



海南航空控股股份有限公司客舱运输宠物（猫、狗）

协议书

承运人：海南航空控股股份有限公司

旅客：_____

宠物信息（旅客申请运输时填写，全部为必填项目）：

日期/航班号：_____/_____ 运输方式：客舱运输

宠物种类（狗或猫）/品种/颜色：_____/_____/_____

始发地/目的地：_____/_____ 宠物年龄：_____

重量（含宠物箱）：_____ 宠物昵称：_____

注：重量信息在值机柜台时根据现场称重情况填写。

温馨提示：

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。

对于旅客宠物在运输过程中发生的意外事故，如无证据证明海航有过错，则运输中造成的宠物伤亡，海南航空控股股份有限公司**一律免责**。

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：

一、承运人宠物运输规定

（一）运输限制条件

1. 宠物是指在重量限制范围内，可随主人同机运输的家庭驯养的狗、猫。

2. 携带入客舱的宠物，仅限国内直达航班的经济舱，且每个航班总数限 2 只，每名旅客限 1 只。

3. 导盲犬、助听犬及救助犬等工作犬除外，不受上述数量限制。

4. 旅客须在航班起飞前 24 小时期间向承运人直属售票单位或授权售票代理人进行预约，并签署《宠物运输协议书》。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、《宠物运输协议书》与相关证明，前往机场值机柜台办理相关手续。

5. 带入客舱运输时，宠物和笼子的总重量不得超过 5KG。（宠物箱内不得放置食物、水）

6. 对于出现的以下情况，承运人无法办理宠物运输：

(1) 旅客所托运的活体动物为国家禁运的动物之列。

(2) 具有传染病征候或疑似传染病载体的动物(如发生地区禽流感的家禽)。

(3) 出生不满 6 个月的宠物。

(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。

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

(6) 服用镇静剂或安眠药的宠物。

(7) 浑身散发恶臭或让人难以忍受的刺鼻气味的宠物。

(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。

(9) 需要旅客完成的宠物飞行运输准备未完成。

(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）：

① 扁平鼻的狗或猫：所有梗犬、所有拳师犬、所有斗牛犬、所有獾犬、所有獒犬、所有巴哥犬、所有马士提夫犬、美洲斯塔福德犬、美洲器犬、波斯顿小猎犬、布鲁塞尔格里芬犬、西班牙猎犬、英国玩赏曲卡犬、英国

玩具猎鹞犬、查理士王小猎犬、斗牛马士提夫犬、比利时粗毛犬、阿芬平嘉犬、拉萨犬、京巴犬、松狮犬、日本狛犬、日本犬、沙皮犬、西施犬；缅甸猫、喜马拉雅猫、波斯猫、异国短毛猫。

② 斗犬：比特犬、土佐犬、巴西菲勒犬及其杂交品种、阿根廷杜高犬。

③ 对高温高空环境不适的犬种：萨摩耶犬。

④ 马犬。

(1) 旅客不认可承运人宠物运输条件或对宠物箱的要求、或拒绝填写宠物运输协议书、未准备好托运要求的相关文件。

(二) 运输文件要求

1. 动物卫生监督所出具的《动物检疫合格证明》，单据上需盖有动物卫生监督所检疫专用章。

2. 宠物疫苗注射证明。

3. 旅客已阅读并签署的《宠物运输协议书》。

(三) 宠物箱要求

1. 宠物箱应放置于前排座椅下方，长 x 宽 x 高尺寸不得超过 36 x 28 x 24 厘米。

2. 使用软质宠物箱，能有效防止渗透，并且不会被轻易咬开。

(四) 其他要求

运输前宠物需进行身体清洁，运输全程需穿戴宠物衣物；需全程佩戴口罩，防止吠叫声干扰到其他旅客；另需全程佩戴宠物纸尿裤，防止粪便污损飞机；宠物箱外遮盖布罩。宠物全程需放置于宠物箱中，且旅客在客舱中全程不得向宠物喂食及水。

上述物资由旅客自行配备。

上述内容我已仔细阅读并明确知晓，现予以确认；

旅客签字：_____

或代理人签字：_____ **与旅客关系：**_____（如

为代理预约必须填写)

二、承运人宠物运输收费价格

国内航班:统一收取 800 元人民币/航段/每只宠物。

上述内容我已仔细阅读并明确知晓，现予以确认；

旅客签字：_____

或代理人签字：_____ 与旅客关系：_____ (如为代理预约，必须填写)

三、不正常情况预防及处置

(一) 防止宠物逃逸

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（如机场安检要求对宠物进行手检，则除外）

(二) 客舱紧急释压或紧急撤离

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。

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，乘务员或援助者协助。

(三) 客舱宠物在客舱出现伤病亡事件

承运人不进行航班备降处置

(四) 航班延误

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，建议携带宠物进入客舱的旅客返回值机区域，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。

2. 航班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，则建议旅客退票或改签海航后续航班（按非自愿退票、改签规定执行），或旅客自行解决住宿问题。

(五) 航班备降

航班备降后如需住宿，则参照上述第四条第 2 点执行。如备降地机场不允许宠物进入客舱运输，旅客可选择在后续航程将宠物进行托运运输或非自愿退票。如备降地不具备宠物托运保障能力，旅客可选择非自愿退票，未使用航程客票费可退，但宠物客舱运输服务费不退。

四、责任与赔偿

(一) 承运人运输宠物过程发生宠物受伤、死亡情况时，承运人退还旅客已缴纳逾重行李费。

(二) 赔偿标准

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；
2. 属于承运人原因造成旅客宠物死亡的，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。

3. 属于承运人原因造成旅客运输宠物受伤的，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，办理赔付时旅客须提供宠物医院开具的治疗收费单据。

上述内容我已仔细阅读并明确知晓，现予以确认；

旅客签字： _____

或代理人签字： _____ **与旅客关系：** _____（如为代理预约，必须填写）

五、双方职责

(一) 承运人职责

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。
2. 旅客运输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，必要时可拒绝收运。
3. 在旅客已完全遵循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，将宠物运抵目的站并交付旅客。
4. 在宠物运输过程中发生伤、亡等意外事故时，承运人应主动联系旅客协商善后或事宜。

(二) 旅客职责

1. 旅客应仔细阅读本协议书中运输规定并确认了解运输风险。
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。
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。
4. 旅客应按照承运人要求，办理宠物运输前各种物资配备及准备工作。
5. 旅客应了解并遵循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。
6. 旅客应了解并遵循承运人宠物运输赔偿规定，出现宠物运输伤亡事故后，配合承运人办理善后事宜。

上述内容我已仔细阅读并明确知晓，现予以确认；

旅客签字： _____

或代理人签字：_____ 与旅客关系：_____（如为
代理预约，必须填写）

五、协议生效与终止

本协议书自甲乙双方完成协议条款内容确认并签字后生效。承运人将宠物运抵目的站并交付旅客后，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。

六、争议解决

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，如果协商不成，由承运人所在地人民法院诉讼解决。

七、其他约定

本协议一式三份，承运人持两份，旅客持一份。

承运人：海南航空控股股份有限公司

旅客（或代理人）：

日期： 年 月 日

日期： 年 月 日



PETS CABIN TRANSPORTATION AGREEMENT OF HAINAN AIRLINES

Carrier: Hainan Airlines

Consignor : _____

Pet Information (completed by the consignor when applying for transportation, all mandatory field) :

Date/Flight No. : _____ / _____ (Transport via cabin)

Pet (Dog or Cat)/Breed/Color : _____ / _____ / _____

Original/Destination : _____ / _____ Age of Pet : _____

Weight (including container) : _____ Name of Pet : _____

Notice: The "Weight" shall be pet's actual weight when it is checked in.

Warm Notice

Pets may feel discomfort caused by the environment factors in the air transportation, such as altitude pressure and confined space, and then they may go through emotion and physiology changes, which may lead to injury or death of pets. Therefore, in consideration of your pet's safety, we suggest you choose the air transportation with discretion.

Hainan Airlines has liability exemption for the pets' injury or death during transportation if there is no evidence proving that Hainan Airlines has fault, when accidents happen to pets during transportation.

For the requirements of consignor and safety of pet air transportation, the parties hereby agree as follow based on the principle of equality and integrity through mutual

consultation:

1. Transportation Regulations of the Carrier

1). Limitations and Conditions of the Transportation

(1) "Pet" refers to the domesticated dog or cat within weight limitation, which can be transported with its owner on the same flight.

(2) Pets taken into the cabin is limited to domestic direct flight, economy class, and each flight can transport 2 pets at most, and every passenger can check 1 pet at most.

(3) Service dogs, such as the seeing-eye dogs, hearing-ear dogs and the rescue dogs is not within the range of aforementioned limits.

(4) Passenger shall reserve from HU ticket office or HU authorized ticket agent 48 hours before taking off and sign the <pets cabin transportation agreement of Hainan Airlines>. Passenger shall arrive the check-in counter at least 2 hours before taking off carrying pets, container, agreements and relevant documents.

(5) Container including pets shall not exceed 5kg when taken into cabin, and no food and water is allowed into the container.

(6) The pet transportation will be rejected in the following cases:

- ① The pet is in the list of animals forbidden transportation in the country.
- ② The pet with communicable disease symptoms or the one is a suspected communicable carrier, such as the poultry with regional flu.
- ③ The pet under 6 months.
- ④ The pet is pregnant or has just given birth within 48 hours before the departure.
- ⑤ The pet is irritable, emotional, vulnerable, sensitive to high altitude and high temperature, or cannot stay in the container for a long time.
- ⑥ The pet has taken sedative or hypnotics.
- ⑦ The pet is fetid or has pungent smell.

⑧ The pet has cardiovascular disease, respiratory disease, digestive disease, ENT(ear, nose and throat) disease, or has delivered a baby pet or gotten surgery within 48 hours.

⑨ The preparation for air transportation has not been done.

⑩ All the pets and their hybrids unsuitable for air transportation(forbidden to be checked in):

A. Dogs or cats with flat nose: Terriers, Boxers, Bulldogs, Spaniel Dogs, Molosser, Pugs, Mastiff, American Stafforshire Terrier, American Bulldog, Boston Terrier, Brussels Griffon, Spaniel Hound, English Toy Spaniel, King Charles Spaniel, Bullmastiff, Brussels Griffon, Affenpinscher, Lhasa Apso, Pekingese, Chow, Japanese Chin, Sharpei, Shih Tzu, Burmese, Himalayan, Persian Cat, Exotic Shorthair.

B. Fighting dogs: Pit Bull, Tosa Inu, Fila Brasileiro and its hybrid, Dogo Argentina

C. Dogs have discomfort with high altitude and high temperature: Samoyed

D. Malinois dog

⑪ The passenger does not acknowledge the carrier's condition for pet transportation and container, or reject to fill in the <PETS CABIN TRANSPORTATION AGREEMENT OF HAINAN AIRLINES>, or has not get ready all the related documents for transportation.

2) The Necessary Documents for Pets Transportation

(1) Valid "Certification for animals quarantine" issued by the Animal Health Supervision , and the document must be stamped with the special seal of the supervision.

(2) Valid animal vaccine injection Certificate.

(3) <PETS CABIN TRANSPORTION AGREEMENT OF HAINAN AIRLINES> with consignor's signature.

3) The Requirements of the Container.

(1) The Container will be stowed under the front seat, length width height shall within the range of 36 * 28 * 24 cm.

(2) The container shall be made of flexible plastic, impermeable and hard to bitten open.

4) Other Requirements

Pets shall be cleaned before transportation. During transportation, the pets shall be wearing pet clothes, wearing bark prohibit muzzle to prevent annoying other passengers, wearing pet diaper to prevent any feces contaminating the plane. Passenger are prohibited to feed the pet during the whole transportation process.

Aforementioned objects shall be prepared by consignor him/herself.

I have read and understand the above content, and I confirm it.

Consignor Signature: _____

Or Agent Signature: _____ Relationship with the consignor: _____

(If the transportation is applied by agent of the consignor, the agent must fill in the above.)

2. Charges for Pet Transportation

Domestic flight charges 800RMB/Per Segment/Per pet.

I have read and understand the above content, and I confirm it.

Consignor Signature: _____

Or Agent Signature: _____ Relationship with the consignor: _____

(If the transportation is applied by agent of the consignor, the agent must fill in the above.)

3. Emergency Handling Procedure

1) Pets flee prevention

To avoid pets flee within the airport or cabin and augment risks, passenger shall keep the pet within the contain the whole process. (Unless Security has other requirements)

2) Cabin emergency decompression or emergency evacuation

1. When came across Cabin emergency decompression or emergency evacuation, passenger could take out the pet to inhale oxygen after making sure self-security. During the inhalation, the pets shall be hold tightly to make sure it is safe when there is an emergency descend. When reach safe height, the pet shall be put back into the container.

2. When evacuation happens, passenger has the responsibility to evacuate the container and the pet. Taking the pet out of the container is prohibited, flight attendant or other assistance can be asked.

3) Pets injury/ill/death in the cabin

Carrier would not divert the plane.

4) Flight Delay

1. When passenger is informed long time delay after reaches the gate, we suggest you to take the pet back to check-in area and the on-sight staff would update the flight information and inform the passenger to pass security and board in advance.

2. When long time delay and accommodation is needed, passenger with pets will be arranged a single room, the price margin shall be paid by passenger himself. If pet is prohibited in the arranged hotel, we suggest you to reschedule or cancel the flight (implement by involuntary cancelation, reschedule standards), or passenger may seek accommodation by himself elsewhere.

5)Flight Diversion

Accommodation request see aforementioned 4) 2. If the alternate airport restricts pet cabin transport, passenger shall transport the pet as checked baggage or cancel

the ticket involuntarily. If the alternate airport cannot transport the pet as checked baggage, passenger can cancel the ticket involuntarily. Ticket can be refunded, pet cabin transport fee is non-refundable.

4. Responsibilities and compensation

1) If the pet is injured or die during transportation, carrier would refund the excess baggage allowance to the passenger.

2) compensation of consideration

1. Hainan Airlines has liability exemption for the pets' injury or death during transportation if there is no evidence proving that Hainan Airlines has fault, when accidents happen to pets during transportation.

2. If the pet died due to carrier reason, carrier would compensate the passenger within the range of carry-on bag limitation with a maximum of 3000RMB.

3. If the pet injured due to carrier reason, carrier would compensate passenger with actual medical fee, while total compensation shall not exceed the limitation of carry-on bag compensation. Passenger shall provide copies of documents and invoice by veterinarian.

I have read and understand the above content, and I confirm it.

Consignor Signature: _____

Or Agent Signature:_____ **Relationship with the consignor:**_____

(If the transportation is applied by agent of the consignor, the agent must fill in the above.)

5. Responsibilities of Parties

1) Responsibilities of Carrier

①When consignor apply for pet transportation, carrier should remind consignor of potential risks during air transportation.

② When pet violates carrier's transportation regulation, carrier shall inform the passenger potential risk. To ensure transport safety, transportation request can be turned down when necessary.

③ Under the circumstance of that consignor has completely conformed to regulations of pet transportation, carrier has the responsibility to transport the pet to the destination and deliver it to the consignor according to the schedule listed in consignor's ticket.

④ When accident, such as injury or death, happens to pet during transportation, carrier should contact the consignor to negotiate about matters concerned and compensation

2) Responsibilities of Consignor

① Consignor should read transport regulations in this agreement and confirm the transport risks.

② Consignor should check the transport regulations of carrier, make sure whether the pet conforms to carrier's requirements and inform carrier staff of pet information honestly.

③ Consignor should prepare transportation documents and container in advance according to carrier's requirements and check in the pet at the airport on time. When carrier staff checks the pet and ask questions, consignor should answer truthfully.

④ Consignor should pack the container before check-in according to carrier's requirements.

⑤ Consignor should know and conform to charging regulation of pet transportation and pay all the fees when check-in.

⑥ Consignor should know and conform to indemnity regulations of pet transportation, and cooperate with carrier to deal with matters concerned when there is pet transportation accident.

I have read and understand the above content, and I confirm it.

Consignor Signature: _____

Or Agent Signature: _____ Relationship with the consignor: _____

(If the transportation is applied by agent of the consignor, the agent must fill in the above.)

5. Effect and Termination

This agreement shall take effect since the parties have confirmed all the items and signed it. And it shall terminate after carrier transports pet to the destination and deliver it to consignor. In the term of agreement, when either of parties cannot perform the agreement due to force majeure, the party should notify the other party of the reason of non- performance or partial performance and provide valid proof in time. Postponed performance, partial performance or non- performance is allowed with mutual negotiation. The party shall not undertake responsibility for breach.

6. Settlement to Dispute

If the parties dispute over the agreement, the parties shall negotiate based on consideration and friendship. If there is no agreement upon negotiation, carrier shall take a lawsuit in local people's court.

7. Other agreement

This agreement is in three copies, two for carrier and one for passenger.

Carrier: Hainan Airlines Holding Co., Ltd.

Consignor (or Agent):

Date:

Date: