人不予赔偿；

1. If there is no evidence that the pet's injury or death is attributable to the Carrier, the Carrier shall not be liable for compensation;

2. 属于承运人故意或重大过失原因造成宠物死亡的，旅客应提交宠物价值证明材料，承运人按照手提行李补偿限额赔付旅客，最高不超过 3000 元人民币。为免疑义，如依法应适用国际公约的，则适用国际公约规定的赔偿限额。

2. If the pet's death is due to any willful act or gross negligence of the Carrier, the passenger shall submit a proof for the pet's value, and the Carrier shall compensate the passenger at the compensation limit for carry-on baggage, with a maximum amount of CNY 3,000. For the avoidance of doubt, if any international conventions are applicable by law, the compensation limit prescribed therein shall prevail.

3. 属于承运人故意或重大过失原因造成宠物受伤的，承运人按照治疗实际产生的医疗费金额赔付旅客，但赔偿总额不高于手提行李赔付最高限额 3000 元人民币，办理赔付时旅客须提供宠物医院开具的治疗收费单据。为免疑义，如依法应适用国际公约的，则适用国际公约规定的赔偿限额。

3. If the pet's injury is due to any willful act or gross negligence of the Carrier, the Carrier shall compensate the passenger based on the actual medical expenses incurred in treatment, provided that the total amount does not exceed the compensation limit for carry-on baggage up to CNY 3,000. When applying for compensation, the passenger shall present a medical expense voucher issued by a pet hospital. For the avoidance of doubt, if any international conventions are applicable by law, the compensation limit prescribed therein shall prevail.

4. 在航站楼内以及乘机过程中，携带宠物乘机的旅客对宠物负有管控和采取安全措施的义务，在航站楼内以及乘机过程中发生宠物袭击、撕咬携带宠物乘机的旅客本人或第三人，造成旅客本人或第三人人身损害的情形，以及宠物损毁旅客本人或第三人财物的情形，均由携带宠物乘机的旅客本人承担责任。因此给承运人造成损失的（为免疑义，该等损失包括但不限于承运人因此遭受的行政处罚、民事赔偿等经济损失），旅客本人应予以全额赔偿。

4. During the stay in terminal building and during the flight, the passenger traveling with a pet is obligated to control the pet and take safety measures. In case the pet attacks or bites the passenger himself/herself or a third party during such periods, causing personal injury or property loss to the passenger or the third party, the passenger himself/herself shall be held liable. Should the Carrier incur any losses as a result (including, but not limited to, economic losses such as administrative penalties and civil compensation), the passenger shall be responsible for fully compensating the Carrier.

5. 承运人将为符合本次运输的宠物投保一份宠物保险。为免疑义，旅客充分理解并同意：

5. The Carrier will purchase a pet insurance policy for pets eligible for this Transportation. For the avoidance of doubt, the passenger fully understands and agrees that:

(1) 宠物保险权益为承运人无偿附赠权益，以承运人具体投保情况为准。

(1) The pet insurance benefits are complimentary benefits provided by the Carrier, subject to the specific insurance product purchased by the Carrier.

(2) 承运人附赠的宠物保险产品类型、保险金额、保险范围、免赔情形等具体的保险条款，并不局限于下述参考保险产品，以承运人具体投保情况为准。

(2) The specific insurance terms such as the type, amount, scope and deductible of the complimentary pet insurance product provided by the Carrier shall not be limited to the following reference insurance products, and shall be subject to the specific insurance product purchased by the Carrier.

(3) 当发生保险事故时，旅客应联系承运人和保险公司并在第一时间向保险公司报案和索赔。并应当按照如下约定进行索赔和责任划分：

(3) When an insurance accident occurs, the passenger shall contact the Carrier and the insurance company, and report the accident to and claim compensation from the insurance company as soon as possible. The claim and the division of liabilities shall be made as follows:

① 当发生宠物伤亡时，旅客应先采取向保险公司索赔的方式取得赔偿，如旅客从保险公司等有关责任方取得赔偿的金额高于本协议第四条第 2 款和第 3 款约定的最高赔偿限额的，旅客不得再向承运人索赔；如旅客从保险公司等有关责任方取得赔偿的金额低于本协议第四条第 2 款和第 3 款约定的最高赔偿限额的，对于属于承运人故意或重大过失原因造成的宠物伤亡，旅客应提交宠物价值、治疗实际产生的医疗费等证明材料，承运人按照旅客实际损失和旅客已从保险公司等有关责任方取得的赔偿金额的差额且最高不超过第四条第 2 款和第 3 款约定的赔偿限额的赔偿标准向旅客承担赔偿责任。如旅客未及时向保险公司索赔或放弃向保险索赔的，承运人不承担任何 赔偿责任。

① In the event of injury or death to the pet, the passenger shall first seek compensation from their insurance company. If the total compensation received from the insurance company and other relevant liable parties exceeds the maximum compensation limit stipulated in Paragraphs 2 and 3 of Article IV of this Agreement, the passenger shall not seek further compensation from the Carrier. Conversely, if the compensation received is less than the aforementioned maximum limit, and injury or death to the pet is due to any willful act or gross negligence of the Carrier, the passenger shall provide evidentiary materials such as the proof for the pet's value and the voucher for actual medical expenses incurred. The Carrier shall compensate the passenger for the difference between their actual loss and the compensation amount already received, up to the maximum limit prescribed in Paragraphs 2 and 3 of Article IV of this Agreement. Should passengers fail to promptly submit claims to the insurance company or voluntarily waive their right to make such claims, the Carrier shall assume no liability for any compensation.

② 当发生宠物造成第三人人身、财产损失时，旅客应先采取向保险公司索赔的方式取得赔偿并赔付给第三人，不足部分由旅客补足。如承运人因宠物损害第三人人身、财产权益而向第三人承担了赔偿责任，则承运人有权就实际赔偿金额向旅客进行追索。

② In the event that the pet causes any personal injury or property loss to any third party, the passenger shall first claim compensation from the insurance company, and pay such compensation to that party; any shortfall shall be made up for by the passenger. If the Carrier pays the compensation to any third party because the pet causes any personal injury or property loss to any third party, the Carrier shall have the right to recover the actual compensation from the passenger.

宠物保险情况（为免疑义，承运人附赠的宠物保险产品类型、保险金额、保险范围、免赔情形等具体的保险条款，并不局限于下述参考保险产品，宠物保险产品情况具体以承运人投保情况为准）：

Pet insurance information (For the avoidance of doubt, specific insurance terms such as the type, amount, scope and deductible of the complimentary pet insurance product provided by the Carrier shall not be limited to the following reference insurance products, and shall be subject to the specific insurance product purchased by the Carrier):

（一）产品名称：平安携宠乘机保险

(I) Product Name: Ping An Insurance for Traveling with Pets

产品名称 Product name	保障项目 Insurance item	保障 额度 Insurance limit	保障内容 Insurance scope	保险期间 Insurance period	适用条款 Liability
平安携宠乘机保险(国际版) Ping An Insurance For Traveling with Pets (International Edition)	宠物乘机意外死亡 Accidental death of a pet during flight	20000	在保险期间内，被保险宠物在乘机过程中意外死亡的，保险公司将按照宠物实际价值赔偿，最高不超过保险合同约定的保障额度。 During the insurance period, if the insured pet accidentally dies during the flight, the insurance company will compensate the passenger based on the actual value of the pet, up to the maximum coverage stipulated in the insurance contract.	有效乘坐凭证载明航班的客运飞机的舱门时起至宠物到达有效乘坐凭证载明的终点离开客运飞机的舱门时止。 During a single flight, i.e., from the time when the pet enters the cabin door of the passenger aircraft specified in the effective flight voucher to the time when the pet arrives at the destination specified in the effective flight voucher and leaves the cabin door of the passenger aircraft	PL0283002 平安宠物死亡保险 PL0283002 Ping An Insurance for Pet Death
	宠物乘机意外医疗 Accidental injury to a pet during flight	2000	在保险期间内，被保险宠物在乘机/托运过程中发生意外伤害事故，在宠物医院接受治疗的，对于被保险人实际支出的必要、合理的医疗费用，保险公司按照保险合同约定给保险金。 During the insurance period, if a pet gets injured accidentally during the flight/consignment process and receives treatment at a veterinary hospital, the insurance company will reimburse the insured for the actual, necessary, and reasonable medical expenses incurred in accordance with the terms of the insurance agreement.		PL0200331 平安产险宠物医疗健康保险（A款） PL0200331 Ping An Property & Casualty Insurance Pet Medical Health Insurance (Plan A)

产品名称 Product name	保障项目 Insurance item	保障 额度 Insura Nce limit	保障内容 Insurance scope	保险期间 Insurance period	适用条款 Liability
	宠物三者责任意外 伤害身故与伤残 Accidental injury, Death or disability of a third party caused by a pet	20000	在保险期间内, 被保险宠物在乘机过程中造成第三人人身残疾或身故的, 保险公司按照保险合同约定给付身故或伤残保险金。 During the insurance period, if the insured pet causes physical disability or death to a third party during the flight, the insurance company shall provide compensation benefits for death or disability as specified in the insurance contract.		PL0283001 平安产险家养宠物责任保险 PL0283001 Ping An Property & Casualty Insurance Domestic Pet Liability Insurance
	宠物三者责任意外 伤害医疗 Medical Treatment For accidental injury of a third party caused by a pet	3000	在保险期间内, 被保险宠物在乘机过程中造成第三人人身伤害医疗费用的, 保险公司按照保险合同约定给保险金。 During the insurance period, if the insured pet causes personal injury and incurs medical expenses to a third party during the flight, the insurance company shall provide compensation benefits as stipulated in the insurance contract.		
	宠物三者责任财产损失 Property loss to a third party caused by a pet	300	在保险期间内, 被保险宠物在乘机过程中造成第三人人身伤害财产损失的, 保险公司按照保险合同约定给保险金。 During the insurance period, if the insured pet causes personal injury or property loss to a third party during the flight, the insurance company shall provide compensation benefits as stipulated in the insurance contract.		PL0283001 平安产险家养宠物责任保险 Ping An Property & Casualty Insurance Domestic Pet Liability Insurance
	个人法律责任 Individual Legal liability	5000	在保险期间内, 被保险人因被保险宠物的袭击、撕咬或其他行为被提起仲裁或诉讼, 对应由被保险人支付的仲裁或诉讼费用以及事先经被保险人书面同意支付的其它必需且合理的费用。 During the insurance period, if arbitration or litigation arises against the insured due to the acts of the insured pet such as attacks or bites, the corresponding arbitration or litigation expenses, along with other necessary and reasonable costs pre-approved in writing by the insurer, shall be borne by the insured. 特别说明: 只适用于被保险人为中华人民共和国境内(港澳台地区除外)合法注册的机关、单位、机构、组织以及其他合法入境、经营的自然人。 Note: This applies exclusively to agencies, units, institutions, and organizations legally registered in the People's Republic of China (excluding Hong Kong, Macao, and Taiwan), as well as other individuals engaged in lawful entry and operations.		PL03Y0336 平安产险法律费用 补偿保险 PL03Y0336 Ping An Property & Casualty Insurance Legal Fees Reimbursement Insurance

(二) 服务信息

(II) Service Information

1. 服务主体: 本保险产品的服务方为航联保险销售有限公司, 网址为 www.ehanglian.com。

1. Service provider: The service provider of these insurance products is Air Union Insurance Sales Co., Ltd. (official website: www.ehanglian.com).

2. 承保公司: 中国平安财产保险股份有限公司浙江分公司。

2. Insurance underwriter: China Ping An Property Insurance Co., Ltd. Zhejiang Branch.

3. 投保人: 海南航空控股股份有限公司。

3. Policyholder: Hainan Airlines Holding Co., Ltd.

4. 如何办理理赔?

4. How to settle claims?

若发生保险事故, 被保险人必须在宠物到达有效乘坐凭证载明的终点后 2 小时内向保险人 报案。24 小时全国理赔报案电话: 95511。

In the event of an insurance accident, the insured must report it to the insurer within 24 hours after the pet arrives at the destination specified in the effective flight voucher. 24-hour national claims hotline: 95511.

上述内容我已仔细阅读并明确知晓, 现予以确认;

I have carefully read and clearly understood the above information, and I hereby confirm it;

旅客签字: _____

Signature of the passenger: _____

或代理人签字: _____

Or signature of the agent: _____

与旅客关系: _____ (如为代理预约, 必须填写)

Relationship with the passenger: _____ (It must be filled in if the agent makes reservation)

五、双方职责

V. Responsibilities of Both Parties

(一) 承运人职责

(I) Responsibilities of the Carrier

1. 旅客申请宠物运输时, 承运人应提示旅客航空运输宠物存在的风险。

1. When the passenger applies for Transportation a pet, the Carrier shall remind them of the risks associated with pet Transportation by air.

2. 宠物与承运人运输规定不符, 承运人应向旅客提出并告知存在风险, 为保证运输安全, 承运人有权拒绝收运。

2. If the pet does not comply with the Carrier's regulations on pet Transportation, the Carrier shall inform the passenger of the noncompliance and the risks involved, and have the right to refuse shipment of the pet to ensure Transportation safety.

3. 在旅客已完全遵守承运人宠物运输规定的情况下, 承运人负责按照旅客机票列明行程, 将宠物随旅客运抵目的站。

3. After the passenger has fully complied with the Carrier's regulations on pet Transportation, the Carrier shall deliver the pet with the passenger to the destination airport according to the itinerary specified on the passenger's ticket.

4. 在宠物运输过程中发生伤、亡等意外事故时, 承运人应为旅客提供必要的协助。

4. In the event of any accidents to the pet such as injury or death en route, the Carrier shall provide necessary assistance to the passenger.

5. 如因宠物原因致第三方(包括但不限于携带宠物乘机的旅客本人)人身伤亡或财产受损, 进而给承运人造成损失, 承运人保留向携带宠物乘机的旅客追偿的权利。

5. If any third party (including but not limited to the passenger traveling with a pet) suffers any personal injury or property loss for any reason attributed to the pet, resulting in losses to the Carrier, the Carrier reserves the right to seek compensation from the passenger.

(二) 旅客职责

(II) Responsibilities of the passenger

1. 旅客应仔细阅读本协议书中运输规定、了解运输风险, 旅客确认接受该等运输规定和运输风险。

1. The passenger shall read the Transportation regulations in this Agreement carefully and understand the Transportation risks, and confirm acceptance of such Transportation regulations and risks.

2. 旅客负责核对承运人运输规定, 确认宠物是否符合承运人要求, 并如实告知承运人服务人员宠物信息。

2. The passenger shall verify the Carrier's Transportation regulations to verify if their pet meets the Carrier's requirements, and provide truthful pet information to the Carrier's service personnel.

3. 旅客负责按照承运人要求提前准备所需运输文件及宠物箱, 并按时前往机场办理相关手续, 在承运人服务人员检查宠物并提出询问时, 旅客应如实答复服务人员。

3. The passenger shall prepare the necessary Transportation documents and pet carrier in advance according to the Carrier's requirements, and go through the relevant procedures at the airport on schedule. When the Carrier's service personnel conduct quarantine inspection of the pet and pose inquiries, the passenger shall respond truthfully.

4. 旅客应按照承运人及机场要求, 办理宠物运输各种物资配备及相关工作。

4. The passenger shall prepare all materials and perform relevant tasks for pet Transportation according to the requirements of the Carrier and the airport.

5. 旅客应了解并遵守承运人宠物运输收费规定, 并在办理宠物运输时缴纳所需费用。

5. The passenger shall understand and comply with the Carrier's regulations on charges for Transportation a pet, and pay the required fees when applying to ship a pet.

6. 旅客明确知悉, 仅支持成人旅客携带宠物进入客舱。如本次行程旅客同行中还有儿童旅客, 旅客需全程妥善照管同行儿童及客舱宠物, 并对由此可能产生的安全风险充分知晓且自愿承担全部责任。

6. The passenger acknowledges that only adult passengers are permitted to bring pets into the cabin. If the passenger is traveling with children on this journey, they must take good care of both their children and the pet throughout the journey, and shall be fully aware of potential safety risks arising therefrom and voluntarily assume full liability.

7. 旅客应了解并遵守承运人宠物运输赔偿规定, 出现宠物运输伤亡或宠物致旅客本人或第三方人身、财产损害事故后, 应负责办理善后事宜, 并承担相应的赔偿责任。

7. The passenger shall understand and comply with the Carrier's compensation regulations for pet Transportation. In case of any injury or death to the pet or any personal injury or property loss to the passenger or any third party en route, the passenger shall cope with aftermath matters and be liable for the appropriate compensation.

8. 乘机过程中, 旅客需全程将宠物放置在前排座椅下方, 如因旅客未对宠物进行有效管控和采取安全措施造成他人人身、财产损害的, 旅客应负责妥善处理并承担赔偿责任。旅客还应遵守机场相关管理规定, 如在客舱以外的机场区域发生宠物逃逸、袭击、危害公共安全等紧急情形的, 机场有权对宠物进行相应处置, 与承运人无涉。

8. The passenger shall keep the pet under the seat in front of him/her throughout the flight. If the passenger fails to effectively control the pet and take safety measures, resulting in any personal injury or property loss to any third party, he/she shall address the aftermath properly and assume the liability for compensation. The passenger shall also comply with the relevant airport management regulations. In emergencies such as pet escape, attack, or any situation endangering public safety in any area of the airport outside the cabin, the airport reserves the right to dispose of the pet, which has nothing to do with the carrier.

9. 宠物只能按协议约定进入海南航空航班，不得进入未经许可的其他航司航班客舱，否则，由此产生的后果将由宠物携带人员负责，与承运人无涉。

9. The pet can only be brought into the cabin for Hainan Airlines flight hereunder, and is not allowed to be in the cabin for any flight of any other airline without permission; otherwise, the passenger traveling with the pet shall be liable for any resulting consequence, which has nothing to do with the carrier.

10. 从进入候机楼起至离开目的站候机楼，全程禁止解开一次性锁扣或网兜，全程禁止打开宠物箱。

10. From entry into the terminal building until the passenger leaves the terminal building at the destination airport, the disposable buckle and the mesh shall not be released, and the pet carrier shall be kept closed.

11. 旅客需遵守如小动物运输防止逃逸类的运行规定条款，如因旅客主动放出小动物或因包装不合格、质量不佳等造成小动物逃逸，被机场相关管理单位因运行安全原因进行相应处置而造成宠物伤亡的，由旅客本人负责；因上述原因导致小动物逃逸，咬伤抓伤或以其他原因造成人员受伤、财产损失的，由旅客本人负责；如因违反相关条款，造成其他不良影响的，旅客本人将按相关规定承担相应处罚，机场有权对宠物进行相应处置。

11. The passenger shall comply with the operational regulations for escape prevention during small animal Transportation. If any small animal escapes because the passenger releases it proactively or due to any nonconforming or poor-quality package, and the pet is disposed of by the relevant airport management unit for operational safety, resulting in any injury or death to the pet, the passenger shall be solely liable; if the pet escapes, bites or scratches any person, or otherwise causes any personal injury or property loss for the above reason, the passenger shall be solely liable; if any other adverse effect arises due to the violation of the relevant terms, the passenger shall assume the associated penalty according to the relevant regulations, and the airport shall have the right to dispose of the pet accordingly.

上述内容我已仔细阅读并明确知晓，现予以确认；

I have carefully read and clearly understood the above information, and I hereby confirm it;

旅客签字：_____

Signature of the passenger: _____

六、协议生效与终止

VI. Validation and Termination of this Agreement

本协议自甲乙双方完成协议条款内容确认并签字后生效。旅客离开目的站候机楼后，协议终止。在协议生效后至终止履行前，任何一方由于不可抗力的原因不能履行协议时，应及时向对方通报不能履行或者不能完全履行协议的理由并及时提供有效证明，经双方协商后允许延期履行、部分履行或者不履行协议，并不因此而承担违约责任。

This Agreement shall come into effect as of the date both parties have confirmed the content of the agreement terms and signed it. This Agreement shall be terminated when the passenger leaves the terminal building of the destination airport. From the validation hereof to the termination hereof, if either Party is unable to perform this Agreement due to force majeure, it shall notify the other Party of the reason for its failure to perform or fully perform this Agreement, and provide valid proof thereof timely. The delayed performance, partial performance or nonperformance hereof shall be allowed through mutual consultation, and neither Party shall be held liable therefor.

七、适用法律和争议解决

VII. Governing Law and Dispute Resolution

本协议的订立、效力、解释、履行和争议的解决均适用中华人民共和国法律（不包括港澳台地区法律），依法应适用国际公约的，优先适用国际公约。如果双方对本协议发生争议，应本着互谅互让的精神友好协商，经协商不能达成一致意见的，任何一方均应向承运人所在地中国海南省海口市美兰区有管辖权的人民法院通过诉讼方式解决。

The formation, validity, interpretation, performance, and dispute resolution of this Agreement shall be governed by the laws of the People's Republic of China (excluding the laws of Hong Kong, Macau, and Taiwan). Where applicable by law, relevant international conventions shall take precedence. In the event of any dispute arising from this Agreement, both parties shall engage in amicable negotiations based on mutual understanding and compromise. If no consensus is reached through negotiation, the matter shall be submitted to the competent people's court in Meilan District, Haikou City, Hainan Province, China, where the Carrier is located, for resolution through litigation.

八、其他约定

VIII. Miscellaneous

本协议由中文和英文两种文本签订，两种文本约定有冲突的，以中文文本约定为准。

This Agreement is executed in both Chinese and English. In case of any discrepancies between the two versions, the Chinese version shall prevail.

本协议一式二份，承运人持一份，旅客持一份。

This Agreement is made in duplicate, one for the Carrier and one for the passenger.

承运人：海南航空控股股份有限公司

旅客（或代理人）：

Carrier: Hainan Airlines Holding Co., Ltd.

Passenger (or agent):

日期：_____ 年_____ 月_____ 日

日期：_____ 年_____ 月_____ 日

Date: _____ (MM/DD/YY)

Date: _____ (MM/DD/YY)